

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 862 – Quality Management of Client Care in the Hair and Beauty Sector

Lecturer(s) responsible:

Total contact tuition hours proposed: 50

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 review the overall client service experience as part of quality assurance			25
Evaluate client care procedures, using quality assurance and inspection processes	- Client care procedures - Pre-treatment information - Client consultation - Identification of client needs - Treatment procedures - Customer feedback - Quality assurance and inspection processes and documentation	OHP/Whiteboard Lecture Q&A Homework Test:	
Conduct a client satisfaction survey	Methods of conducting customer survey i.e. written feedback, tick boxes, verbal feedback		
Use client feedback and complaints to inform a review of the client service experience	- Customer feedback - Customer complaints - Client satisfaction survey - Recording of feedback or complaint - Communication within organisation - Response to client - Customer service		
Draw conclusions from the client satisfaction survey and client complaints	- Client satisfaction survey - Statistical evidence - Review procedures		
Analyse client expectations	- Client consultation processes - Services and treatments - Client records - Client expectations and treatment requirements - Customer satisfaction - Customer feedback		

Describe different quality assurance and inspection processes used within businesses in the hair and beauty sector Describe how to conduct a client satisfaction survey Explain the value of feedback and client complaints in reviewing the client service experience Analyse the impact of client satisfaction on the business Explain the importance of meeting clients' expectations	▪ Quality management system ▪ Quality assurance manual ▪ Operating practices ▪ Inspection sheets ▪ Customer satisfaction surveys ▪ Types of client satisfaction survey ▪ Timescales ▪ Questions ▪ Client participation ▪ Resources ▪ Customer expectations ▪ Complaints policy ▪ Feedback policy – positive and negative ▪ Working practices review ▪ Product review ▪ Performance indicator ▪ Company profile ▪ Ongoing business ▪ Business expansion ▪ Promotional opportunities ▪ Staff motivation ▪ Cash flow ▪ Budgets ▪ Target market ▪ Identify client expectations and treatment requirements ▪ Treatment planning to meet client's expectations ▪ Review customer satisfaction and treatment requirements ▪ Referral ▪ Ongoing business		
2. Be able to implement and monitor procedures to improve the overall client service experience			25
Recommend approaches to or ways of improving the client service experience Engage staff in consultation necessary for effective implementation of a quality scheme Evaluate the effectiveness of newly implemented procedures Propose new systems or	▪ Formulating treatment menus in line with business concept ▪ Developing operational objectives for services/treatments ▪ Workforce planning to meet objectives and staffing requirements ▪ Maintaining and increasing staff morale, motivation and workforce participation ▪ Improving working practices ▪ Evaluation of staffing levels, facilities, equipment, tools and stock levels to maintain professional operations ▪ Employee engagement ▪ Quality management procedures and processes ▪ Staff feedback ▪ Customer satisfaction surveys ▪ Targets ▪ Interpret the client experience to monitor	OHP/Whiteboard Lecture Q&A Handout: Homework Test:	

modifications to existing systems that could improve the client service experience	and improve working practices and treatment procedures ▪ Review client consultation processes ▪ Services and treatments ▪ Client records ▪ Customer satisfaction ▪ Identify client expectations and treatment requirements ▪ Customer support ▪ Current trends ▪ Review of working practices ▪ Utilise client feedback to review customer satisfaction and treatment requirements to improve client service experience		
Evaluate own quality management of client care	▪ Self assessment ▪ Reflective practice		
Describe different approaches to quality management of client care within the hair and beauty sector	▪ Key staff roles and responsibilities ▪ Ensuring that all staff are appropriately trained and have knowledge of required quality systems		
Explain the importance of staff engagement to the success of newly implemented procedures	▪ Staff performance and motivation ▪ Performance reviews ▪ Staff development ▪ Productivity ▪ Performance indicators ▪ Business concept/vision		
Explain the importance of monitoring the effectiveness of newly implemented procedures	▪ Targets ▪ Customer satisfaction ▪ Productivity ▪ Performance indicators ▪ Business development		
Explain the factors necessary for 'continuous improvement'	▪ Customer satisfaction and requirements ▪ Current industry trends ▪ Staff productivity ▪ Working practices ▪ Current legislation		
Explain how quality management can be measured	▪ Current legislation ▪ Independent auditing ▪ Certification ▪ QMS compliant		