

Assignment Assessment Form

iUCO71 – Quality management of client care in the hair and beauty sector

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 × evidence submitted but not accepted.
- Learners may re-submit evidence for further evaluation at any stage of their course in order to achieve success.
- 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 project evidence for ITEC external verification purposes.

	Written Word	Chart	Diagram	Graph	Other Pictorial Presentation	Date Accepted
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						
Assignment Completed					Pass	

Learner name: _____

Learner signature: _____ **Date:** _____

Lecturer/assessor name: _____

Lecturer/assessor signature: _____ **Date:** _____

Quality assured name: _____

Quality assured signature: _____ **Date:** _____

External examiner/verifier's name: _____

External examiner/verifier's name: _____ **Date:** _____
(if sampled)

Document History

Version	Issue Date	Changes	Role
v1	30/09/2019	First published	Qualifications Administrator