



**I. COURSE DESCRIPTION:**

This course will enable the apprentice to communicate effectively with clients and co-workers. Customer 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:
  - diameter
  - density and distribution
  - colour
  - curl

- condition
- growth pattern
- cowlick and whorl

Analyze relationships between hair services and client attributes

### III. TOPICS:

1. Client Consultation Skills
2. Properties of Scalp and Hair
3. Anatomy in relation to hairstyling design

### IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Milady Textbook  
 Milady Theory and Practical Workbooks  
 Pivot Point Textbook  
 Pivot Point Study Guide  
 Pens, paper and binder

### V. EVALUATION PROCESS/GRADING SYSTEM:

#### **Theory**

Quizzes and Reviews	<b>50%</b>
Assignments	<b>50%</b>

#### **Practical**

Mannequin work	<b>80%</b>
Client services	<b>20%</b>

***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:

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

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.

## VI. SPECIAL NOTES:

### Attendance:

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.*

## VII. COURSE OUTLINE ADDENDUM:

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