

I. COURSE DESCRIPTION:

This course will provide students with theoretical knowledge of the structure of the hair, stages of hair growth, disorders and related conditions. Students will develop skills in conducting client consultations and will develop the practical skills required to perform a variety of safe and effective hair removal services on the face and body with the use of hard and soft waxes. Emphasis will be placed on speed and accuracy and the practice of safety and sanitation. Students will be introduced to the Student Esthetician Clinic where emphasis will be placed on customer service, retailing of products and services and the overall development of practical skills.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Conduct a professional client consultation

Potential Elements of the Performance:

- a. Conduct self in a professional manner and demonstrate effective communication skills
- b. Analyze information recorded on the client health history form
- c. Determine contraindications, cautions and necessary modifications to treatments utilizing information related to product ingredients and client health history
- d. Recognize when to refuse a treatment due to health and safety concerns and when to refer to a physician
- e. Discuss before and after care precautions and procedures
- f. Recommend the use of esthetic products for home care maintenance and explain the correct usage and benefits of each
- g. Contribute to the maintenance of client documents and records by accurately recording information and filing confidential client information

2. Perform a variety of safe and effective hair removal services on the face and body with the use of hard and soft waxes

Potential Elements of the Performance:

- a. Prepare a treatment room and work station for a waxing service and maintain a clean, safe and organized work area
- b. Follow the correct procedures and precautions required for the safe removal of body and facial hair

- c. Perform and complete the steps of a professional waxing service on male and female clients
 - d. Work on timing to carry out waxing procedures with speed and accuracy
3. Select and recommend the use of esthetic products to clients

Potential Elements of the Performance:

- a. Consult with and recommend to clients essential home maintenance products in order to maintain the health of the skin
 - b. Promote the features and benefits of esthetic products and services to client, to assist them in determining course of action
 - c. Explain a home maintenance schedule to the client and demonstrate the correct usage of various skin care products and tools
 - d. Explain to the client the benefits and the effects of the products and tools
4. Maintain and use waxing equipment, instruments, materials and supplies according to the industry standards and in compliance with the Algoma Public Health

Potential Elements of the Performance:

- a. Practice safe and effective sanitation, disinfection and sterilization methods on instruments, equipment, materials, work surfaces and work stations as required by the Algoma Public Health
 - b. Use electrical waxing equipment safely and correctly
 - c. Use instruments, materials and supplies in a safe, correct and professional manner
 - d. Maintain, and store all equipment, instruments, materials and supplies according to manufacturer's guidelines and as required by Algoma Public Health regulation
5. Apply relevant knowledge of the structure and composition of the hair to the provision of hair removal services

Potential Elements of the Performance:

- a. Apply knowledge of the structure and composition of the hair, identifying the stages of hair growth, hair types, disorders and related conditions
- b. Describe how health, age, gender, diet, stress and external factors can affect the hair
- c. Apply knowledge of the body systems, such as the immune and circulatory systems and apply their basic functions to the provision of hair removal services, taking into account contraindications, cautions and appropriate modifications

- d. Describe the most common home hair removal methods and the effects they have on the skin, hair and regrowth
 - e. Describe the advantages and disadvantages of permanent and semi-permanent hair removal methods
6. Adhere to health, safety, sanitation, infection and prevention control guidelines, according to the industry standards in compliance with Algoma Public Health regulations

Potential Elements of the Performance:

- a. Practice disinfection/ sterilization procedures in accordance with Algoma Public Health regulations
 - b. Practice sanitation procedures as required by the Algoma Public Health regulations
 - c. Use gloves, masks or other suitable personal protective equipment appropriately during the provision of treatments to ensure safety of the client, yourself and others
 - d. Handle hazardous materials and dispose of waste in compliance with Algoma Public Health regulations
7. Provide waxing services to clients in the Student Esthetician Clinic

Potential Elements of the Performance:

