

COURSE COS3070: HAIR CARE & CUTTING 2 (CLIENT SERVICES)**Level:** Advanced**Theme:** Haircutting

Prerequisites: COS3060 Haircutting 3 (Client Services)
 COS3050 Haircutting 2
 COS3040 Hair & Scalp Care 4 (Client Services)
 COS2040 Haircutting 1
 COS2020 Hair & Scalp Care 2
 COS1040 Forming & Finishing 1
 COS1030 Hair & Scalp Care 1
 COS1010 Personal Images

Description: Students consult with the client to determine services desired, analyze a client's hair and scalp, face and facial features, and recommend and perform client-approved services and treatments to create finished hairstyles.

Parameters: Access to a 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"> present a confident and professional appearance and manner when analyzing and meeting a client's needs and promoting the sale of appropriate services and products perform a variety of safe and sanitary hair and scalp care and haircutting services agreed to by a client 	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> Process in which the student will: <ul style="list-style-type: none"> demonstrate professional level competencies when greeting, seating, consulting with clients, analyzing their needs and promoting the sale of appropriate services. Product in which the student will: <ul style="list-style-type: none"> perform a minimum of three integrated hair care, scalp care and haircutting services, including: <ul style="list-style-type: none"> hair and scalp care services haircutting services. <p><i>Assessment Tool</i> <i>COSPRAC-3 Practical Experiences: Checklist for Student Performance (Advanced Level)</i></p>	<p>30</p> <p>20</p> <p>50</p>

COURSE COS3070: HAIR CARE & CUTTING 2 (CLIENT SERVICES) (continued)

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> demonstrate basic competencies. 	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> Observations of individual effort and interpersonal interaction during the learning process. <p><i>Assessment Tool</i> <i>Basic Competencies Reference Guide and any assessment tools noted above</i></p>	<p>Integrated throughout</p>

Concept	Specific Outcomes	Notes
<p>Client Orientation</p>	<p><i>The student should:</i></p> <ul style="list-style-type: none"> develop a plan to improve client orientation procedures communicate, verbally and non-verbally, to clients that their needs and comfort are primary concerns of the salon/shop management and staff. 	
<p>Client Consultation</p>	<ul style="list-style-type: none"> identify and use innovative strategies to improve client consultation process; e.g.: <ul style="list-style-type: none"> computer-assisted consultations video and other media resources communicate with clients to determine each client's hairstyling needs, wants and desires: <ul style="list-style-type: none"> analyze head and facial shapes analyze hair and scalp conditions ascertain lifestyles identify desired image projections "read" body language determine preferred hairstyles recommend hair care and haircutting services to achieve preferred hairstyle provide clients with cost of each service/total cost, upon request reach agreement with client on services to be performed. 	

MODULE COS3070: HAIR CARE & CUTTING 2 (CLIENT SERVICES) (continued)

Concept	Specific Learner Expectations	Notes
Client Preparation	<p><i>The student should:</i></p> <ul style="list-style-type: none"> • ensure each client's comfort • follow salon/shop policy for assisting with each client's personal belongings • drape each client appropriately for each service. 	
Client Services and Satisfaction	<ul style="list-style-type: none"> • perform hair, scalp, style and related analyses to each client's satisfaction • perform shampooing services to each client's satisfaction • perform conditioning services to each client's satisfaction • perform haircutting services to each client's satisfaction • perform hairstyling (forming and finishing) services to each client's satisfaction • demonstrate related service practices that encourage each client's satisfaction. 	
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. 	
Safety and Sanitation	<ul style="list-style-type: none"> • follow safe and sanitary procedures for each service • maintain a clean, safe work area • sanitize and return implements and materials to proper storage areas • discard all waste materials • demonstrate safety and sanitary behaviours that encourage client satisfaction. 	Review local and provincial health and safety regulations.

