



ITEC Unit 305 Shampoo and Conditioning 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:					
Clean, ironed professional overall/uniform					
Neat styled hair					
Well maintained hands and nails					
Clean, comfortable shoes					
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					
COMMUNICATE AND BEHAVE IN A PROFESSIONAL MANNER – The learner:					
Greeted and introduced self to the client					
Looked the client in the eye when speaking to them					
Spoke clearly					

Criteria	Assessor's Comments				
	Completed	Completed	Completed	Completed	
Spoke politely					
Spoke honestly when questioned about treatments					
Listened to the client					
Demonstrated ethical conversation					
Demonstrated positive facial expressions					
Demonstrated positive body language					
Demonstrated good posture					
CLIENT CARE AND PREPARATION FOR SHAMPOO AND CONDITIONING - <i>The learner:</i>					
Stated the procedure for client preparation (written list or oral)					
Showed the client to the work station					
Explained the procedure to the client					
Protected the client's clothing appropriately					
Removed client's jewellery and accessories as appropriate					
Stored the client's valuables in a safe place					
Positioned the client correctly					
Ensured client's comfort throughout					
HYGIENE AND STERILISATION – <i>The learner:</i>					
Wiped equipment over with appropriate sanitiser before and after use					
Sanitised hands before, during and after treatment as appropriate					
Replaced lids on products					
Disposed of waste hygienically and appropriately					
Demonstrated correct use of salon sterilising equipment/cabinets					
Stored sanitised/sterilised equipment appropriately					
Used freshly laundered towels for each client					
Used freshly laundered gowns for each client					
Ensured that the floor/trolleys/surfaces are clean and santised where appropriate					
Minimised the risk of cross-infection and cross-infestation					

Criteria	Assessor's Comments				
	Completed	Completed	Completed	Completed	
CARRY OUT SHAMPOO AND CONDITIONING – <i>The learner:</i>					
Stated the main hair types and basic structure of the hair (written list or oral)					
Stated the effects of shampooing and conditioning the hair (written list or oral)					
Selected products and tools					
Checked the water temperature					
Adapted the water temperature, flow and direction to suit the need of the client's hair, scalp and comfort					
Shampooed hair correctly					
Rinsed shampoo correctly					
Applied conditioner correctly					
Removed conditioner correctly					
Towel dried and detangled hair					

Task Completed - Pass ☐

Learner's Signature.....
 Assessor's Signature.....
 Assessor's Name.....
 Date.....

External Verifier's Name.....
 External Verifier's Signature.....
 Date.....