

SAMPLE ASSESSMENT MATERIAL

UNIT 7 - SALON BUSINESS SYSTEMS AND PROCESSES



Level 2 Unit 7 Salon business systems and processes

Sample assessment material - information for teachers

This assessment is provided as an example only. Consortia should produce their own assessments in line with the assessment section of the unit, based on their local delivery circumstances.

Overview

This assessment is based on the case study below. It is taken under controlled conditions, in which the learner will complete two tasks. The first is the production of a chart to show understanding of hair and beauty business systems. The second is a diary/record of work undertaken on a hair or beauty reception.

The production of work for Task 1 will be done under controlled conditions in the teaching centre (see p139-141 of the specification for guidance).

It is expected that the learner will complete the work for Task 2 while working on a hair or beauty reception in a realistic learning environment or in a setting that is appropriate for experiencing work related activities.

Time

It will take approximately 25 hours to complete the assessment 7 hours for completion of Task 1 and 18 hours for completion of Task 2. The learner should spend approximately 2 days assisting on a hair or beauty reception.

Resources

Learners may require access to word processing software during the production of their diary and chart. They may require access to creative resources such as coloured paper, card, and pens etc for production of their chart and/or diary.

Supervision

Learners will need to be supervised:

- when producing the chart and diary (by the teacher)
- at all times while working on the reception area (by a colleague at the salon and/or the teacher)

Collaboration

Learners may collaborate to obtain information in order to complete the tasks. The production of the chart and diary are **not** suitable for collaborative work.

Learners will be working in collaboration with colleagues and/or other learners when working on reception but only their individual contribution should be assessed. Annotation of written/photographic evidence detailing the individual contribution can be used to give further evidence for Task 2.

Marking

Please note that the descriptions in this assessment grid relate to the top of each band. Further guidance on using assessment grids is available in the assessment section of the specification.

Learning outcomes	Band 1	Band 2	Band 3
	The learner has:		
	0 to 3 marks	4 to 6 marks	7 to 10 marks
1 Understand the use of business systems in the hair and beauty sector	<p>Explained, by showing basic awareness the function and importance of business systems and processes.</p> <p>Summarised, showing basic knowledge the impact the types and size of business has on the systems needed.</p> <p>Explained, showing limited understanding the packages used for creating and maintaining accurate client and appointment records.</p> <p>Compared, by showing limited awareness the business systems used across the six industries.</p>	<p>Explained, by showing good awareness the function and importance of business systems and processes.</p> <p>Summarised, showing good knowledge the impact the types and size of business has on the systems needed.</p> <p>Explained, showing clear understanding the packages used for creating and maintaining accurate client and appointment records.</p> <p>Compared, by showing good awareness the business systems used across the six industries.</p>	<p>Explained, by showing broad awareness the function and importance of business systems and processes.</p> <p>Summarised, showing broad knowledge the impact the types and size of business has on the systems needed.</p> <p>Explained, showing broad understanding the packages used for creating and maintaining accurate client and appointment records.</p> <p>Compared, by showing broad awareness the business systems used across the six industries.</p>
	0 to 3 marks	4 to 6 marks	7 to 10 marks
2 Understand the unique role and function of the hair and beauty sector reception area	<p>Explained, by showing basic understanding the role and function of the reception area and how it differs from other businesses.</p> <p>Explained, by showing basic understanding the principles of scheduling work.</p> <p>Explained, by showing basic awareness the legal obligation for storage and security of client data.</p> <p>Explained, by showing limited understanding the considerations needed to work out cost and pricing structures.</p>	<p>Explained, by showing good understanding the role and function of the reception area and how it differs from other businesses.</p> <p>Explained, by showing good understanding the principles of scheduling work.</p> <p>Explained, by showing good understanding the legal obligation for storage and security of client data.</p> <p>Explained, by showing clear understanding the considerations needed to work out cost and pricing structures.</p>	<p>Explained, by showing extensive understanding the role and function of the reception area and how it differs from other businesses.</p> <p>Explained, by showing broad understanding the principles of scheduling work.</p> <p>Explained, by showing broad understanding the legal obligation for storage and security of client data.</p> <p>Explained, by showing broad understanding the considerations needed to work out cost and pricing structures.</p>

