



<b>ASSESSMENT MATERIAL</b>  <b>EVIDENCE GUIDE</b>	<h2 style="margin: 0;">GREET AND DEAL CLIENTS WITH GOOD COMMUNICATION SKILLS</h2>																																								
<b>Qualification</b> Skin Care <b>CS Code</b> <b>Level:</b> <b>Credit: 5</b> <b>Version: 1</b>																																									
<b>CONTENTS</b>	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgement Guide 4. List of required tools/ equipment, material and context of assessment																																								
<b>ASSESSMENT AND ASSESSOR DETAILS</b>	<table style="width: 100%;"> <tr> <td style="width: 50%;">Competent <input type="checkbox"/></td> <td style="width: 50%;">Not Yet Competent <input type="checkbox"/></td> </tr> <tr> <td>Assessment <input type="checkbox"/></td> <td>Re-Assessment <input type="checkbox"/></td> </tr> <tr> <td>Assessor's Name: _____</td> <td>Assessor's Code _____</td> </tr> <tr> <td>Assessor's Signature _____</td> <td>Date <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table> </td> </tr> </table>	Competent <input type="checkbox"/>	Not Yet Competent <input type="checkbox"/>	Assessment <input type="checkbox"/>	Re-Assessment <input type="checkbox"/>	Assessor's Name: _____	Assessor's Code _____	Assessor's Signature _____	Date <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table>											DD	MM							YYYY													
Competent <input type="checkbox"/>	Not Yet Competent <input type="checkbox"/>																																								
Assessment <input type="checkbox"/>	Re-Assessment <input type="checkbox"/>																																								
Assessor's Name: _____	Assessor's Code _____																																								
Assessor's Signature _____	Date <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table>											DD	MM							YYYY																					
DD	MM							YYYY																																	
<b>CANDIDATE DETAILS</b>	Candidate's Name: _____ <small style="display: flex; justify-content: space-between; width: 100%;"> <span>First Name</span> <span>Last Name</span> </small> Father's Name _____ Institute Name and District _____ CNIC/BFORM # <table border="1" style="display: inline-table; border-collapse: collapse; width: 150px; height: 20px;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table> Registration Number: issued by Assessment Body _____ Gender Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Candidate's Consent I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal. Candidate's Signature: _____																																								
<b>ASSESSMENT RESULTS SUMMARY FORM</b>	You can use this coversheet as an <i>Assessment Results Summary Form</i> . Simply post a photocopy of this completed coversheet to <b>NAVTTCC</b>																																								
<b>NAVTTCC OFFICE ONLY</b>	<table style="width: 100%;"> <tr> <td style="width: 50%;">                     1. DATE FORM RECEIVED: <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table> </td> <td style="width: 50%;">                     2. DATE ENTERED INTO DATABASE: <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table> </td> </tr> </table>	1. DATE FORM RECEIVED: <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table>											DD	MM							YYYY	2. DATE ENTERED INTO DATABASE: <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table>											DD	MM							YYYY
1. DATE FORM RECEIVED: <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table>											DD	MM							YYYY	2. DATE ENTERED INTO DATABASE: <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="6"></td> <td style="text-align: center;">YYYY</td> </tr> </table>											DD	MM							YYYY		
DD	MM							YYYY																																	
DD	MM							YYYY																																	

# 1

## ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: GREET AND DEAL CLIENTS WITH GOOD COMMUNICATION SKILLS		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> <li>Communication skills with client assessed, explained, suggested and sold best suitable treatment to client, and worked as a team.</li> </ul>		
Knowledge Assessment		✓			<ul style="list-style-type: none"> <li>Answer any questions your Assessor may have during the practical assessment.</li> </ul>		
Other Requirements			✓		<ul style="list-style-type: none"> <li>Completed course assignments</li> </ul>		

# 2

## CANDIDATE ASSESSMENT

Candidate's Name.....Father's Name .....

**ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.**

### GUIDANCE TO CANDIDATE

To meet this standard you are required to do following within **40 minutes** timeframe:

- Perform role play to demonstrate the tasks of greeting and dealing clients with good communication skills including:
  - ✓ Communicate with client to know their need.
  - ✓ Assess actual requirement of client
  - ✓ Explain the services offered in salon.
  - ✓ Suggest best suitable treatment as per client's need.
  - ✓ Offer customers additional services.

**Important Note:** The following general performance criteria will be followed and performed in all the tasks (where applicable) by the candidate in order to meet this standard.

