

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: iUCO55 – Working with others in the hair and beauty sector

Total contact tuition hours proposed: 19

Lecturer(s) responsible:

Learning objectives	Lecture content	Suggested resources	Approx. hours
Introductory session	<ul style="list-style-type: none"> College rules and regulations College mission statement ITEC rules and regulations Health & Safety Timetable Dates – holidays etc. Syllabus Recommended books Uniform 	<ul style="list-style-type: none"> 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 work with clients and colleagues in a salon			
Communicate and behave in a professional manner	<ul style="list-style-type: none"> Being polite Being honest Speaking clearly Listening attentively Demonstrating positive body language and facial expressions 	<ul style="list-style-type: none"> OHP/Whiteboard Lecture Q&A Homework Test 	19
Assist others to resolve problems	<ul style="list-style-type: none"> Acting promptly Helping willingly Offering assistance 		
Follow safe and hygienic working practices	<ul style="list-style-type: none"> Protecting client Personal protection 		

	<ul style="list-style-type: none"> • Posture and standing position • Sanitisation of tools and equipment • Disposing of waste hygienically and appropriately 		
State different ways of communicating	<ul style="list-style-type: none"> • Verbally • Facial expressions • Body language • Visual aids • Written messages 		
State how to adapt communication for different situations	<ul style="list-style-type: none"> • Confidentiality • Group discussion 		
Outline the benefits of effective team working	<ul style="list-style-type: none"> • Working relations and conditions • Personal satisfaction • Improved productivity 		
Identify the effects of negative attitude and behaviour on others	<ul style="list-style-type: none"> • Deterioration in working relations • Poor productivity 		
Identify roles and responsibilities of team members in a salon	<ul style="list-style-type: none"> • Apprentices • Stylists • Technicians • Managers and owners 		
State when to refer problems	<ul style="list-style-type: none"> • Salon policy • Medical conditions 		

Document History

Version	Issue Date	Changes	Role
v1	30/09/2019	First published	Qualifications Administrator