

COURSE COS3040: HAIR & SCALP CARE 4 (CLIENT SERVICES)**Level:** Advanced**Theme:** Hair and Scalp Care**Prerequisites:** COS2020 Hair & Scalp Care 2
COS1030 Hair & Scalp Care 1
COS1010 Personal Images**Description:** Students analyze a client’s hair and scalp, make treatment decisions and recommend services, and perform client-approved hair and scalp care services to a client’s satisfaction.**Parameters:** Access to professional hairstyling facility.**Note:** Journeyman hairstylist qualification required.**Curriculum and Assessment Standards**

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> analyze hair and scalp, recommend treatment, promote the sale of related services, and perform client-approved hair and scalp care services to a client’s satisfaction recommend and promote the sale of hair and scalp care products 	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> Process and Product in which the student will: <ul style="list-style-type: none"> perform applied and related hair and scalp care services to a minimum of three clients. demonstrate ethical sales techniques while introducing and promoting the sale of hair and scalp care products. <p><i>Assessment Tool</i> <i>COSTAT3040: Hair & Scalp Care 4 (Client Services)</i></p>	<p>60</p> <p>40</p>
	<ul style="list-style-type: none"> demonstrate basic competencies. <p>Observations of individual effort and interpersonal interaction during the learning process.</p> <p><i>Assessment Tool</i> <i>Basic Competencies Reference Guide and any assessment tools noted above</i></p>	<p>Integrated throughout</p>

COURSE COS3040: HAIR & SCALP CARE 4 (CLIENT SERVICES) (continued)

Concept	Specific Outcomes	Notes
Client Orientation	<p><i>The student should:</i></p> <ul style="list-style-type: none"> • greet each client by name and introduce self • follow salon/shop policy for assisting clients with coats, hats and personal belongings • direct and assist clients to be seated at work area • determine each client's needs for hairstyling services • provide clients with style photographs and magazines • consult with each client to determine required services. 	
Client Preparation	<ul style="list-style-type: none"> • analyze each client's hair and scalp • recommend hairstyling services and hairstyle based on analysis and each client's needs • advise clients of cost of each service • drape clients for wet/dry services • remove hair ornaments, if present • request clients to remove facial adornments, if necessary, and have clients put them in a safe place • brush hair thoroughly (before and after analysis) as needed. 	
Client Services <ul style="list-style-type: none"> • Shampooing 	<ul style="list-style-type: none"> • direct and assist clients to the shampoo area • position clients and ensure that they are positioned properly at the shampoo sink • ensure that cape and towel(s) are appropriately positioned to protect each client's clothing • select and recommend a shampoo appropriate to condition of the hair and scalp • suggest to clients the availability of the recommended shampoo for sale and home use • perform complete shampoos • towel dry hair • wrap hair in towel and assist clients to return to setting area unless conditioning service has been requested 	

MODULE COS3040: HAIR & SCALP CARE 4 (CLIENT SERVICES) (continued)

Concept	Specific Learner Expectations	Notes
<ul style="list-style-type: none"> • Conditioning • Forming and Finishing • Client Satisfaction 	<p><i>The student should:</i></p> <ul style="list-style-type: none"> • select and recommend conditioners and technology appropriate to clients' needs • apply conditioner and allow to process according to manufacturer's instructions • rinse excess conditioner from hair and scalp, if necessary • wrap hair in towel and assist clients to return to setting area • form hair using appropriate forming implements to produce the desired hairstyle • dry the hair and use appropriate forming and finishing implements to create a suitable hairstyle • enquire about the clients' level of satisfaction with services provided • suggest future services and appointment dates. 	
Retailing	<ul style="list-style-type: none"> • advise clients about the availability of retail products to meet their home hair and scalp care needs • show clients various sizes of available products and provide comparative prices • provide clients with reasons why regular use of recommended products would benefit their hair and scalp. 	
Keeping Records	<ul style="list-style-type: none"> • establish a data base for each client • check the data base before each service • update the data base after each service. 	

MODULE COS3040: HAIR & SCALP CARE 4 (CLIENT SERVICES) (continued)

Concept	Specific Learner Expectations	Notes
Safety and Sanitation	<p><i>The student should:</i></p> <ul style="list-style-type: none">• follow safe and sanitary procedures for each service• maintain a safe and clean work area• sanitize and return implements and materials to proper storage areas after use• dispose of waste materials in an environmentally safe manner.	Review local and provincial health and safety regulations.