



COURSE OUTLINE

HSP0143

Prepared: Hairstyling Department Approved: Martha Irwin

Course Code: Title	HSP0143: CLIENT SERVICES 1
Program Number: Name	1120: COMMUNITY INTEGRATN
Department:	C.I.C.E.
Semester/Term:	17F
Course Description:	This course will enable the student to communicate effectively with clients and co-workers. Analysis of anatomical features and visual attribute to understand the necessity of creating client specific services. Identifying customer service strategies will develop the skills and strategies to meet clients individual needs and create a loyal client base. Students will understand and perform the documentation of client consultation information to assist and prepare in-salon service plans.
Total Credits:	2
Hours/Week:	2
Total Hours:	30
Essential Employability Skills (EES):	<p>#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#4. Apply a systematic approach to solve problems.</p> <p>#5. Use a variety of thinking skills to anticipate and solve problems.</p> <p>#6. Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>#7. Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>#9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>#10. Manage the use of time and other resources to complete projects.</p> <p>#11. Take responsibility for ones own actions, decisions, and consequences.</p>
General Education Themes:	<p>Social and Cultural Understanding</p> <p>Personal Understanding</p>
Course Evaluation:	Passing Grade: 50%, D



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Other Course Evaluation & Assessment Requirements: Attendance in all classes will be assessed and calculated in final grades. All hours of theory and practical must be completed to advance to the next semester

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Practical	30%
Theory tests, quizzes, projects	70%

Books and Required Resources: Milady Standard Cosmetology by Milady Title: Milady Standard Cosmetology 13th Edition
Publisher: Milady Binding Edition: 13th
ISBN: 9781305774773

Practical Workbook by Practical Workbook for Milady Standard Cosmetology
Publisher: Milady Binding Edition: 13th
ISBN: 9781285769479

Salon Fundamentals by Salon Fundamentals Book Set
Publisher: Pivot Point International Inc. Edition: 3rd
ISBN: 9781934636664
Study Guide included in set

Theory Workbook by Theory Workbook for Milady Standard Cosmetology 2016
Publisher: Milady Binding Edition: 13th
ISBN: 9781285769455

Course Outcomes and Learning Objectives: Upon successful completion of this course, the CICE student, with the assistance of a Learning Specialist will acquire varying levels of skill development relevant to the following learning outcomes:

Course Outcome 1.

Conduct an efficient and effective client consultation.

Learning Objectives 1.

- Establish professional rapport with client
- Determine service plan to be recommended
- Elicit salon service needs and preferences from client



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- Summarize needs and preferences for client
- Recommend service solution and establish price
- Obtain client consent
- Document client information in salon records

Course Outcome 2.

Apply relevant knowledge of anatomy to the design and performance of client services.

Learning Objectives 2.

- Describe the anatomical features of the head as they relate to client services
- Analyze visual attributes of the client, such as head, face and body size and shape

Course Outcome 3.

Describe the properties of the hair and scalp.

Learning Objectives 3.

- Identify structures of skin
- Define functions of skin
- Identify structure of hair
- Define stages of hair growth

Course Outcome 4.

Analyze physical attributes of client's hair:

Learning Objectives 4.

diameter
density and distribution
colour
curl



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condition
growth pattern
cowlick and whorl
Analyze relationships between hair services and client attributes

CICE Modifications:

Preparation and Participation

1. A Learning Specialist will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with homework and assignments, preparation for exams, tests and quizzes.)
3. Study notes will be geared to test content and style which will match with modified learning outcomes.
4. Although the Learning Specialist may not attend all classes with the student(s), support will always be available. When the Learning Specialist does attend classes he/she will remain as inconspicuous as possible.

A. Further modifications may be required as needed as the semester progresses based on individual student(s) abilities and must be discussed with and agreed upon by the instructor.

B. Tests may be modified in the following ways:

1. Tests, which require essay answers, may be modified to short answers.
2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.
3. Tests, which use fill in the blank format, may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.
4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

C. Tests will be written in CICE office with assistance from a Learning Specialist.

The Learning Specialist may:

1. Read the test question to the student.
2. Paraphrase the test question without revealing any key words or definitions.
3. Transcribe the student's verbal answer.
4. Test length may be reduced and time allowed to complete test may be increased.



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D. Assignments may be modified in the following ways:

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.
2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

The Learning Specialist may:

1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information
5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

E. Evaluation:

Is reflective of modified learning outcomes.

NOTE: Due to the possibility of documented medical issues, CICE students may require alternate methods of evaluation to be able to acquire and demonstrate the modified learning outcomes

Date:

Wednesday, September 6, 2017

Please refer to the course outline addendum on the Learning Management System for further information.