



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 – <i>The learner demonstrated:</i>				
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 – <i>The learner:</i>				
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.....