

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Introduction to Millinery Studio, Products and Customer Service

Unit Reference Number: T/652/3441

Level: One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 20

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know the millinery studio and retail environment	1.1 Identify the roles and responsibilities within a millinery studio or retail environment
	1.2 Identify the tools, equipment and resources used to support customer appointments and fittings
2. Know how to support customers within a millinery environment	2.1 Identify the stages of a customer appointment or fitting
	2.2 Identify good customer service and professional communication techniques used during customer appointments
3. Know how to prepare millinery products for customers	3.1 Identify appropriate methods for presenting, packaging and caring for millinery products
	3.2 Identify the importance of safe handling and storage of millinery products

Indicative Content	
LO1	AC1.1 could include e.g.,: • purpose of a millinery studio or specialist retail environment • roles within a millinery business • professional appearance and behaviour • health and safety responsibilities. AC1.2 could include e.g.,: • mirrors • tape measures • fitting stands

	• customer records • appointment sheets • display equipment • packaging materials.
LO2	AC2.1 must include: • pre-appointment preparation • welcoming customers • gathering customer information • measuring the head • fitting • collection or return of hired hats. AC2.2 could include e.g.,: • communication skills • professional etiquette • active listening • customer confidentiality • responding appropriately to customer needs.
LO3	AC3.1 must include: • hat presentation • packaging • boxing • hat care information • preparing products for collection or hire. AC3.2 must include: • safe handling • storage • transportation • maintaining product condition.

Assessment Requirements

This unit is internally assessed by the provider in accordance with the current Open Awards **Guide to Provider Assessment** and **Guide to Internal Quality Assurance**.