



AG862

**ITEC Level 4 Diploma in Spa and Salon Management
Unit 862 - Quality Management of Client Care in the Hair and Beauty Sector
Assignment Guidance Form**

Undertake quality assurance procedures to assess client satisfaction and working practices

To include the following:

- Quality assurance requirements in the spa or salon
- Complaints procedures
- Client satisfaction survey
- Evaluation of client satisfaction survey
- Recommended modifications to customer service and working practices following customer satisfaction survey
- Development and monitoring of Quality Management of client care
- Factors necessary for continuous improvement

This assignment may be presented in any of the following formats and may include some ICT:

- Written report
- Chart
- Diagram
- Graph
- Other pictorial presentation