



COURSE OUTLINE: HSP143 - CLIENT SERVICES 1

Prepared: Hairstyling Department

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

Course Code: Title	HSP143: CLIENT SERVICES 1
Program Number: Name	1054: HAIRSTYLING
Department:	HAIRSTYLIST
Semesters/Terms:	19F
Course Description:	This course will enable the student to communicate effectively with clients and co-workers. Analysis of anatomical features and visual attribute to understand the necessity of creating client specific services. Identifying customer service strategies will develop the skills and strategies to meet clients individual needs and create a loyal client base. Students will understand and perform the documentation of client consultation information to assist and prepare in-salon service plans.
Total Credits:	2
Hours/Week:	1
Total Hours:	15
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	HSP149, HSP150, HSP151, HSP152, HSP153, HSP154, HSP155, HSP156, HSP157, HSP158, HSP159, HSP160, HSP161, HSP162
Vocational Learning Outcomes (VLO's) addressed in this course:	<p>1054 - HAIRSTYLING</p> <p>VLO 1 Complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturers specifications as applicable.</p> <p>VLO 2 Facilitate the provision of healthy and safe working environments and perform sanitization procedures in accordance with related health regulations and legislation.</p> <p>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.</p> <p>VLO 5 Develop and use client service strategies that meet and adapt to individual client needs and expectations.</p> <p>VLO 6 Select and administer preparatory procedures and/or treatments to the hair and scalp using individually selected products to meet the expectations of the client.</p> <p>VLO 7 Identify, select and use a variety of tools to cut hair according to the needs and expectations of the client.</p>
Essential Employability Skills (EES) addressed in this course:	<p>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.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>EES 4 Apply a systematic approach to solve problems.</p>



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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.
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.

General Education Themes: Social and Cultural Understanding
Personal Understanding

Course Evaluation: Passing Grade: 50%, 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

Books and Required Resources:

Milady Standard Cosmetology by Milady Title: Milady Standard Cosmetology 13th Edition
Publisher: Milady Binding Edition: 13th
ISBN: 9781305774773

Practical Workbook by Practical Workbook for Milady Standard Cosmetology
Publisher: Milady Binding Edition: 13th
ISBN: 9781285769479

Theory Workbook by Theory Workbook for Milady Standard Cosmetology 2016
Publisher: Milady Binding Edition: 13th
ISBN: 9781285769455

Hairstyling Supply Kit available for purchase in the bookstore

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Conduct an efficient and effective client consultation.	1.1 Establish professional rapport with client 1.2 Determine service plan to be recommended 1.3 Elicit salon service needs and preferences from client 1.4 Summarize needs and preferences for client 1.5 Recommend service solution and establish price 1.6 Obtain client consent 1.7 Document client information in salon records
Course Outcome 2	Learning Objectives for Course Outcome 2
2. Apply relevant knowledge of anatomy to the design and performance of client services.	2.1 Describe the anatomical features of the head as they relate to client services 2.2 Analyze visual attributes of the client, such as head, face and body size and shape
Course Outcome 3	Learning Objectives for Course Outcome 3
3. Analyze physical attributes of the hair,	3.1 Apply relevant knowledge of anatomy to the design and performance of client services.

	skeletal and muscular system.	3.2 Describe the properties of the hair and scalp
	Course Outcome 4	Learning Objectives for Course Outcome 4
	4. Apply communication techniques for booking appointments	4.1 Reception desk booking 4.2 Telephone communication 4.3 Handling client complaints
Evaluation Process and Grading System:	Evaluation Type	Evaluation Weight
	Practical	30%
	Theory tests, quizzes, projects	70%
Date:	July 14, 2019	
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.	