- a. Determine the characteristics and benefits of excellent customer service
- b. Use effective communication skills and problem solving strategies to respond to customer complaints in the Student Esthetician Clinic
- c. Adhere to the esthetic industry Code of Ethics
- d. Promote the features and benefits of esthetic products and services to meet individual needs and expectations and recommend essential home care maintenance products
- e. Promote retail sales and identify strategies for an effective display of retail esthetic products
- f. Identify pricing and promotion strategies for products and services
- g. Contribute to the maintenance of confidential client information by accurately recording information and filing
- h. Contribute to the reception area by answering the telephone, scheduling and confirming appointments, handling transactions and greeting clients appropriately

8. Establish and maintain a professional image and conduct in adherence to the standards and ethics associated within the esthetic industry

Potential Elements of the Performance:

- a. Comply with the Policies and Procedures developed by the Esthetician's Diploma Program and adhere to the professional expectations for dress, hygiene and grooming
 - b. Adhere to the policies outlined in the Student Code of Conduct regarding behaviour and conduct inside and outside the classroom
 - c. Adhere to the code of ethics associated with the esthetic practice
 - d. Demonstrate accountability for your academic and professional growth by soliciting constructive feedback relating one's own performance, strengths and limitations
 - e. Determine current trends and issues impacting the esthetic industry
 - f. Review the role of professional associations affiliated with the esthetic industry
 - g. Demonstrate effective interpersonal, verbal and non-verbal communication skills in dealing with peers, faculty and clients
 - h. Demonstrate punctual attendance to all classes and be prepared with all the necessary materials for each class
 - i. Clean and either disinfect or sterilize all instruments, equipment and client draping materials after each use. Keep workstations neat and clean during and after each service
9. Develop customer service strategies that meet and adapt to individual needs and expectations in accordance with professional standards and ethics

Potential Elements of the Performance:

- a. Determine the characteristics and benefits of excellent customer service
 - b. Recommend services and products to meet individual needs and expectations
 - c. Use effective communication skills and problem solving strategies to respond to customer complaints in the Student Esthetician Clinic
 - d. Adhere to codes of ethics and conduct related to quality customer service
 - e. Analyze the impact of excellent customer service and the ability to promote home maintenance products
10. Determine professional development strategies that lead to the enhancement of work performance and career opportunities and keep pace with industry change

Potential Elements of the Performance:

- a. Solicit constructive feedback relating to one's own performance, strengths and limitations, to identify areas for professional growth and development
- b. Determine current trends and issues impacting upon the delivery of esthetic services
- c. Identify learning resources and opportunities which promote professional skill development

III. TOPICS:

1. Soft Wax Procedures
2. Sanitation and Disinfection
3. Preparing a Treatment Room
4. Client Health History and Consultation
5. Contraindications
6. Types of Wax
7. Morphology of the Hair
8. The Hair Growth Cycle
9. Hair Growth Disorders and Disease
10. Temporary, Permanent and Semi-permanent Methods of Hair Removal
11. Hard Wax Procedures

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Attend each class fully prepared with handouts, tweezers, small scissors, eyebrow brush, eyebrow pencil, a headband, and a wrap or towels to drape with.

V. EVALUATION PROCESS/GRADING SYSTEM:

Practical 70%
Theory 30%

Students must be prepared to be worked on and to work on their partner in return.

In order to receive a grade for this course, students must be able to apply and remove wax safely, effectively and efficiently on all areas of the face and body to a standard that is acceptable to the industry.

Attendance:

Regular class attendance is important and expected.

An 80% attendance is required in order to successfully complete this course.

Any student not having an 80% attendance will receive an F grade regardless of test scores

A penalty of 1% per class will be deducted from your final grade for any classes missed.

Being late for class will not be tolerated. If you are more than 5 minutes late, you may not enter the room.

Both tardiness and early departure from class are considered as forms of absenteeism.

Students absent from class for any reason are still responsible for all work missed.

Hair Removal EST 114 is a prerequisite for:

EST 204 - Practicum Fieldwork Placement

EST 205 – Practicum Student Spa

EST 201 – Practical Esthetic Lab

Missed Tests: You will not be able to achieve higher than a C grade

Cell phones are not permitted in the class.

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 (Fail)	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.