

Assignment Assessment Form

iUBT309 – 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
Methods and use of consultation techniques to identify objectives of the treatment						
Methods and importance of using effective communication techniques to identify client needs and expectations						
Definition and understanding of the term 'personal space' and the importance of this in relation to dealing with clients						
The importance of providing the client with clear advice and recommendations						
The importance of maintaining client confidentiality in line with the Data Protection Act/GDPR						
The importance of communication techniques to support retail opportunities						
The importance of client feedback and responding constructively						
Whom to refer to and how to deal with client complaints						
Assignment Completed					Pass	

Learner name: _____

Learner signature: _____ **Date:** _____

Lecturer/Assessor name: _____

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

External examiner name: _____

External examiner signature: _____ **Date:** _____