

**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"> • Procedure for taking messages, communication and behaviour (2) • Services and pricing (1) • Dealing with enquiries (1) • Confidential information, data protection (2) • Making and recording appointments and messages (2) • Methods of payment, deal with problems, security (2) 	<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.	

