Test Specification

iUCO77 – Salon reception duties

External assessment method:	Multiple Choice Question Paper
Duration of external assessment:	15 minutes
Pass mark:	60%
Grading:	Pass, Credit or Distinction
Frequency of external assessment:	On demand (once ALL hours for the unit have been completed)
Learning outcomes to be assessed:	All learning outcomes will be assessed
Format of questions:	Stem, 1 key and 3 distracters
Number of questions	10 questions

	Topic	No. of questions per paper
Distribution of questions: Each question will be allocated one mark	• Outline the need to present a positive image	- 2
	• Typical salon reception duties and features of a well-run reception service	- 2
	• The importance of maintaining client confidentiality and how to communicate and behave within a salon environment	- 2
	• Payment methods used for salon services	- 1
	• How to record appointments for a variety of services, the basic information required from the client and the different systems for recording appointments	- 2
	• Factors to consider when agreeing appointments	- 1

	Topic	Assessment criteria
The topics listed can be found in the learning outcomes in the unit specification for iUCO77 as follows:	• Outline the need to present a positive image	- 1.5
	• Typical salon reception duties and features of a well-run reception service	- 1.6, 1.7

	• The importance of maintaining client confidentiality and how to communicate and behave within a salon environment	- 1.8, 1.10
	• Payment methods used for salon services	- 1.9
	• How to record appointments for a variety of services, the basic information required from the client and the different systems for recording appointments	- 2.2, 2.3, 2.4
	• Factors to consider when agreeing appointments	- 2.5
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)