

## 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:** iUCO43 – Salon reception duties

**Total contact tuition hours proposed:** 24

**Lecturer(s) responsible:**

Learning objectives	Lecture content	Suggested resources	Approx. hours
Introductory session	<ul style="list-style-type: none"> <li>• College rules and regulations</li> <li>• College mission statement</li> <li>• ITEC rules and regulations</li> <li>• Health &amp; safety</li> <li>• Timetable</li> <li>• Dates – holidays etc.</li> <li>• Syllabus</li> <li>• Recommended books</li> <li>• Uniform</li> </ul>	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Q&amp;A</li> <li>• Using all the documents listed to ensure the students understand the college expectations and their commitment to the course</li> </ul>	
<b>LO1 Be able to carry out reception duties</b>			
1.1. Deal with a variety of enquiries	<ul style="list-style-type: none"> <li>• Face to face</li> <li>• Telephone</li> <li>• Appointments</li> <li>• Services/treatments, products and pricing</li> </ul>	<ul style="list-style-type: none"> <li>• OHP/Whiteboard</li> <li>• Lecture</li> <li>• Q&amp;A</li> <li>• Homework</li> <li>• Tests</li> </ul>	
1.2. Communicate and behave in a professional manner	<ul style="list-style-type: none"> <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li> </ul>		

1.3. Identify the nature of the enquiry	<ul style="list-style-type: none"> <li>• Open and closed questioning</li> <li>• Use of visual aids</li> <li>• Listening techniques</li> </ul>		
1.4. Maintain appropriate levels of reception stationary	<ul style="list-style-type: none"> <li>• Appointment sheets and cards</li> <li>• Message pad</li> <li>• Service/treatments and pricing leaflets</li> </ul>		
1.5. Maintain a hygienic and tidy reception area	<ul style="list-style-type: none"> <li>• Display area</li> <li>• Reception desk</li> <li>• Magazines</li> <li>• Dusting surfaces and sweeping floor</li> </ul>		
1.6. Describe procedures for taking messages for a variety of enquiries	<ul style="list-style-type: none"> <li>• Introducing self</li> <li>• Acquiring the name of person leaving message</li> <li>• Contact details</li> <li>• Who the message is for</li> <li>• Recording the message</li> <li>• Notifying person(s) who need to know</li> </ul>		
1.7. State how to communicate and behave within a salon environment	<ul style="list-style-type: none"> <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li> </ul>		
1.8. List salon services available, their duration and cost	<ul style="list-style-type: none"> <li>• Colouring services</li> <li>• Cutting</li> <li>• Setting and dressing</li> <li>• Blow drying</li> <li>• Perming</li> <li>• Facial treatments</li> <li>• Eye treatments</li> <li>• Manicure and pedicure</li> <li>• Make-up treatments</li> <li>• Waxing</li> </ul>		
1.9. Outline the importance of dealing with enquiries promptly and politely	<ul style="list-style-type: none"> <li>• Increased business</li> <li>• Salon image</li> <li>• Customer satisfaction</li> <li>• Repeat business</li> </ul>		

1.10. Explain how to deal with enquiries that cannot be dealt with promptly	<ul style="list-style-type: none"> <li>• Face to face enquiries</li> <li>• Telephone enquiries</li> </ul>		
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<b>LO2 Be able to book appointments</b>			
2.1. Schedule appointments to meet with salon policy and client requirements	<ul style="list-style-type: none"> <li>• Service/treatments times</li> <li>• Availability of the hairdresser/therapist</li> </ul>	<ul style="list-style-type: none"> <li>• OHP/Whiteboard</li> <li>• Lecture</li> <li>• Q&amp;A</li> <li>• Homework</li> <li>• Tests</li> </ul>	
2.2. Confirm and record client appointment details	<ul style="list-style-type: none"> <li>• Date</li> <li>• Time</li> <li>• Service/treatment</li> <li>• Hairdresser/therapist</li> <li>• Contact details</li> </ul>		
2.3. Deal with confidential information to meet with salon and legal requirements	<ul style="list-style-type: none"> <li>• To include general compliance of the country therein, e.g.: <ul style="list-style-type: none"> <li>- Data protection</li> <li>- Electronic storage</li> <li>- Paper storage</li> </ul> </li> </ul>		
2.4. Describe how to make and record appointments	<ul style="list-style-type: none"> <li>• Paper records</li> <li>• Electronic records</li> <li>• Record and store in line with current data protection regulations and professional codes of conduct</li> </ul>		
2.5. State the potential consequences of failing to record appointments or messages accurately	<ul style="list-style-type: none"> <li>• Increased work for hairdresser/therapist</li> <li>• Client disappointment</li> <li>• Financial implications</li> </ul>		
2.6. State the importance of passing on messages and appointment details to the appropriate colleagues	<ul style="list-style-type: none"> <li>• Work schedules</li> <li>• Financial implications</li> <li>• Increased work</li> </ul>		
2.7. Outline the legislation designed to protect the privacy of client details	<ul style="list-style-type: none"> <li>• To include general compliance of the country therein, e.g.: <ul style="list-style-type: none"> <li>- Data protection</li> <li>- General Data Protection Regulations (GDPR)</li> </ul> </li> </ul>		
2.8. State the possible consequences of a breach of confidentiality	<ul style="list-style-type: none"> <li>• Loss of client confidence</li> <li>• Possible loss of business</li> <li>• Legal action</li> </ul>		

<b>LO3 Be able to deal with payments</b>			
3.1. Calculate service costs accurately	<ul style="list-style-type: none"> <li>Manually</li> <li>Electronically</li> </ul>	<ul style="list-style-type: none"> <li>OHP/Whiteboard</li> <li>Lecture</li> <li>Q&amp;A</li> <li>Homework</li> <li>Tests</li> </ul>	
3.2. Deal with payments for services and products to meet with salon policy	<ul style="list-style-type: none"> <li>Cash payments</li> <li>Cheques</li> <li>Debit and credit cards</li> <li>Authorisation procedures</li> </ul>		
3.3. Follow security procedures when handling payments	<ul style="list-style-type: none"> <li>Cash payments</li> <li>Cheques</li> <li>Debit and credit cards</li> </ul>		
3.4. State how to process different methods of payment	<ul style="list-style-type: none"> <li>Cash</li> <li>Cheques</li> <li>Debit and credit cards</li> </ul>		
3.5. Describe how to deal with problems that may occur with payments	<ul style="list-style-type: none"> <li>Discrepancies</li> <li>Lack of change</li> <li>Payment refused</li> </ul>		
3.6. Explain how to keep payments safe and secure	<ul style="list-style-type: none"> <li>Electronic tills</li> <li>Computerised tills</li> <li>Cash drawers</li> </ul>		

**Document History**

<b>Version</b>	<b>Issue Date</b>	<b>Changes</b>	<b>Role</b>
v1	30/09/2019	First published	Qualifications Administrator
v2	29/01/2020	Changed to match Unit Specification	Qualifications Administrator