

## SCHEME OF WORK APPLICATION FORM

For each ITEC qualification, the Lecturer/centre must complete Scheme of Work for each unit indicating how the Lecturer is planning to cover the ITEC syllabus throughout the course.

Set out the planned sessions in terms of *Learning Outcomes* to be achieved. These should match those stated within the ITEC syllabus for each unit. Include all units of each course offered. Hours should meet the minimum guided learning hours listed within the syllabus.

**Unit Title: Unit 611 – Salon Reception Duties**

**Lecturer(s) responsible:**

**Total contact tuition hours proposed: 24**

Learning Outcomes	Lecture Content	Suggested Resources	Approx Hours
<b>Introductory session</b>	College rules and regulations College mission statement ITEC rules and regulations Health & Safety Timetable Dates – holidays etc. Syllabus Recommended books Uniform	Lecture Q&A Using all the documents listed to ensure the students understand the college expectations and their commitment to the course	
<b>1. Be able to carry out reception duties</b>			
Deal with a variety of enquiries  Communicate and behave in a professional manner  Identify the nature of the enquiry  Maintain appropriate levels of reception stationary  Maintain a hygienic and tidy reception area	<ul style="list-style-type: none"> <li>• Face to face</li> <li>• Telephone</li> <li>• Appointments</li> <li>• Services, products and pricing</li> <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li> <li>• Open and closed questioning</li> <li>• Use of visual aids</li> <li>• Listening techniques</li> <li>• Appointment sheets and cards</li> <li>• Message pad</li> <li>• Services and pricing leaflets</li> <li>• Display area</li> <li>• Reception desk</li> <li>• Magazines</li> <li>• Dusting surfaces and sweeping floor</li> </ul>	OHP/Whiteboard Lecture Q&A Homework Tests	12

<p>Describe procedures for taking messages for a variety of enquiries</p> <p>State how to communicate and behave within a salon environment</p> <p>List salon services available, their duration and cost</p> <p>Outline the importance of dealing with enquiries promptly and politely</p> <p>Explain how to deal with enquiries that cannot be dealt with promptly</p>	<ul style="list-style-type: none"> <li>• Introducing self</li> <li>• Acquiring the name of person leaving message</li> <li>• Contact details</li> <li>• Who the message is for</li> <li>• Recording the message</li> <li>• Notifying person(s) who need to know</li>   <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li>   <li>• Colouring services</li> <li>• Cutting</li> <li>• Setting and dressing</li> <li>• Blow drying</li> <li>• Perming</li>   <li>• Increased business</li> <li>• Salon image</li> <li>• Customer satisfaction</li> <li>• Repeat business</li>   <li>• Face to face enquiries</li> <li>• Telephone enquiries</li> </ul>		
<p><b>2. Be able to book appointments</b></p>			
<p>Schedule appointments to meet with salon policy and client requirements</p> <p>Confirm and record client appointment details</p> <p>Deal with confidential information to meet with salon and legal requirements</p>	<ul style="list-style-type: none"> <li>• Service times</li> <li>• Availability of hairdresser</li>   <li>• Date</li> <li>• Time</li> <li>• Service</li> <li>• Hairdresser</li> <li>• Contact details</li>   <li>• Data Protection Act</li> <li>• Electronic storage</li> <li>• Paper storage</li> </ul>		12

<p>Describe how to make and record appointments</p> <p>State the potential consequences of failing to record appointments or messages accurately</p> <p>State the importance of passing on messages and appointment details to the appropriate colleagues</p> <p>Outline the legislation designed to protect the privacy of client details</p> <p>State the possible consequences of a breach of confidentiality</p>	<ul style="list-style-type: none"> <li>• Paper records</li> <li>• Electronic records</li>   <li>• Increased work for hairdresser</li> <li>• Client disappointment</li> <li>• Financial implications</li>   <li>• Work schedules</li> <li>• Financial implications</li> <li>• Increased work</li>   <li>• Data protection Act 1998</li>   <li>• Loss of client confidence</li> <li>• Possible loss of business</li> <li>• Legal action</li> </ul>		
<p><b>3. Be able to deal with payments</b></p>			
<p>Calculate service costs accurately</p> <p>Deal with payments for services and or products to meet with salon policy</p> <p>Follow security procedures when handling payments</p> <p>State how to process different methods of payment</p> <p>Describe how to deal with problems that may occur with payments</p> <p>Explain how to keep payments safe and secure</p>	<ul style="list-style-type: none"> <li>• Manually</li> <li>• Electronically</li>   <li>• Cash payments</li> <li>• Cheques</li> <li>• Debit and credit cards</li> <li>• Authorisation procedures</li>   <li>• Cash payments</li> <li>• Cheques</li> <li>• Debit and credit cards</li>   <li>• Cash</li> <li>• Cheques</li> <li>• Debit and credit cards</li>   <li>• Discrepancies</li> <li>• Lack of change</li> <li>• Payment refused</li>   <li>• Electronic tills</li> </ul>		

	<ul style="list-style-type: none"><li>• Computerised tills</li><li>• Cash drawers</li></ul>		
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