

# Test Specification

## iUCO43 – Salon reception duties

<b>External assessment method:</b>	Multiple Choice Question Paper	
<b>Duration of external assessment:</b>	15 minutes	
<b>Pass mark:</b>	60%	
<b>Grading:</b>	Pass, Credit or Distinction	
<b>Frequency of external assessment:</b>	On demand (once ALL hours for the unit have been completed)	
<b>Learning outcomes to be assessed:</b>	All learning outcomes will be assessed	
<b>Format of questions:</b>	Stem, 1 key and 3 distracters	
<b>Number of questions</b>	10 questions	
<b>Distribution of questions:</b> Each question will be allocated one mark	<u>Topic</u>	<u>No. of questions per topic</u>
	<ul style="list-style-type: none"> <li>• Procedure for taking messages, communication and behaviour</li> <li>• Services and pricing</li> <li>• Dealing with enquiries</li> <li>• Confidential information, data protection</li> <li>• Making and recording appointments and messages</li> <li>• Methods of payment, deal with problems, security</li> </ul>	<ul style="list-style-type: none"> <li>- 2</li> <li>- 1</li> <li>- 1</li> <li>- 2</li> <li>- 2</li> <li>- 2</li> </ul>
The topics listed can be found in the assessment criteria in the unit specification for iUCO43 as follows:	<u>Topic</u>	<u>Assessment criteria</u>
	<ul style="list-style-type: none"> <li>• Procedure for taking messages, communication and behaviour</li> <li>• Services and pricing</li> <li>• Dealing with enquiries</li> <li>• Confidential information, data protection</li> <li>• Making and recording appointments and messages</li> <li>• Methods of payment, deal with problems, security</li> </ul>	<ul style="list-style-type: none"> <li>- 1.2, 1.6-1.7</li> <li>- 1.8</li> <li>- 1.1, 1.3, 1.9, 1.10</li> <li>- 2.3, 2.7, 2.8</li> <li>- 2.1-2.2, 2.4, 2.5, 2.6</li> <li>- 3.2-3.6</li> </ul>

**Administration of external assessment:**

For security required of centres and for the administration of examination papers, please refer to 'Instructions for Conducting Examinations' which can be found on the website.

## Document History

Version	Issue Date	Changes	Role
V1	06/03/20	First Published	Subject Matter Expert Assessment