



AA821

**ITEC Level 3**  
**Assignment Assessment Form**  
**Unit 821 - Client Care and Communication in Beauty Related Industries**

**INSTRUCTIONS:**

- Assessors must use this form to evaluate Learners' submitted evidence, which may be a combination of some or all of the types listed below. Please indicate with a '✓' which source of information was submitted and accepted, and indicate with an 'X' evidence submitted but not accepted
- Learners may re-submit evidence for further evaluation at any stage of their course in order to achieve success. For Technical Level Qualifications, Learners who fail to reach the required standard will be permitted one re-submission opportunity via an additional assignment
- When all evidence has been submitted and accepted Assessors must place a '✓' in the Assignment Completed box. This indicates a Pass mark
- The form must be placed with the assignment evidence for ITEC external verification purposes

| Unit 821 - Client Care and Communication in Beauty Related Industries              | Written Word | Chart | Spider Diagram | Graph | Other Pictorial Presentation | Date Accepted |
|--|--------------|-------|----------------|-------|------------------------------|---------------|
| How to adapt methods of communication to suit the client and their needs           |              |       |                |       |                              |               |
| What is meant by the term 'professionalism'  |              |       |                |       |                              |               |
| The importance of respecting a client's 'personal space'                           |              |       |                |       |                              |               |
| The importance of providing clear recommendations to the client                    |              |       |                |       |                              |               |
| The importance of adapting retail sales techniques to meet the client requirements |              |       |                |       |                              |               |
| Methods of improving working practices   |              |       |                |       |                              |               |
| How to resolve client complaints   |              |       |                |       |                              |               |

**Assignment Completed – Pass** ☐

Learner's Name.....  
Learner's Signature.....  
Assessor's Name.....  
Assessor's Signature.....  
Date.....

External Verifier's Name.....  
External Verifier's Signature.....  
Date.....