

1

ASSESSMENT SUMMARY & RECORD

Candidate's NameFather's Name:.....

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
NATURE OF ACTIVITY	WRITTEN	ORAL	PORTFOLIO	OBSERVATION	DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: RECEIVE THE CLIENT	COMPETENT	NOT YET COMPETENT
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Perform role play for receiving the client 		
Knowledge Assessment		✓			<ul style="list-style-type: none"> Answer all questions your assessor may have during the practical assessment 		
Other Requirements			✓		<ul style="list-style-type: none"> At least 3 completed client consultation forms At least 3 client appointments recorded in appointment book 		

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 perform the following tasks within **30 minutes** timeframe;

- Participate in role-play for receiving client which must include the following:
 - ✓ Greet the client
 - ✓ Communicate with client
 - ✓ Behave in a professional manner with the client
 - ✓ Response to the client's needs
 - ✓ Set the appointments

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>1. Complete practical task of Receive the Client under observation by an assessor</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"> • Perform role play for receiving clients including <ul style="list-style-type: none"> • Greet the client <ul style="list-style-type: none"> ✓ Greet the client respectfully ✓ Encouraged the client to ask questions regarding the treatment they need and areas of which they ✓ Identify the client requirements for service requested • Communicate with client <ul style="list-style-type: none"> ✓ Make recommendations that are suitable for the client ✓ Select the most appropriate way of communicating with the client • Behave in a professional manner with the client <ul style="list-style-type: none"> ✓ Treat the client courteously and helpfully ✓ Maintain standards of decorum, good manners and social behaviour • respond to the client's needs <ul style="list-style-type: none"> ✓ Identify and confirm client's expectations ✓ Respond positively to your client's questions and comments • Set the appointments <ul style="list-style-type: none"> ✓ Set the appointments in a way that satisfy the client ✓ Identify client requirement for service requested ✓ Record appointment details accurately , clearly and to meet salon's requirements • General performance criteria: <ul style="list-style-type: none"> ✓ 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

2. Other Requirements	<ul style="list-style-type: none"> • At least 3 completed Client consultation forms • At least 3 client appointments are recorded in appointment book according to available time slot and client's needs
3. Answer any questions your Assessor may have during the practical assessment	<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
1. Completes practical task of receiving the client under observation by an assessor	During a practical assessment under observation by an assessor, the candidate correctly carried out the following tasks:			
Perform role play for receiving clients including	Greeted the client respectfully			
Greet the client	Encouraged the client to ask questions regarding the treatment they need and areas of which they were unsure			
	Identified the client requirements for service requested			
Communicate with client	Made recommendations that are suitable for the client			
	Communicated with the client in valued and respectful way			
Behave in a professional manner with the client	Treated the client courteously and helpfully			
	Maintained standards of decorum, good manners and social behaviour			
Respond to the client's needs	Identified and confirm client's expectations			
	Responded positively to the client's questions and comments			
Set the appointments	Set the appointments in a way that satisfy the client			
	Identified the client requirement for service requested			
	Recorded the appointment details accurately , clearly and to meet salon's requirements			
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			
2. Other Requirements	At least 3 completed Client consultation forms			
	At least 3 client appointments are recorded in appointment book according to available time slot and client's needs			

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