

**School of Horticulture, Hairdressing and Applied Therapies**

**VTCT Level 2 Certificate in Retail Knowledge (Beauty)**

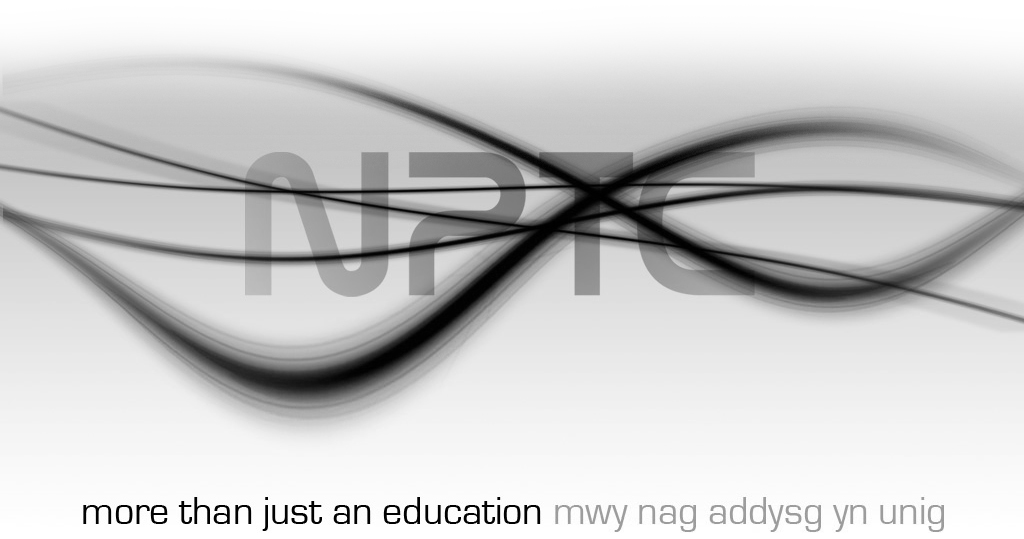
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| **20**  **Literacy Alert:** |  |  |

**UV20361 – Understanding**

**How Individuals and Teams Contribute to the Effectiveness of a Retail Business**

**Workbook 4**

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| **Name:**  **Group:**  **Date of completion:**  **Tutor signature:** |



**UV20361**

**Understanding How Individuals and Teams Contribute to the Effectiveness of a Retail Business**

**Complete all questions in this workbook.**

1. State the key requirements in a contract of employment in retail business.

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2. State which organisations are able to help individuals in the cases of violation of employee rights.

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3. State the key areas covered by ‘equality’ legislation.

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4. State the purpose of laws that promote equality within the workplace.

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5. Define diversity in relation to promoting equality and diversity within the workplace.

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6. Explain what is meant by ‘team work’ in retail business.

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7. Describe the benefits that team work can bring to team members and to retail business as a whole.

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8. Describe the general qualities and abilities required to be an effective member of a team in retail business.

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9. Describe the relevance and importance of communication skills in claryfing and resolving misunderstandings.

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10. Describe effective methods of communication used within teams.

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11. Describe how poor communication skills can affect a team’s performance.

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12. Describe broad functional teams in retail and identify the different job roles and career pathways within these.

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13. Describe the relationships between different job roles within functional teams and identify the lines of accountability in retail business.

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14. Explain the benefit to individual employees and the retail business as a whole of a personal development plan.

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15. Describe the range of methods available to identify own learning needs.

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16. Explain the main learning styles and state which learning methods and activities suit each style.

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17. Identify potential learning resources available for improving own performance.

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18. Explain how work objectives are agreed and state the benefits they can bring to the individual and the retail business.

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19. Explain how a team’s goals impact on the roles and responsibilities of individual team members.

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20. Describe the benefits to the retail business of identifying more effective ways of working.

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