

ITEC Level 4 Unit 862 – Quality Management of Client Care in the Hair and Beauty Sector Recommended Minimum Guided Learning Hours – 50 Unit Accreditation Number: M/601/5350	
Learning outcome The Learner will: 1. Be able to review the overall client service experience as part of quality assurance	
Assessment Criteria	Taught Content
1.1 Evaluate client care procedures, using quality assurance and inspection processes 1.2 Conduct a client satisfaction survey 1.3 Use client feedback and complaints to inform a review of the client service experience 1.4 Draw conclusions from the client satisfaction survey and client complaints 1.5 Analyse client expectations 1.6 Describe different quality assurance and inspection processes used within businesses in the hair and beauty sector	1.1.1 To include: ▪ Client care procedures ▪ Pre-treatment information ▪ Client consultation ▪ Identification of client needs ▪ Treatment procedures ▪ Customer feedback ▪ Quality assurance and inspection processes and documentation 1.2.1 To include: ▪ Methods of conducting customer survey i.e. written feedback, tick boxes, verbal feedback 1.3.1 To include: ▪ Customer feedback ▪ Customer complaints ▪ Client satisfaction survey ▪ Recording of feedback or complaint ▪ Communication within organisation ▪ Response to client ▪ Customer service 1.4.1 To include: ▪ Client satisfaction survey ▪ Statistical evidence ▪ Review procedures 1.5.1 To include: ▪ Client consultation processes ▪ Services and treatments ▪ Client records ▪ Client expectations and treatment requirements ▪ Customer satisfaction ▪ Customer feedback 1.6.1 To include: ▪ Quality management system ▪ Quality assurance manual ▪ Operating practices ▪ Inspection sheets ▪ Customer satisfaction surveys

1.7 Describe how to conduct a client satisfaction survey	1.7.1 To include: ▪ Types of client satisfaction survey ▪ Timescales ▪ Questions ▪ Client participation ▪ Resources
1.8 Explain the value of feedback and client complaints in reviewing the client service experience	1.8.1 To include: ▪ Customer expectations ▪ Complaints policy ▪ Feedback policy – positive and negative ▪ Working practices review ▪ Product review
1.9 Analyse the impact of client satisfaction on the business	1.9.1 To include: ▪ Performance indicator ▪ Company profile ▪ Ongoing business ▪ Business expansion ▪ Promotional opportunities ▪ Staff motivation ▪ Cash flow ▪ Budgets
1.10 Explain the importance of meeting clients' expectations	1.10.1 To include: ▪ Target market ▪ Identify client expectations and treatment requirements ▪ Treatment planning to meet client's expectations ▪ Review customer satisfaction and treatment requirements ▪ Referral ▪ Ongoing business
Learning outcome The Learner will:	
2. Be able to implement and monitor procedures to improve the overall client service experience	
Assessment Criteria	Taught Content
2.1 Recommend approaches to or ways of improving the client service experience	2.1.1 To include: ▪ Formulating treatment menus in line with business concept ▪ Developing operational objectives for services/treatments ▪ Workforce planning to meet objectives and staffing requirements ▪ Maintaining and increasing staff morale, motivation and workforce participation ▪ Improving working practices ▪ Evaluation of staffing levels, facilities, equipment, tools and stock levels to maintain professional operations
2.2 Engage staff in consultation necessary for effective implementation of a quality scheme	2.2.1 To include: ▪ Employee engagement ▪ Quality management procedures and processes
2.3 Evaluate the effectiveness of newly implemented procedures	2.3.1 To include: ▪ Staff feedback ▪ Customer satisfaction surveys ▪ Targets
2.4 Propose new systems or modifications to existing systems that could improve the client service experience	2.4.1 To include: ▪ Interpret the client experience to monitor and improve working practices and treatment procedures ▪ Review client consultation processes ▪ Services and treatments ▪ Client records

2.5	Evaluate own quality management of client care	▪ Customer satisfaction ▪ Identify client expectations and treatment requirements ▪ Customer support ▪ Current trends ▪ Review of working practices ▪ Utilise client feedback to review customer satisfaction and treatment requirements to improve client service experience
2.6	Describe different approaches to quality management of client care within the hair and beauty sector	2.5.1 To include: ▪ Self assessment ▪ Reflective practice
2.7	Explain the importance of staff engagement to the success of newly implemented procedures	2.6.1 To include: ▪ Key staff roles and responsibilities ▪ Ensuring that all staff are appropriately trained and have knowledge of required quality systems
2.8	Explain the importance of monitoring the effectiveness of newly implemented procedures	2.7.1 To include: ▪ Staff performance and motivation ▪ Performance reviews ▪ Staff development ▪ Productivity ▪ Performance indicators ▪ Business concept/vision
2.9	Explain the factors necessary for 'continuous improvement'	2.8.1 To include: ▪ Targets ▪ Customer satisfaction ▪ Productivity ▪ Performance indicators ▪ Business development
2.10	Explain how quality management can be measured	2.9.1 To include: ▪ Customer satisfaction and requirements ▪ Current industry trends ▪ Staff productivity ▪ Working practices ▪ Current legislation
Unit 862 – Quality Management of Client Care in the Hair and Beauty Sector Assignment All Learners will be assessed via an assignment for this unit. For details please see www.itecworld.co.uk		2.10.1 To include: ▪ Current legislation ▪ Independent auditing ▪ Certification ▪ QMS compliant
		Unit 862 – Quality Management of Client Care in the Hair and Beauty Sector assignment guidance and assessment forms may be downloaded from www.itecworld.co.uk