- ✓ Follow health and safety procedure as per the requirements of given task
- ✓ Prepare work station as per the requirements of task
- ✓ Select tools/ equipment as per the requirements of task
- ✓ Report to supervisor in case of any contingency after taking necessary actions
- ✓ Complete the work by following sequence of operations
- ✓ Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p><b>1. Complete practical task of greet and deal clients with good communication skills under observation by an assessor</b></p>	<p>During a practical assessment, under observation by an assessor, I will correctly perform the following tasks :</p> <ul style="list-style-type: none"> <li>• Perform role play to;                             <ul style="list-style-type: none"> <li>• Communicate with client to know their need.                                     <ul style="list-style-type: none"> <li>✓ Identify the service required by client to make appointment according to the client's requirements.</li> <li>✓ Communicate the price, services and the products that will be used to the clients.</li> <li>✓ Operate the computer to E-mail the client.</li> <li>✓ Demonstrate the use of the telephone for making appointments.</li> <li>✓ Update the diary using salon standard procedures.</li> <li>✓ Communicate fluently in Urdu or local language to clients to the clients' satisfaction</li> </ul> </li> </ul> </li> <li>• Assess actual requirement of client                             <ul style="list-style-type: none"> <li>✓ Assess the specific needs of the client including any disability or old age.</li> <li>✓ Identify the client's skin problem of the client.</li> <li>✓ Ensured necessary safety procedures of salon</li> </ul> </li> <li>• Explain the services offered in salon.                             <ul style="list-style-type: none"> <li>✓ Clarify the requirements of the client</li> <li>✓ illustrate to the client complete range of services available in the salon</li> </ul> </li> <li>• Suggest best suitable treatment as per client's need.                             <ul style="list-style-type: none"> <li>✓ Identify the client's skin condition according to industry standard classifications whether oily, dry, combination, wrinkled and sensitive.</li> <li>✓ Select suitable product and procedure required for relevant skin treatment according to industry standard procedures and manufacturers specifications.</li> <li>✓ Suggest suitable treatment to the client.</li> </ul> </li> <li>• Offer customers additional services.                             <ul style="list-style-type: none"> <li>✓ Describe the details of additional salon services suitable for the client.</li> <li>✓ Demonstrate and convince the clients for essential additional services.</li> <li>✓ Satisfy the clients to whom the services are rendered.</li> </ul> </li> <li>• Delight the Customer for long-term relation.                             <ul style="list-style-type: none"> <li>✓ Receive the customer with smile and lead to the workstation pleasantly.</li> <li>✓ Demonstrate ways to maintain the interest of client while waiting when all workstations are busy.</li> <li>✓ Make customers appointments carefully in accordance with service requirements, time flow and</li> </ul> </li> </ul>

	<p>salon capacity.</p> <ul style="list-style-type: none"> <li>✓ Interact with customer using appropriate words according to age group and the status of customer.</li> </ul> <ul style="list-style-type: none"> <li>• General performance criteria: <ul style="list-style-type: none"> <li>✓ Follow health and safety procedure as per the requirements of given task</li> <li>✓ Prepare work station as per the requirements of task</li> <li>✓ Select tools/ equipment as per the requirements of task</li> <li>✓ Report to supervisor in case of any contingency after taking necessary actions</li> <li>✓ Complete the work by following sequence of operations</li> <li>✓ Perform task(s) within standard timeframe</li> </ul> </li> </ul>
<p><b>2. Any other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Provide verified evidence of the following task <ul style="list-style-type: none"> <li>✓ Communication methods, techniques, Dos and Don'ts in form of portfolio</li> <li>✓ Client consultation (form)</li> </ul> </li> </ul>
<p><b>3. Answer any questions your Assessor may have during the practical assessment</b></p>	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application:</p>

# 3

## ASSESSOR JUDGEMENT GUIDE

Candidate's Name ..... Father's Name .....

### INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
<b>1. Complete practical task of Greeting and deal clients with good communication skills under observation by an assessor</b>	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Perform role play to;	Identified the service required by client to make appointment according to the clients' requirements.			
Communicate with client to know their need	Communicated the price of services and the products that were used to the clients.			
	Operated the computer to E-mail the client.			
	Demonstrated use of the telephone for making appointments.			
	Updated the diary as per salon standard procedures.			
	Communicated fluently in Urdu or local language to the client			
Assess actual requirement of Client	Assessed the specific needs of the client including any disability or old age.			
	Identified the skin problem of the client.			
	Ensured necessary safety procedures of salon.			
Explaining the services offered in Salon	Clarified the requirements of the client.			
	Illustrated t complete range of available services in the salon to the client			
Suggesting best suitable treatment as per Client's need	Identified the client's skin condition according to industry standard classifications whether oily, dry, combination, wrinkled and sensitive.			
	Selected suitable product and procedure required for relevant skin treatment according to industry standard procedures and manufacturers specifications.			
	Suggested suitable treatment to the client.			
Offering customers additional services	Described details of other salon services suitable for the client.			
	Demonstrated and convinced the clients for essential additional services.			
	Satisfied the clients to whom the services were rendered.			
Delighting the Customer for long term relation	Received the customer with smile and lead to the workstation pleasantly.			
	Demonstrated ways of maintaining the interest of client while waiting when all workstations are busy.			
	Made customers appointments carefully in accordance with service requirements, time flow and salon capacity.			

	Interacted with customer using appropriate words according to age group and the status of customer.			
General performance criteria	Followed health and safety procedure as per the requirements of given task			
	Prepared work station as per the requirements of task			
	Selected tools/ equipment as per the requirements of task			
	Reported to supervisor in case of any contingency after taking necessary actions			
	Completed the work by following sequence of operations			
	Performed task(s) within standard timeframe			
<b>2. Any other Requirements</b>	<ul style="list-style-type: none"> <li>• Provide verified evidence of the following task <ul style="list-style-type: none"> <li>✓ Communication methods, techniques, Dos and Don'ts in form of portfolio</li> <li>✓ Client consultation (form)</li> </ul> </li> </ul>			

<p><b>3. Answer any questions their Assessor may have during the practical assessment</b></p>	<p>Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.</p> <p>Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.</p>			
---	--	--	--	--

