



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 601 - Client Consultation for Hair Services

Lecturer(s) responsible:

Total contact tuition hours proposed: 30

Learning Outcomes	Lecture Content	Suggested Resources	Approx Hours
Introductory session	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	
1. Be able to consult and advise clients			
Communicate in a manner that creates confidence, trust and maintains good will	<ul style="list-style-type: none"> • Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions 	OHP/Whiteboard Lecture Q&A Homework Tests	15
Establish client requirements for products and services using appropriate communication techniques	<ul style="list-style-type: none"> • Discussing client's needs and requirements • Discussing limitations • Consulting with client throughout • Verbal discussion • Use of visual aids • Listening 		
Consult and complete client records	<ul style="list-style-type: none"> • Accurate information – to avoid mistakes • Sufficient information – to make an informed decision 		

Identify factors that may limit or prevent the choice of services or products	<ul style="list-style-type: none"> • Hair condition • Scalp condition • Test results 		
Advise the client on any factors which may limit, prevent or affect their choice of service or product	<ul style="list-style-type: none"> • Haircut/style • Hair condition • Hair texture • Hair porosity • Test results 		
Provide the client with clear recommendations for referral when required	<ul style="list-style-type: none"> • Doctor • Chemist 		
Recommend and agree a service or product	<ul style="list-style-type: none"> • Shampooing, setting, blow drying, cutting, colouring and perming 		
Follow safe and hygienic working practices	<ul style="list-style-type: none"> • Personal protective clothing, gloves • Disposing of waste hygienically and appropriately • Correct posture and standing position • Client comfort 		
Explain how to communicate effectively	<ul style="list-style-type: none"> • Being polite • Being honest • Speaking clearly • Listening attentively 		
Outline communication techniques used during client consultation	<ul style="list-style-type: none"> • Verbal discussion • Use of visual aids • Listening • Demonstrating positive body language and facial expressions 		
State the importance of consulting client records	<ul style="list-style-type: none"> • Avoiding mistakes • Checking previous recommendations • Opportunity for recommending additional services and products 		
Describe the tests carried out for different services	<ul style="list-style-type: none"> • Sensitivity test – reaction to artificial colour • Incompatibility test – checking for presence of metallic salts • Colour test – checking colour progress and final result • Porosity test – checking the condition of the cuticle layer • Elasticity – checking the strength of the hair 		

State the importance of following manufacturers' instructions, salon policy and legal requirements	<ul style="list-style-type: none"> • Avoiding mistakes • Preventing Legal action • Damaging the reputation of the salon and individual 		
State the importance of identifying factors that may limit, prevent or affect the service	<ul style="list-style-type: none"> • Avoiding mistakes • Preventing damage to the hair and scalp • Preventing Legal action • Damaging the client's confidence • Informed consent 		
State the importance of identifying and recording contraindications	<ul style="list-style-type: none"> • Making a decision regarding the service being carried out • Referral to a doctor • Preventing damage to the hair and scalp • Prevent Legal action 		
State who to refer to for different contraindications	<ul style="list-style-type: none"> • Referral to a doctor – allergies and scalp conditions • Referral to a chemist – infestations and some hair conditions 		
State the importance of not naming referable contraindications	<ul style="list-style-type: none"> • Avoiding mistakes • Prevent Legal action • Damaging the client's confidence 		
Describe the information that should be on a record card	<ul style="list-style-type: none"> • Name • Contact details • Services and products used • Contraindications • After care recommendations 		
Describe how client records should be held and maintained	<ul style="list-style-type: none"> • Secure system • Updated regularly and precisely 		
State the importance of client confidentiality	<ul style="list-style-type: none"> • Prevent Legal action • Damaging the client's confidence 		
Outline legislation that affects how information is used during client consultation	<ul style="list-style-type: none"> • Data Protection Act 		

2. Know the characteristics of the hair			
<p>Describe visual signs of suspected infections, infestations and disorders visible to the naked eye</p> <p>Describe the basic structure of the skin and hair</p> <p>Describe the characteristics of the hair structure with the different hair types</p> <p>Describe the hair growth cycle</p> <p>State the average hair growth rate</p> <p>Describe the general factors that contribute to healthy hair</p>	<ul style="list-style-type: none"> • Redness of the scalp and dry patches - Eczema • Presence of lice or nits(eggs) – head lice • Silvery scales –psoriasis • Epidermis, Dermis, Subcutaneous layer, follicle, sebaceous gland, erector pili muscle, papilla, hair bulb, sweat gland, nerves, blood vessels • Cuticle – outer layer • Cortex – middle layer • Medulla – inner layer • Caucasian – wavy and straight • African type – very curly, fine, medium • Asian - straight • Texture - fine, medium and coarse • Anagen • Catagen • Telogen • Approx 1.5 centimetres per month • Approx. ½ inch per month • Correct diet • Personal health • Avoiding over exposure to sunlight • Avoiding over exposure to harsh chemicals 	<p>OHP/Whiteboard Lecture Q&A Handout Homework Tests</p>	<p>15</p>