

**ITEC LEVEL 2 UNIT TEST SPECIFICATION  
2011**

**Unit 611 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 611 as follows:	<u>Unit</u>  Unit 611 Salon Reception Duties	<u>No. of Questions per unit</u>  10
	<u>Breakdown of Questions</u> Unit 611 Salon Reception Duties: <ul style="list-style-type: none"> <li>• Procedure for taking messages, communication and behaviour (2)</li> <li>• Services and pricing (1)</li> <li>• Dealing with enquiries (1)</li> <li>• Confidential information, data protection (2)</li> <li>• Making and recording appointments and messages (2)</li> <li>• Methods of payment, deal with problems, security (2)</li> </ul>	<u>Related to ITEC Assessment Criteria for each Unit as listed below:</u>  1.6, 1.7  1.8  1.9, 1.10 2.3, 2.7.2.8  2.4, 2.5, 2.6  3.4, 3.5, 3.6
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.	

