



ITEC Unit 301 Presenting a Professional Image in a salon Assessment Form

Name of Learner:

This assessment sheet must be completed in full for each Learner by the Internal Assessor

- **Conducting the assessment** – The evaluation should be based on the criteria detailed below. The assessor should base their evaluation entirely on the Learner's performance during the assessment exercise; they should remain objective and should not coach or distract the Learner during the assessment. Please indicate with a ✓ criteria that are completed successfully, indicating with an X criteria that have not been completed successfully.
- **Once all boxes have been ticked the assessor must place a ✓ in the pass box indicating that the task is complete.**

Criteria	Assessor's Comments				
	Completed	Completed	Completed	Completed	
APPEARANCE – The Learner demonstrated:					
State the personal hygiene required for working in a salon (written list or oral)					
Clean, ironed professional overall/uniform					
Beauty salon: Clean, neat hair - tied back/up if long and off the collar and face					
Hair salon: Neat, styled hair					
Beauty salon: Short, clean, well manicured nails with no varnish and clean hands					
Hair salon: Well maintained hands and nails					
Beauty salon Clean, sensible full flat shoes, and socks or tights					
Hair salon Clean, comfortable shoes					

Criteria	Assessor's Comments				
	Completed	Completed	Completed	Completed	
Beauty Salon: No jewellery - with the exception of a wedding band and 1 pair of small stud earrings (religious jewellery must be taped)					
Hair Salon: Any jewellery worn is appropriate					
No body or breath odour.					
No chewing gum or sucking sweets					
No visible underskirts/underwear					
Skirts to the knee. Trousers cropped no higher than calf/ trousers not trailing on the floor					
EFFECTIVE COMMUNICATION IN THE SALON – The Learner:					
Stated how to communicate and behave in a salon environment (written list or oral)					
Greeted and introduced self to the client					
Looked the client in the eye when speaking to them					
Spoke clearly					
Spoke politely					
Spoke honestly when questioned about treatments					
Listened to the client					
– The Learner					
Demonstrated positive facial expressions					
Demonstrated positive body language					
Demonstrated good posture					
EFFECTIVE TELEPHONE CONVERSATION – The Learner:					
Stated salon name					
Asked how he/she may help the client					
Did not interrupt the client					
Spoke clearly and at the correct speed					
DEALING WITH NEGATIVE FEEDBACK – The Learner:					
Allowed the client to speak freely					
Listened to the client					
Did not interrupt the client					

Criteria	Assessor's Comments				
	Completed	Completed	Completed	Completed	
Did not argue					
Demonstrated understanding of why the feedback is negative					
EFFECTIVE COMMUNICATION WITH COLLEAGUES – <i>The Learner:</i>					
Communicated politely					
Demonstrated a positive attitude					
Demonstrated enthusiasm for the task					

Task Completed - Pass ☐

Learner's Signature.....

Assessor's Signature.....

Assessor's Name.....

Date.....

External Verifier's Name.....

External Verifier's Signature.....

Date.....