Unit Title: Hairdressing: Working Relationships	
Level:	Entry Three
Credit Value:	3
GLH:	30
OCNLR Unit Code:	HL7/E3/LQ/008
Ofqual Unit Reference Number:	L/506/0835

This unit has 3 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Be able to assist at reception.	1.1. Receive clients courteously and make them feel welcome. 1.2. Notify appropriate member of staff of client's arrival. 1.3. Direct client to correct area of establishment. 1.4. Pass messages correctly and promptly to a relevant person.
2. Be able to liaise with clients.	2.1. Communicate non-verbally with clients positively and responsively. 2.2. Respond to requests from clients courteously.
3. Be able to liaise with colleagues.	3.1. Respond to requests from colleagues courteously. 3.2. Request assistance courteously. 3.3. Give assistance courteously.

Assessment

The grid below gives details of the assessment activities to be used with the unit attached.
Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed   This assessment method *must* be used to assess all or part of the unit.

O = Optional   This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam		Role play/simulation	O
Essay		Practical demonstration	O
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description		Production of artefact	

Unit Title: Hairdressing: Working Relationships