



COURSE OUTLINE: HST733 - ENTREPRENEUR. SKILLS

Prepared: Hairstyling Department

Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

Course Code: Title	HST733: ENTREPRENEURIAL SKILLS
Program Number: Name	6350: HAIRSTYLIST LEVEL I
Department:	HAIRSTYLIST
Semesters/Terms:	18F
Course Description:	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.
Total Credits:	2
Hours/Week:	2
Total Hours:	12
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course:	6350 - HAIRSTYLIST LEVEL I
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 1 Complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturers specifications as applicable.
	VLO 2 Facilitate the provision of healthy and safe working environments and perform sanitization procedures in accordance with related health regulations and legislation.
	VLO 3 Apply entrepreneurial skills to the operation and administration of a hair stylist business.
	VLO 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.
	VLO 5 Develop and use client service strategies that meet and adapt to individual client needs and expectations.
Essential Employability Skills (EES) addressed in this course:	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.
	EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
	EES 3 Execute mathematical operations accurately.
	EES 4 Apply a systematic approach to solve problems.
	EES 5 Use a variety of thinking skills to anticipate and solve problems.
	EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.



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- EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- EES 10 Manage the use of time and other resources to complete projects.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 60%, 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.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Describe roles and responsibilities associated with employees and apprentices.	1.1 Complete training agreement 1.2 Review training documents such as the National Occupational Analysis (NOA), training standards 1.3 Legal responsibilities, health and safety, Ontario employment standards
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Perform customer service duties including greeting, reception duties, appointment management and financial transactions.	2.1 Execute customer service duties, including: - answering phone - greeting client by name - completing financial transactions 2.2 Describe the benefits of good customer services, such as: - upselling - client retention - creating a valuable salon experience 2.3 Practice salon policies to answer, resolve or re-direct inquiries and/ or concerns 2.4 Describe appointment management practices, including: - booking services - time management - pre-booking techniques - use of electronic calendars 2.5 Demonstrate pre-booking techniques 2.6 Document services rendered on client card according to privacy act 2.7 Complete client financial transactions including: - maintain and balance a float - execute credit and debit transactions - mentally calculate change for clients - Use checklist to reconcile daily financial records
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Apply effective communication skills to establish professional rapport with client and co-workers.	3.1 Practice active listening techniques 3.2 Interpret non-verbal communication 3.3 Speak clearly and concisely 3.4 Demonstrate constructive feedback techniques
Course Outcome 4	Learning Objectives for Course Outcome 4
4. Apply effective time management and organizational skills.	4.1 Define time management 4.2 Prioritize services through effective time management 4.3 Develop time management skills and strategies: - determine relevance to profession



	- identify priorities - identify time allocation for services
Course Outcome 5	Learning Objectives for Course Outcome 5
5. Adhere to professional ethics in the workplace.	5.1 Define professional ethics: - be courteous to clients - perform salon services at a high level of competency - Follow and interpret employer code of professional conduct

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight	Course Outcome Assessed
Practical, Evaluation and Applications	50%	
Theory, Tests and Assignments	50%	

Date:

September 18, 2018

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

