COURSE OUTLINE

HSP0150

Prepared: Hairstyling Department   Approved: Martha Irwin

Course Code: Title	HSP0150: CLIENT SERVICES 2
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. Costumer service strategies will develop the skills to meet individual needs and build a loyal client base. Interpretation of consultation information will enable students to develop and execute client specific service plan to meet client needs.
Total Credits:	1
Hours/Week:	1
Total Hours:	15
Essential Employability Skills (EES):	#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. #2. Respond to written, spoken, or visual messages in a manner that ensures effective communication. #3. Execute mathematical operations accurately. #4. Apply a systematic approach to solve problems. #5. Use a variety of thinking skills to anticipate and solve problems. #6. Locate, select, organize, and document information using appropriate technology and information systems. #7. Analyze, evaluate, and apply relevant information from a variety of sources. #8. Show respect for the diverse opinions, values, belief systems, and contributions of others. #9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals. #10. Manage the use of time and other resources to complete projects. #11. Take responsibility for ones own actions, decisions, and consequences.
General Education Themes:	Social and Cultural Understanding Personal Understanding Science and Technology

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Course Evaluation:	Passing Grade: 50%, D
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 application and exam	50%
projects,research	50%

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.

Demonstrate a client consultation for a cutting service.

Learning Objectives 1.

- Communicate with client to determine expectations

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- Perform a visual hair and scalp inspection
- Apply relevant knowledge of principles and elements of design to determine client needs.
- Utilize various media to determine final look
- Confirm client understanding of final look

Course Outcome 2.

Prepare client for service maintaining health and safety procedures for all materials, tools and work places.

Learning Objectives 2.

- Drape client for protection of clothing
- Prepare hair for service

Course Outcome 3.

Demonstrate selection of tools, equipment and products to meet client service expectations.

Learning Objectives 3.

- Apply relevant knowledge of tools to select for service
- Apply relevant knowledge of product composition and performance to select for service
- Demonstrate competent use of selected tools and products to perform services

Course Outcome 4.

Replicate current trends utilizing technical skills and product knowledge.

Learning Objectives 4.

- Participate in upgrading
- Research current trends
- Utilize various media sources
- Demonstrate current trends in salon services

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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.

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.

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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.