

**Unit Title:** Hairdressing: Working Relationships  
**Unit Level:** Entry 3  
**Unit Credit Value:** 3  
**GLH:** 30  
**LASER Unit Code:** WJC586  
**Ofqual Unit Code:** L/506/0835

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to assist at reception.	1.1	Receive clients courteously and make them feel welcome.
		1.2	Notify appropriate member of staff of client's arrival.
		1.3	Direct client to correct area of establishment.
		1.4	Pass messages correctly and promptly to a relevant person.
2.	Be able to liaise with clients.	2.1	Communicate non-verbally with clients positively and responsively.
		2.2	Respond to requests from clients positively courteously.
3.	Be able to liaise with colleagues.	3.1	Respond to requests from colleagues courteously.
		3.2	Request assistance courteously.
		3.3	Give assistance courteously.

<b>Assessment Guidance:</b>
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NA
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<b>Additional Information:</b>
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