

Level 2 - Principal Learning

Hair and Beauty Studies (2762)

Unit 4: Communication and client care in the hair and beauty sector

Teacher's marking for controlled assessment

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**Level 2 Unit 4: Communication and client care in the hair
and beauty sector**

Teacher's marking

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Marking Grid

Learner name: *Alice Cole*

Learning Outcome	Band 1	Band 2	Band 3	Marks
1	0 – 3	4 - 6	7 - 9	÷ 3
		6		5
		5		
		4		Band 2
Justification comments: <i>You showed a clear understanding of the safety aspects of communication skills. Your explanation of the importance of good communication skills was clear. You could have gone into more depth on personal presentation and brought in personal hygiene as an important factor. A successful career is not just about money but to be happy and satisfied. Overall a good understanding was shown.</i>				
2	0 – 3	4 - 6	7 - 9	÷ 2
		5		5
		5		Band 2
Justification comments: <i>You showed a clear awareness of the need for effective customer service but you could have said a little more about the reputation of the business. I like your explanation of how barbers work compared to spa and beauty therapists but you did not mention the nail industry.</i>				
3	0 – 4	5 - 8	9 -12	÷ 2
		8		9
			10	Band 3
Justification comments: <i>You showed a clear awareness of the importance of the consultation process and the questions on the consultation form were clearly thought out and appropriate for each industry. You could have gone into more depth on how sales can be increased via consultation and how customer satisfaction is promoted. You identified a comprehensive list of the similarities and differences in the consultation processes. Well done Alice.</i>				
4	0 – 10	11 - 20	21 - 30	÷ 2
			28	24
		20		Band 3
Justification comments: <i>You performed extremely good consultations Alice. You needed no help and did particularly well with Mr Harrison. Your evaluation of the process could have been in more depth and stated other times for consultation such as during the service. You could have made reference to more health and safety and the importance of keeping records safe and secure. In all though, a very good performance and a nice piece of work.</i>				
Marker: A. Teacher Internal Moderator: A. A Moody		Date: Date:	Total marks out of 60	Total marks for learner 43 Band 3