

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. Demonstrate a client consultation for a cutting service.Potential Elements of the Performance:

- Communicate with client to determine expectations
- Perform a visual hair and scalp inspection
- Apply relevant knowledge of principles and elements of design to determine client needs.
- Utilize various media to determine final look
- Confirm client understanding of final look

2. Prepare client for service.Potential Elements of the Performance:

- Drape client for protection of clothing
- Prepare hair for service

3. Demonstrate selection of tools, equipment and products to meet client service expectations.Potential Elements of the Performance:

- Apply relevant knowledge of tools to select for service
- Apply relevant knowledge of product composition and performance to select for service
- Demonstrate competent use of selected tools and products to perform services

4. Replicate current trends utilizing technical skills and product knowledge.Potential Elements of the Performance:

- Participate in upgrading
- Research current trends
- Utilize various media sources
- Demonstrate current trends in salon services

III. TOPICS:

- Communication skills
- Proficient tool manipulation
- Knowledge of principles and elements of design
- Execution of principles and elements of 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**

Tests Quizzes and Reviews	30%
Assignments	10%

Practical

Mannequin work	20%
Client services	40%

Students must achieve a 50% grade average in each component to 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%	
A	80 – 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
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.