SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

SAULT COLLEGE

COURSE OUTLINE
Hairstylist Apprenticeship Program

COURSE TITLE: Client Services

CODE NO. : HST735   **SEMESTER:** Level 1

PROGRAM: Hairstyling Apprenticeship Program

AUTHOR: Debbie Dunseath

DATE: June 2016   **PREVIOUS OUTLINE DATED:**

APPROVED: 'Angelique Lemay'   June/16

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                       DEAN   **DATE**

TOTAL CREDITS: 1

PREREQUISITE(S): None

HOURS/WEEK: 8 hours/ 8 weeks

I.   COURSE DESCRIPTION:
This course will enable the apprentice to communicate effectively with clients and co-workers. Costumer service strategies will develop the skills to meet individual needs and a loyal client base.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Conduct an efficient and effective client consultation.

Potential Elements of the Performance:
- Establish professional rapport with client
- Determine service plan to be recommended
- Elicit salon service needs and preferences from client
- Summarize needs and preferences for client
- Recommend service solution and establish price
- Obtain client consent
- Document client information in salon records

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

Potential Elements of the Performance:
- 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

3. Describe the properties of the hair and scalp.

Potential Elements of the Performance:
- Identify structures of skin
- Define functions of skin
- Identify structure of hair
- Define stages of hair growth
- Analyze physical attributes of client's hair:
  o diameter
  o density and distribution
  o colour
  o curl
  o condition
  o growth pattern

o   cowlick and whorl
•   Analyze relationships between hair services and client attributes

III.   TOPICS:

1.   Client Consultation
2.   Properties of Scalp and Hair
3.   Knowledge of anatomy and design

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:
Milady Textbook
Milady Theory and Practical Workbooks

Pens, paper and binder

V.   EVALUATION PROCESS/GRADING SYSTEM:

Theory
Quizzes and Reviews	70%
Assignments/Attendance	30%

Practical
Mannequin work	70%
Client services	30%

Students must achieve a minimum of 50% in each component to pass the course and meet Ministry and program standards.

The following semester grades will be assigned to students:

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

If a faculty member determines that a student is at risk of not being successful in their academic pursuits and has exhausted all strategies available to faculty, student contact information may be confidentially provided to Student Services in an effort to offer even more assistance with options for success. Any student wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member.

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VI.   SPECIAL NOTES:

<u>Attendance:</u>
Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session. It is the departmental policy that once the classroom door has been closed, the learning process has begun. Late arrivers will not be granted admission to the room
Apprentices have an allowance of 15 hours that can be used for personal matters during their 8 week in-school training. Hours in excess of the 15 will need to be made up prior to the completion of the in-school training.

VII.   COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located in D2L and on the portal form part of this course outline.