

**ITEC LEVEL 1 UNIT TEST SPECIFICATION  
2011**

**Unit 639 Salon Reception Duties**

External Assessment Method:	Multiple Choice Question Paper on demand	
Duration of External Assessment:	15 minutes	
Pass Mark:	60%	
Grading:	Pass, Credit or Distinction	
Frequency of External Assessment:	On demand (once ALL hours for the unit have been completed)	
Assessment criteria to be Assessed:	All assessment criteria will be assessed	
Format of Questions:	Stem, 1 key and 3 distracters	
No. of Questions	10 questions	
Distribution of questions:  Each question will be allocated one mark.    The breakdown of questions listed can be found in the assessment criteria in the ITEC syllabus for unit 639 as follows:	<u>Unit</u>  Unit 639 Salon Reception Duties	<u>No. of Questions per unit</u>  10
	<u>Breakdown of Questions</u>  Unit 639 Salon Reception Duties: <ul style="list-style-type: none"> <li>• outline the need to present a positive image (2Q)</li> <li>• typical salon reception duties and features of a well-run reception service (2Q)</li> <li>• the importance of maintaining client confidentiality and how to communicate and behave within a salon environment (2Q)</li> <li>• payment methods used for salon services (1Q)</li> <li>• how to record appointments for a variety of services, the basic information required from the client</li> </ul>	<u>Related to ITEC Assessment Criteria for each Unit as listed below:</u>  1.5  1.6, 1.7  1.8, 1.10  1.9  2.2, 2.3, 2.4

	<p>and the different systems for recording appointments (2Q)</p> <ul style="list-style-type: none"> <li>• factors to consider when agreeing appointments (1Q)</li> </ul>	2.5
Administration of External Assessment:	For security required of centres and for the administration of examination papers, please refer to the <i>ITEC Regulations and Procedures for Operating Theory Examinations</i> document.	