Scheme of work

For each VTCT (ITEC) qualification, the lecturer/centre must complete a scheme of work for each unit indicating how the Lecturer is planning to cover the unit content throughout the course. Set out the planned sessions in terms of learning outcomes to be achieved. These should match those stated within the VTCT (ITEC) unit specification. Include all units of each course offered. Hours should meet the minimum guided learning hours listed within the unit specification.

Unit title: iUHB256 – Hairdressing consultation support for colleagues

Total contact tuition hours proposed: 30

Lecturer(s) responsible:

Learning objectives	Lecture content	Suggested resources	Approx. hours
Introductory session	- College rules and regulations - College mission statement - VTCT (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 provide consultation support to colleagues			
Communicate effectively with colleagues and their clients in a manner that maintains client goodwill, trust and confidentiality	- Being polite and supportive - Being honest - Speaking clearly - Listening attentively - Demonstrating positive body language and facial expressions	- OHP/Whiteboard - Lecture - Q&A - Homework - Tests	30
Deal with analysis problems reported by colleagues promptly	- Scalp disorders - Psoriasis - Ringworm - Eczema - Allergies - Results of sensitivity test		

	• Hair disorders - Physical and chemical damage - Head lice - Results of incompatibility test		
Make sure client records are accurately completed	• Contact details • Results of tests • Processing times • Recommendation of services and product carried out • After care advice		
Balance the clients' requirements with salon resources	• Available time • Availability of products • Cost of service		
Provide the type of support required for the reported analysis problems	• When to refer client to other professionals • How to deal with client disappointment • How to deal with complaints		
Provide clear recommendations based on client requirements and the outcome of analysis of the hair, skin and scalp	• Whether to carry out the treatment or service or not • Suggesting alternative service or treatment where applicable • Referral to other professionals		
Explain how and why tests are carried out for different services	• Skin/sensitivity test - Prior to colouring • Incompatibility test - To test for metallic salts • Porosity test - Check cuticle damage • Elasticity test - Test strength of the hair		
State the likely causes of adverse hair, skin and scalp conditions	• Sun damage • Chemical damage • Illness • Poor diet • Disease		
State which adverse hair, skin and scalp conditions	• Head lice • Scabies • Ringworm		

should be referred to other specialists	• Alopecia		
Explain the salon's policy for referring clients to other specialists when requested services are not offered	• Recommendation to a doctor • Chemist • Trichologist		
Describe how to take part in group discussions in a way that will maintain client goodwill and confidentiality	• Listening skills • Allowing the client or colleague to lead the discussion		
State the importance of recording client responses to questions about contra-indications	• Avoid misunderstandings • Avoid legal action		

Document History

Version	Issue Date	Changes	Role
v1	23/09/2019	First published	Qualifications and Regulation Co-ordinator