Learning outcomes	Band 1	Band 2	Band 3
	The learner has:		
	0 to 3 marks	4 to 6 marks	7 to 10 marks
3 Know the requirements of running an effective reception area in the hair and beauty sector	<p>Described, using basic knowledge how to handle and process a range of payment methods and discrepancies.</p> <p>Described, using limited knowledge the type and purpose of non-promotional material displayed in the hair and beauty sector.</p> <p>Described, using limited knowledge the importance of organising and maintaining resources on salon reception area.</p> <p>Described, using limited knowledge the importance of teamwork in a salon.</p>	<p>Described, using clear knowledge how to handle and process a range of payment methods and discrepancies.</p> <p>Described, using clear knowledge the type and purpose of non-promotional material displayed in the hair and beauty sector.</p> <p>Described, using clear knowledge the importance of organising and maintaining resources on salon reception area.</p> <p>Described, using clear knowledge the importance of teamwork in a salon.</p>	<p>Described, using broad knowledge how to handle and process a range of payment methods and discrepancies.</p> <p>Described, showing extensive understanding the type and purpose of non-promotional material displayed in the hair and beauty sector.</p> <p>Described, using broad knowledge the importance of organising and maintaining resources on salon reception area.</p> <p>Described, showing broad understanding the importance of teamwork in a salon.</p>
	0 to 9 marks	10 to 19 marks	20 to 30 marks
4 Be able to run an effective reception area within the hair and beauty sector	<p>Used reception systems and operated and maintained a reception area with prompting throughout.</p> <p>Processed payments showing fairness and consideration to others when disputes arises, with assistance.</p> <p>Shown limited knowledge of how to use different types of communication skills and how to organise time and resources, prioritising actions.</p>	<p>Used reception systems and operated and maintained a reception area with occasional prompting throughout.</p> <p>Processed payments showing fairness and consideration to others when disputes arises, with occasional assistance.</p> <p>Shown clear knowledge of how to use different types of communication skills and how to organise time and resources, prioritising actions.</p>	<p>Used reception systems and operated and maintained a reception area with autonomy.</p> <p>Processed payments showing fairness and consideration to others when disputes arises, with autonomy.</p> <p>Shown broad knowledge of how to use different types of communication skills and how to organise time and resources, prioritising actions.</p>

Sample assessment material – information for learners

Assessment overview

For this assessment you are required to

- Produce a chart to show your understanding of how business systems are used in the hair and beauty sector
- Produce a diary to show how you were able to run an effective hair or beauty reception and your understanding of the function and role of a reception area

Time

You will take approximately 25 hours to complete this assessment with 7 hours for completion of Task 1 and 18 hours for completion of Task 2. You should spend approximately 2 days assisting on a hair or beauty reception.

Roles

Your teacher will observe you carrying out Task 1 and some of Task 2. A witness statement will be needed to prove that you have completed 2 days working on reception. Your diary and your teacher's witness testimony will provide further evidence of what duties you carried out and how well you performed.

Assessment Brief



Georgia's

You are an assistant in the hair and beauty salon 'Georgia's' and you have been working on the reception for the past six weeks.

The head receptionist is leaving and because your manager has been impressed with your performance, she has encouraged you to apply for the job. Several people have already applied for this vacancy. You have been advised by the current head receptionist of a way to put you at an advantage over the other applicants. She has suggested that you submit a diary of the work you have completed on reception and a chart to illustrate your understanding of successful business systems. You will show these at your interview.

Task 1 – Chart to show an understanding of hair and beauty business systems (covering learning outcome 1)

You will produce a chart to show your understanding of hair and beauty business systems. It will show

- The function and importance of different types of business systems used in the sector such as stock control, appointment and work scheduling, record keeping, processing payments and any other systems you think are appropriate to Georgia's
- How system requirements may differ depending on the type and size of the business and, therefore, what is appropriate for Georgia's
- How appointments and client records are created and maintained and the advantages and disadvantages of these for Georgia's
- How other business systems differ and are used across the six industries and the advantages and disadvantages of these for Georgia's

**Task 2 – Running a hair or beauty reception area
(covering learning outcomes 2, 3 and 4)**

You will complete two days to carry out duties on a hair or beauty reception and you will document your work in the form of a diary. You will:

- Show how you felt the hair and beauty reception area differed from that in other businesses
- Explain how you managed the principles of scheduling work
- Explain how and why you ensured the security and safe storage of client data
- Show your understanding of how prices/costs of services are calculated in the hair and beauty sector and how the costs and prices are worked out at Georgia's
- Log a variety of sales/payments that you have made, along with a description of how you dealt with or would deal with payment discrepancies
- Describe of the types and purposes of non-promotional material that Georgia's displays
- Explain how you organised the reception resources and why
- Describe how you worked as part of a team and why teamwork is important
- Explain how you used appropriate communication and prioritisation skills, and give details of your behaviour in the situations which arose with your customers and colleagues.