

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



**SAULT
COLLEGE**

COURSE OUTLINE

Hairstyling Diploma Program

COURSE TITLE:	Client Services 2		
CODE NO. :	HSP 150	SEMESTER:	2
PROGRAM:	Hairstyling		
AUTHOR:	Debbie Dunseath		
DATE:	June 2015	PREVIOUS OUTLINE DATED:	June 2013
APPROVED:	'Angelique Lemay'		June/15
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		DEAN	DATE
TOTAL CREDITS:	1 credit		
PREREQUISITE(S):	HSP 140-148		
HOURS/WEEK:	15 hours- 16 weeks		

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For additional information, please contact Angelique Lemay, Dean
School of Community Services, Interdisciplinary Studies, Curriculum & Faculty
Enrichment

(705) 759-2554, Ext. 2737

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:

1. Communication Skills
2. Proficient tool manipulation
3. Knowledge of principles and elements of design
4. Execution of principles and elements of design
5. Customer service skills

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Milady Textbook
Milady Theory and Practical Workbook
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%

The following semester grades will be assigned to students:

Grade	Definition	Grade Point Equivalent
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.

If a faculty member determines that a student is at risk of not being successful in their academic pursuits and has exhausted all strategies available to faculty, student contact information may be confidentially provided to Student Services in an effort to offer even more assistance with options for success. Any student wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member.

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. All missed hours in both theory and practical will need to be made up prior to the end of each semester.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located in D2L and on the portal form part of this course outline.