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# Go working effectively

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OK, all of us have days when we feel less enthusiastic about work than we should! But professional people focus hard and work through these feelings to always maintain the highest standards. This is particularly important in a service industry such as hairdressing. It is the people

who always work effectively who are most likely to achieve great things in their careers. Are you one of them? In this unit you will find out what it takes to be a good team member and how to measure your own performance. This will help ensure you are a highly valued member of staff.



# Unit G8 (City & Guilds Unit 021)

## Develop and maintain your effectiveness at work

### *Optional*

Image courtesy of Goldwell

172 Level 2 NVQ/SVQ Hairdressing

This unit has two outcomes.

**Outcome 1**  
Improve your personal performance at work

**Outcome 2**  
Work effectively as part of a team



### Evidence requirements

You will need to demonstrate in your everyday work that you have met the standards for developing and maintaining your effectiveness at work. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

Your assessor will observe your contributions to effective teamwork on at least **one** occasion which will be recorded. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. Although some of the evidence of your performance will be gathered from observations made by your assessor, you will need to put together more documentary evidence in your portfolio to support your achievement of this unit.

### What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

**Taken the opportunity to learn in the following ways:**

from colleagues and other relevant people

active participation in training and development activities

active participation in salon activities

**Agreed and reviewed targets for the following:**

productivity

personal development

**Offered assistance:**

on a one-to-one basis

in a group

“  
*Good team players will support each other in achieving the team's objectives rather than their own individual goals. This makes the salon more successful and a great place to work.*  
Maurice Lister

”

## What you must know

You will be assessed on your knowledge of the following:

Salon roles, procedures and targets

Improving your performance

Working with others

This will be completed through written and oral questioning by your assessor, or by an online GOLA test. For details of what you must know, see pages 178–179.



*Always try to be aware of what you could do to help other team members in their work.*



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## Useful words

Some terms that you will come across in this unit are explained below.

**Appraisal** Where your manager or supervisor reviews your work and sets objectives for the future.

**Continuing professional development (CPD)** The term used to describe how people in a profession continue to update and improve their skills throughout their career.

**Grievance procedures** If you or a colleague has a dispute that can't be sorted out easily, a grievance procedure would be carried out. This would involve a formal meeting to discuss the issue. If you're unsure as to your salon's grievance procedures, ask the advice of your supervisor.

**Harmonious working relationships** This means working well with your colleagues and understanding the importance of teamwork. It's important as you will work more effectively and create a better impression of your salon to clients.

**National Occupational Standards** The Hairdressing and Beauty Therapy Industry Authority (Habia) writes the standards for the hairdressing and beauty therapy industries. Your NVQ/SVQ is based on standards written by Habia and you can read these to check what you need to be competent at in order to achieve your Level 2 NVQ/SVQ.

**Personal development** Taking opportunities to develop your career and learn new skills.

**Productivity** This means the amount of work that you are getting done. If you work effectively, you will achieve high productivity.



# Observation sign-off sheet

*Unit G8 Develop and maintain your effectiveness at work*

## What you must do

Within your work, you must show your assessor that you can do the following. You will be observed at least **once**. Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.



### Outcome 1

#### Improve your personal performance at work

- a Identify your own strengths and weaknesses and discuss them with the relevant person
- b Find out more information from relevant people to perform a task when the instructions you have are unclear \*
- c Seek feedback from relevant people about how you can improve your performance
- d Ask your colleagues for help and take **opportunities to learn** when they are available
- e Seek help from relevant people when you are unable to obtain learning opportunities relating to your work \*\*
- f Regularly review developments in hairdressing and related areas
- g Agree realistic work **targets** with the relevant person
- h Regularly review your progress towards achieving your agreed **targets**
- i Use the results of your reviews to develop your future personal development plan

Image courtesy of L'Oréal Professionnel

Observation	1		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

*Continues on next page*

## Outcome 2

### Work effectively as part of a team

- a Agree ways of working together to achieve objectives
- b Politely ask for help and information from your colleagues, when necessary
- c Respond to requests for assistance from colleagues willingly and politely
- d Anticipate the needs of others and promptly offer **assistance** within your capabilities
- e Make effective use of your time throughout your working day
- f Report problems likely to affect salon services to the relevant person promptly and accurately \*
- g Resolve misunderstandings with your colleagues in a helpful way at the time they happen \*\*
- h Be friendly, helpful and respectful in the contact you have with colleagues



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#### Hints and tips

*Be a team player; someone who can think of ways to solve problems but is willing to compromise and not demand their ideas are used.*

Observation	1		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date





# Observation sign-off sheet

*Unit G8 Develop and maintain your effectiveness at work*

## What you must cover

**Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.**

**Opportunities to learn** Tick the types of opportunities to learn taken during each observation. You must take **all** types of opportunities.

From colleagues and other relevant people	1 <input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active participation in training and development activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active participation in salon activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Targets** Tick the types of targets worked towards for each observation. You must work towards **both** types of target.

Productivity	1 <input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Assistance given** Tick the types of assistance offered for each observation. **Both** types of assistance must be offered.

On a one-to-one basis	1 <input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In a group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date			
Candidate signature			
Assessor signature			
IV signature (if sampled)			

# Comment form

## Unit G8



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This form can be used to record oral questioning, or for assessor/candidate comments, if required.

### Comments

### Date

1




Image courtesy of Denman

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*We all have strengths and weaknesses. The key is to focus on your strengths and manage your weaknesses.*

Ruth Langley

”





# Knowledge sign-off sheet

## *Unit G8 Develop and maintain your effectiveness at work*

### What you must know

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You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online GOLA test. Your assessor will let you know how s/he intends to assess you.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
<b>Salon roles, procedures and targets</b>		
1	your job role and responsibilities and how this relates to the role of other team members	E3
2	how to get information about your job, your work responsibilities and the standards expected of you	E3
3	how to find out relevant information about other people's areas of responsibility	E3
4	the limits of your own authority and that of others in relation to giving assistance	E3
5	why it is important to work within your job responsibilities and what might happen if you do not do so	E3
6	the standards of behaviour that are expected of you when working in the salon	E3
7	your salon's appeal and grievance procedures	E3
8	the commercially viable range of times for the performance of hairdressing services offered	E3
9	your productivity targets and timescales	E3
10	your personal development targets and timescales	E3
11	the importance of meeting your work targets	E3
<b>Improving your performance</b>		
12	how to identify your own strengths and weaknesses	E3
13	the importance of continuous professional development and how it affects your job role	E3

*Continues on next page*

You need to understand:	Evidence type
14 who can help you identify and obtain opportunities for your development/training	E3
15 how using the National Occupational Standards for hairdressing can help you identify your development needs	E3
16 how to access information on National Occupational Standards and qualifications, relevant to hairdressing	E3
17 how to maintain awareness of current and emerging trends and developments within the industry and why this is important	E3
18 the importance of continually using and updating your own personal development plan	E3
<b>Working with others</b>	
19 why harmonious working relationships are important	E3
20 how to react positively to reviews and feedback and why this is important	E3
21 support cooperative ways of working (eg anticipate the needs of others for information and support, avoid actions that discriminate against others or offend others, act assertively when needed to protect your own rights, show that you are willing to help resolve disagreements)	E3
22 how to manage your time effectively	E3
23 who to report to when you have difficulties in working with others	E3
24 how to deal with relationship difficulties and conflicts when working with others	E3
25 the questioning and listening skills you need in order to find out information	E3
Tick if E3 was a GOLA test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date







Image courtesy of Goldwell