

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Applying Millinery Studio and Retail Support Skills

Unit Reference Number: A/652/3443

Level: One (1)

Credit Value: Four (4)

Minimum Guided Learning Hours: 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to prepare for a millinery customer appointment	1.1 Identify the requirements for a customer appointment or fitting
	1.2 Prepare suitable products, resources and documentation for a customer appointment
2. Be able to support a millinery customer appointment	2.1 Communicate with a customer to identify and respond to their requirements
	2.2 Apply appropriate fitting, product presentation and practical support skills during the appointment
	2.3 Complete appropriate customer and product arrangements following the appointment
3. Be able to review completed studio and retail support activities	3.1 Describe the approach taken to support the customer and their requirements
	3.2 Describe what was learned and identify areas for future development

Indicative Content	
LO1	AC1.1 could include: purpose of the appointment

	• customer requirements • occasion • whether the product is for purchase, hire or fitting; relevant outfit, style or colour information • previous customer information where available • fitting and measurement requirements. AC1.2 could include: • preparing the customer or fitting area • selecting an appropriate range of millinery products • preparing fitting and measuring equipment • customer records • appointment or fitting sheets • product and care information • packaging or hire documentation where required.
LO2	AC2.1 could include: • professional meet and greet • appropriate questioning • active listening • confirming customer requirements • explaining the fitting or selection process • responding appropriately to questions • professional etiquette and communication throughout the appointment. AC2.2 could include: • head measurement where required • presenting appropriate millinery products • supporting product selection • assisting with fitting • identifying appropriate methods of securing millinery • applying basic practical support skills where required • safe handling of products throughout the appointment. AC2.3 could include: • confirming the agreed outcome with the customer • completing customer, fitting, hire or collection records as appropriate • preparing the product for collection, storage or further work • packaging and hat care information • arranging subsequent appointments, collection or return where required.
LO3	AC3.1 could include: • customer requirements identified • products selected or presented • fitting and practical support provided • communication used • agreed outcome • documentation completed. AC3.2 could include: • customer service skills developed • practical skills developed • what worked well

	• challenges encountered • how challenges were addressed • areas for improvement and further skills development.
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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**.

Evidence must include a portfolio demonstrating the learner's application of studio and retail support skills across a minimum of three complete customer appointments or realistic customer scenarios.

Across the evidence, learners should demonstrate a range of activities including preparation, customer communication, fitting or product presentation, practical studio support and completion of appropriate customer or product arrangements.