

# 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:** iUCO71 - Quality management of client care in the hair and beauty sector

**Total contact tuition hours proposed:** 50

**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>VTCT (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 review the overall client service experience as part of quality assurance</b>			
1.1. Evaluate client care procedures, using quality assurance and inspection processes	<ul style="list-style-type: none"> <li>Client care procedures</li> <li>Pre-treatment information</li> <li>Client consultation</li> <li>Identification of client needs</li> <li>Treatment procedures</li> <li>Customer feedback</li> <li>Quality assurance and inspection processes and documentation</li> </ul>	<ul style="list-style-type: none"> <li>OHP/Whiteboard</li> <li>Lecture</li> <li>Q&amp;A</li> <li>Homework</li> <li>Test</li> </ul>	25
1.2. Conduct a client satisfaction survey	<ul style="list-style-type: none"> <li>Methods of conducting customer survey i.e. written feedback, tick boxes, verbal feedback</li> </ul>		

<p>1.3. Use client feedback and complaints to inform a review of the client service experience</p>	<ul style="list-style-type: none"> <li>• Customer feedback</li> <li>• Customer complaints</li> <li>• Client satisfaction survey</li> <li>• Recording of feedback or complaint</li> <li>• Communication within organisation</li> <li>• Response to client</li> <li>• Customer service</li> </ul>		
<p>1.4. Draw conclusions from the client satisfaction survey and client complaints</p>	<ul style="list-style-type: none"> <li>• Client satisfaction survey</li> <li>• Statistical evidence</li> <li>• Review procedures</li> <li>• Ongoing customer service targets and improvements</li> </ul>		
<p>1.5. Analyse client expectations</p>	<ul style="list-style-type: none"> <li>• Client consultation processes</li> <li>• Services and treatments</li> <li>• Client records</li> <li>• Client expectations and treatment requirements</li> <li>• Customer satisfaction</li> <li>• Customer feedback</li> </ul>		
<p>1.6. Describe different quality assurance and inspection processes used within businesses in the hair and beauty sector</p>	<ul style="list-style-type: none"> <li>• Quality management system</li> <li>• Quality assurance/inspection policies, procedures and processes</li> <li>• Operating practices</li> <li>• Inspection sheets</li> <li>• Customer satisfaction surveys</li> </ul>		
<p>1.7. Describe how to conduct a client satisfaction survey</p>	<ul style="list-style-type: none"> <li>• Types of client satisfaction survey</li> <li>• Timescales</li> <li>• Questions</li> <li>• Client participation</li> <li>• Resources</li> </ul>		
<p>1.8. Explain the value of feedback and client complaints in reviewing the client service experience</p>	<ul style="list-style-type: none"> <li>• Customer expectations</li> <li>• Complaints policy</li> <li>• Feedback policy – positive and negative</li> <li>• Working practices review</li> <li>• Product review</li> </ul>		
<p>1.9. Analyse the impact of client satisfaction on the business</p>	<ul style="list-style-type: none"> <li>• Performance indicator</li> <li>• Company profile</li> <li>• Ongoing business</li> <li>• Business expansion</li> </ul>		

	<ul style="list-style-type: none"> <li>• Promotional opportunities</li> <li>• Staff motivation</li> <li>• Cash flow</li> <li>• Budgets</li> </ul>		
1.10. Explain the importance of meeting clients' expectations	<ul style="list-style-type: none"> <li>• Target market</li> <li>• Identify client expectations and treatment requirements</li> <li>• Treatment planning to meet client's expectations</li> <li>• Review customer satisfaction and treatment requirements</li> <li>• Referral</li> <li>• Ongoing business</li> </ul>		

<b>LO2 Be able to implement and monitor procedures to improve the overall client service experience</b>			
2.1. Recommend approaches to or ways of improving the client service experience	<ul style="list-style-type: none"> <li>• Formulating treatment menus in line with business concept</li> <li>• Developing operational objectives for services/treatments</li> <li>• Workforce planning to meet objectives and staffing requirements</li> <li>• Maintaining and increasing staff morale, motivation and workforce participation</li> <li>• Improving working practices</li> <li>• Evaluation of staffing levels, facilities, equipment, tools and stock levels to maintain professional operations</li> </ul>	<ul style="list-style-type: none"> <li>• OHP/Whiteboard</li> <li>• Lecture</li> <li>• Q&amp;A</li> <li>• Handout</li> <li>• Homework</li> <li>• Test</li> </ul>	25
2.2. Engage staff in consultation necessary for effective implementation of a quality scheme	<ul style="list-style-type: none"> <li>• Employee engagement</li> <li>• Quality management procedures and processes</li> </ul>		
2.3. Evaluate the effectiveness of newly implemented procedures	<ul style="list-style-type: none"> <li>• Staff feedback</li> <li>• Staff morale and motivation</li> <li>• Customer satisfaction surveys</li> <li>• Targets</li> </ul>		
2.4. Propose new systems or modifications to existing systems that could improve the client service experience	<ul style="list-style-type: none"> <li>• Interpret the client experience to monitor and improve working practices and treatment procedures</li> <li>• Review client consultation processes</li> <li>• Services and treatments</li> <li>• Client records</li> <li>• Customer satisfaction</li> <li>• Identify client expectations and treatment requirements</li> <li>• Customer support</li> <li>• Current trends</li> <li>• Review of working practices</li> </ul>		

	<ul style="list-style-type: none"> <li>• Utilise client feedback to review customer satisfaction and treatment requirements to improve client service experience</li> </ul>		
2.5. Evaluate own quality management of client care	<ul style="list-style-type: none"> <li>• Self-assessment</li> <li>• Reflective practice</li> </ul>		
2.6. Describe different approaches to quality management of client care within the hair and beauty sector	<ul style="list-style-type: none"> <li>• Key staff roles and responsibilities</li> <li>• Ensuring that all staff are appropriately trained and have knowledge of required quality systems</li> </ul>		
2.7. Explain the importance of staff engagement to the success of newly implemented procedures	<ul style="list-style-type: none"> <li>• Staff performance and motivation</li> <li>• Performance reviews</li> <li>• Staff development</li> <li>• Productivity</li> <li>• Performance indicators</li> <li>• Business concept/vision</li> </ul>		
2.8. Explain the importance of monitoring the effectiveness of newly implemented procedures	<ul style="list-style-type: none"> <li>• Targets</li> <li>• Customer satisfaction</li> <li>• Productivity</li> <li>• Performance indicators</li> <li>• Business development</li> </ul>		
2.9. Explain the factors necessary for 'continuous improvement'	<ul style="list-style-type: none"> <li>• Customer satisfaction and requirements</li> <li>• Current industry trends</li> <li>• Staff productivity</li> <li>• Working practices</li> <li>• Current legislation</li> </ul>		
2.10. Explain how quality management can be measured	<ul style="list-style-type: none"> <li>• Current legislation</li> <li>• Independent auditing</li> <li>• Certification</li> <li>• QMS compliant</li> </ul>		

**Document History**

<b>Version</b>	<b>Issue Date</b>	<b>Changes</b>	<b>Role</b>
v1	30/09/2019	First published	Qualification Administrator
v2	29/01/2020	Edited to include updated content from Unit Specification	Qualification Administrator