

Assignment Assessment Form

iUBT402 – 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 × 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	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 name: _____

Learner signature: _____ **Date:** _____

Lecturer/Assessor name: _____

Lecturer/Assessor signature: _____ **Date:** _____

Internal Quality Assurer Name: _____

Internally Quality Assurer signature: _____ **Date:** _____

External Quality Assurer Name: _____

External Quality Assurer signature: _____ **Date:** _____
(if sampled)

Document History

Version	Issue Date	Changes	Role
v1	14/10/2019	First published	Qualifications Administrator