

## 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 614 - Hairdressing Consultation Support for Colleagues**

**Lecturer(s) responsible:**

**Total contact tuition hours proposed: 30**

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 provide consultation support to colleagues</b>			
Communicate effectively with colleagues and their clients in a manner that maintains client goodwill, trust and confidentiality	<ul style="list-style-type: none"> <li>Being polite and supportive</li> <li>Being honest</li> <li>Speaking clearly</li> <li>Listening attentively</li> <li>Demonstrating positive body language and facial expressions</li> </ul>	OHP/Whiteboard Lecture Q&A Homework Tests	30
Deal with analysis problems reported by colleagues promptly	<ul style="list-style-type: none"> <li>Scalp disorders - psoriasis, ring worm, eczema, allergies, results of sensitivity test</li> <li>Hair disorders - physical and chemical damage, head lice, results of incompatibility test</li> </ul>		
Make sure client records are accurately completed	<ul style="list-style-type: none"> <li>Contact details</li> <li>Results of tests</li> <li>Processing times</li> <li>Recommendation of services and product carried out</li> <li>After care advice</li> </ul>		
Balance the clients' requirements with salon resources	<ul style="list-style-type: none"> <li>Available time</li> <li>Availability of products</li> <li>Cost of service</li> </ul>		

Provide the type of support required for the reported analysis problems	<ul style="list-style-type: none"> <li>• When to refer client to other professionals</li> <li>• How to deal with client disappointment</li> <li>• How to deal with complaints</li> </ul>		
Provide clear recommendations based on client requirements and the outcome of analysis of the hair, skin and scalp	<ul style="list-style-type: none"> <li>• Whether to carry out the treatment or not</li> <li>• Suggesting alternative treatment where applicable</li> <li>• Referral to other professionals</li> </ul>		
Explain how and why tests are carried out for different services	<ul style="list-style-type: none"> <li>• Skin/sensitivity test – prior to colouring</li> <li>• Incompatibility test – to test for metallic salts</li> <li>• Porosity test – check cuticle damage</li> <li>• Elasticity test – test strength of the hair</li> </ul>		
State the likely causes of adverse hair, skin and scalp conditions	<ul style="list-style-type: none"> <li>• Sun damage</li> <li>• Chemical damage</li> <li>• Illness</li> <li>• Poor diet</li> <li>• Disease</li> </ul>		
State which adverse hair, skin and scalp conditions should be referred to other specialists	<ul style="list-style-type: none"> <li>• Head lice</li> <li>• Scabies</li> <li>• Ringworm</li> <li>• Alopecia</li> </ul>		
Explain the salon's policy for referring clients to other specialists when requested services are not offered	<ul style="list-style-type: none"> <li>• Recommendation to a doctor</li> <li>• Chemist</li> <li>• Trichologist</li> </ul>		
Describe how to take part in group discussions in a way that will maintain client goodwill and confidentiality	<ul style="list-style-type: none"> <li>• Listening skills</li> <li>• Allowing the client or colleague to lead the discussion</li> </ul>		
State the importance of recording client responses to questions about contraindications	<ul style="list-style-type: none"> <li>• Avoid misunderstandings</li> <li>• Avoid legal action</li> </ul>		