



# COURSE OUTLINE

## HST733

Prepared: Hairstyling Department    Approved: Martha Irwin

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|---|--|
| <b>Course Code: Title</b>   | HST733: ENTREPRENEURIAL SKILLS   |
| <b>Program Number: Name</b>   | 6350: HAIRSTYLIST LEVEL I  |
| <b>Department:</b>  | HAIRSTYLIST  |
| <b>Semester/Term:</b>   | 17F  |
| <b>Course Description:</b>  | This course will introduce and demonstrate the entrepreneurial skills used in relation to the operation and administration of a hairstyling salon business to prepare apprentices for salon ownership.   |
| <b>Total Credits:</b>   | 2  |
| <b>Hours/Week:</b>  | 2  |
| <b>Total Hours:</b>   | 12   |
| <b>Vocational Learning Outcomes (VLO's):</b><br><br>Please refer to program web page for a complete listing of program outcomes where applicable. | <p>#1. Complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturers specifications as applicable.</p> <p>#2. Facilitate the provision of healthy and safe working environments and perform sanitization procedures in accordance with related health regulations and legislation.</p> <p>#3. Apply entrepreneurial skills to the operation and administration of a hair stylist business.</p> <p>#4. Adapt to various and changing technologies, applications and procedures in the hair styling industry, and develop and present a plan outlining future professional development.</p> <p>#5. Develop and use client service strategies that meet and adapt to individual client needs and expectations.</p>  |
| <b>Essential Employability Skills (EES):</b>  | <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>#3. Execute mathematical operations accurately.</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> |



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**Course Evaluation:**

#10. Manage the use of time and other resources to complete projects.  
#11. Take responsibility for ones own actions, decisions, and consequences.

**Other Course Evaluation & Assessment Requirements:**

Passing Grade: 60%, D  
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, Evaluation and Applications | 50%               |
| Theory, Tests and Assignments          | 50%               |

**Course Outcomes and Learning Objectives:**

### Course Outcome 1.

Describe roles and responsibilities associated with employees and apprentices.

### Learning Objectives 1.

- Complete training agreement
- Review training documents such as the National Occupational Analysis (NOA), training standards
- Legal responsibilities, health and safety, Ontario employment standards

### Course Outcome 2.

Perform customer service duties including greeting, reception duties, appointment management and financial transactions.

### Learning Objectives 2.

- Execute customer service duties, including:
- o answering phone
  - o greeting client by name
  - o completing financial transactions



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Describe the benefits of good customer services, such as:

- o upselling
- o client retention
- o creating a valuable salon experience

- Practice salon policies to answer, resolve or re-direct inquiries and/ or concerns

Describe appointment management practices, including:

- o booking services
- o time management
- o pre-booking techniques
- o use of electronic calendars

- Demonstrate pre-booking techniques
- Document services rendered on client card according to privacy act

Complete client financial transactions including:

- o maintain and balance a float
- o execute credit and debit transactions
- o mentally calculate change for clients
- o Use checklist to reconcile daily financial records

### **Course Outcome 3.**

Apply effective communication skills to establish professional rapport with client and co-workers.

### **Learning Objectives 3.**

- Practice active listening techniques
- Interpret non-verbal communication
- Speak clearly and concisely
- Demonstrate constructive feedback techniques

### **Course Outcome 4.**



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Apply effective time management and organizational skills.

### **Learning Objectives 4.**

- Define time management
- Prioritize services through effective time management
- develop time management skills and strategies:
  - determine relevance to profession
  - identify priorities
  - identify time allocation for services

### **Course Outcome 5.**

Adhere to professional ethics in the workplace.

### **Learning Objectives 5.**

- Define professional ethics:
- o be courteous to clients
  - o perform salon services at a high level of competency
  - o Follow and interpret employer's code of professional conduct

**Date:**

Wednesday, August 30, 2017

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