
Assignment Guidance Form

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

Undertake quality assurance procedures to assess client satisfaction and working practices

- 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

Document History

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