



TEST SPECIFICATION 2015

UNIT 663 - ASSIST WITH SALON RECEPTION DUTIES

External Assessment Method:	Multiple-choice question paper which can be taken on demand	
Duration of External Assessment:	15 minutes	
Pass Mark:	70%	
Grading:	Pass or refer	
Frequency of External Assessment:	On demand (once ALL hours for the units 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	<u>Unit</u> Assist with salon reception duties	<u>No. of Questions per Unit</u>
The breakdown of questions listed can be found in the assessment criteria in the ITEC syllabus for unit 663 as follows:	<u>Breakdown of Questions</u> <u>No of Question 10</u>	<u>Related to ITEC Assessment Criteria for each Unit as Listed Below:</u>
	Describe the salon procedures for assisting with reception duties (Q2)	2.1
	State the legal requirements for maintaining client confidentiality (Q2)	2.2
	Identify own limits of authority when assisting with salon reception duties (Q2)	2.3

	<p>Identify the person to whom problems with reception duties should be referred (Q1)</p> <p>Explain the importance of effective communication (Q2)</p> <p>List the services and products available in the salon (Q1)</p>	<p>2.4</p> <p>3.1</p> <p>4.1</p>
Administration of External Assessment	<p>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</p>	