

ITEC Level 4

Unit 868 – Contribute to the Effective Running of Business

Recommended Minimum Guided Learning Hours – 30

Unit Accreditation Number: A/601/5500

Learning outcome

The Learner will:

1. Be able to make a positive contribution to run a business efficiently

Assessment Criteria

Taught Content

- 1.1 Communicate effectively with colleagues and clients

1.1.1 To include:
• Good communication skills (asking open and/or closed questions where appropriate, listening/hearing) • Barriers to effective communication • Demonstrate appropriate body language at all times • Interpersonal distance • Trust • Professionalism, confidence and enthusiasm • Confidentiality • Personal effectiveness • With colleagues • As part of team • With clients • With suppliers • With others

- 1.2 Use effective communication skills to gather and present productivity and development targets

1.2.1 To include:
• Business plan • Cash flow • Budget • Targets

- 1.3 Assist others to resolve problems

1.3.1 To include:
• The effects of negative attitude and behaviour in the workplace • Problem resolution • Communication • Professionalism • Motivation

- 1.4 Provide support and guidance to contribute to the effective running of the business

1.4.1 To include:
• Maintaining and increasing staff morale, motivation and workforce participation • Customer relations • Supplier relations • Targets

- 1.5 Use resources in a way which comply with legal and salon requirements

1.5.1 To include:
• The methods of the use of resources • Use and storage of treatment equipment • Selection, use and storage of treatment media • Methods of dealing with breakages/spillages in the treatment environment • Product data sheets • Stock control/rotation • Shelf life of treatment products • Current legislative controls and guidelines for the use of resources and the implications for client safety • Evaluation of staffing levels, facilities, equipment, tools and stock levels to maintain professional operations and compliance with regulations

1.6 Maintain accurate records for effective running of a business	<p>1.6.1 To include:</p> <ul style="list-style-type: none"> ▪ Methods of recording and storing information e.g. in writing, electronically ▪ Record and store in line with current legislation and professional codes of conduct • Business plan • Marketing plan • Financial records • Human resource records • Client details • Stock control records • Equipment records • Health and safety documentation • Information Technology
1.7 Follow safe and hygienic working practices	<p>1.7.1 To include:</p> <ul style="list-style-type: none"> • The health, safety and security roles and responsibilities of employers and employees ▪ Ensuring that all staff are appropriately trained and have knowledge of required legislation ▪ Key staff roles and responsibilities ▪ First Aid ▪ Fire safety ▪ Accident reporting ▪ Electrical safety ▪ COSHH – data sheets ▪ Risk assessment/management ▪ Security procedures ▪ Handling emergencies in the work environment • The policies and procedures undertaken to ensure a healthy and safe working environment in a therapy setting
1.8 Describe the benefits of effective team work when running a business	<p>1.8.1 To include:</p> <ul style="list-style-type: none"> • Principles of working in a team – roles and responsibilities • Effects and benefits of working with colleagues, clients and others e.g. medical practitioners • Methods of effective communication when working with colleagues, clients and others • Productivity • Morale • Achievement of targets
1.9 Describe the requirement for productivity and development targets	<p>1.9.1 To include:</p> <ul style="list-style-type: none"> • Business plan • Targets • Operational objectives • Long and short-term business goals • Personnel levels • Resources • Staff development
1.10 Describe how the effective use of resources contribute to the effective running of a business	<p>1.10.1 To include:</p> <ul style="list-style-type: none"> • Resources • Costings • Cash flow • Budget
1.11 Describe health, safety, legal and salon requirements within the workplace	<p>1.11.1 To include:</p> <ul style="list-style-type: none"> ▪ Legislation in respect of health, safety and security ▪ Importance of compliance with legislation and the implications of non-compliance ▪ Procedures and methods of risk assessment relating to the provision of treatments, the use, storage, handling and disposal of products, chemicals and equipment in the workplace ▪ Security systems relating to staff, clients and visitors to the spa or salon ▪ Awareness of emergency procedures for different situations and how they may be implemented ▪ The importance of maintaining, reviewing and evaluating health, safety and security policies and procedures
1.12 Describe the requirement for accurate records to be established for client base, stock and resources	<p>1.12.1 To include:</p> <ul style="list-style-type: none"> ▪ Procedures and systems used for control of stock, resources, client monitoring, fixed and variable assets

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Assignment

All Learners will be assessed via an assignment for this unit. For details please see www.itecworld.co.uk

Unit 868 – Contribute to the Effective Running of Business assignment guidance and assessment forms may be downloaded from www.itecworld.co.uk