

Crocus Plains Regional Secondary School

Course Outline

Course Title: Salon Operation and Client Services

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Course Description: This course focuses on the business operations of a hair salon, retail and salon management, along with learning the skills to gain employment as an apprentice hairstylist. Students learn all of Unit A5: Retail and Salon Management, Unit H1: Business Fundamentals, and Unit H2: Journey person Trainer in this course.

General Learning Outcomes: Upon successful completion of this course, the learner will be able to:

1. Describe an understanding of and demonstrate adherence to all health, hygiene, safety, sanitation, and decontamination protocols.
 - Maintain a clean and organized workstation and work area.
 - Identify and describe the Workplace Hazardous Material Information System (WHMIS) and procedures.
 - Identify and describe SAFE Work Procedures
 - Identify and describe injury prevention
 - Identify and describe injury response.
 - Demonstrate navigation and retrieval of key content areas from SAFE Work Manitoba's website and apply resources directly to unit objectives.
2. Describe and demonstrate the use and management of equipment, tools, materials, and products.
 - Demonstrate professional dexterity in the operation of equipment, tools, and implements.
3. Describe and demonstrate the knowledge and skills related to pre-service.
 - Describe and demonstrate preparing the station and client for services.
 - Discuss consultation and pre-service procedures.
4. Describe and demonstrate the knowledge and skills related to service.
 - Demonstrate shear/scissor cuts at an advanced level.
 - Demonstrate razor cutting on hair and skin at an advanced level
 - Demonstrate clipper cuts on models at an advanced level.
 - Demonstrate colouring hair on models using permanent colour at an advanced level.
 - Demonstrate creating formal (up do) hair on models at an advanced level.
5. Demonstrate the post-service steps required while the client is in the salon.
 - Educate the client regarding care and maintenance of artificial hair.
 - Demonstrate the post-service steps required after the client leaves the salon.
6. Demonstrate an awareness of the evolution, innovations, and new trends in hairstyling.
 - Describe the evolution, innovations, and new trends in hair salons.
 - Demonstrate an awareness of digital record keeping in salons.
7. Demonstrate an understanding of the scope of hairstyling (along with associated professions), including working conditions and training and career opportunities.

- Describe two levels of workplace competency.
 - Describe accommodation for apprentices with accessibility requirements
 - Demonstrate an understanding of career and training opportunities in hairstyling and associated professions.
 - Demonstrate the knowledge and skills required to create a resume, cover letter and portfolio for finding employment in the hairstyling profession.
8. Describe and demonstrate the transferable cross-curricular knowledge and skills.
 - Apply the transferrable literacy cross-curricular knowledge and skills to hairstyling.
 - Apply the knowledge and skills from the sciences to hairstyling.
 - Apply the transferrable numeracy cross-curricular knowledge and skills to hairstyling.
 - Demonstrate the use of a tape measure to measure a head.
 9. Demonstrate an awareness of sustainability.
 - Describe the impact of human sustainability on the health and wellness of hairstylists and clients.
 - Practice ergonomic principles while providing services.
 - Demonstrate an awareness of the importance of practicing healthy eating habits while working in a salon
 - Demonstrate an awareness of the importance of living a healthy lifestyle while employed in the industry.
 - Demonstrate an awareness of the importance of healthy ergonomic practices.
 - Describe hairstyling's sustainability practices and their impact on the environment.
 - Demonstrate an awareness of ways to reduce the consumption of equipment, tools, materials, and products.
 - Demonstrate an awareness of sustainable business practices in the hairstyling industry.
 - Discuss strategies for acquiring and retaining clients using new technologies and social media.
 10. Demonstrate an awareness of the ethical and legal standards associated with hairstyling.
 - Demonstrate an awareness of the ethical implications of retailing services or products that do not meet the needs of the client.
 - Demonstrate an awareness of some of the ethical issues in the hairstyling industry
 - Demonstrate an awareness of the legal standards associated with hairstyling.
 11. Demonstrate employability skills.
 - Demonstrate professional rapport with teachers, employers, co-workers, students, and clients.
 - Describe and demonstrate a professional image.
 - Demonstrate punctuality and regular attendance
 - Demonstrate organizational skills
 - Demonstrate the ability to follow instructions.
 - Demonstrate teamwork skills
 - Demonstrate effective communication skills, both in person and using various technologies
 - Demonstrate the ability to adapt to a variety of challenging situations
 - Demonstrate an understanding of the business operation of a hair salon.
 - Discuss reception duties.

- Discuss salon management functions.
- Discuss retail sales.
- Demonstrate reception duties and salon management functions.
- Describe professionalism.
- Describe how to market products and services.
- Describe a business plan
- Compare/contrast role-options and responsibilities of the supervising journey person.
- Describe and demonstrate common requirements about providing journey person level supervision.
- Demonstrate the knowledge, skills, and attitudes required to think critically in order to solve complex problems
- Demonstrate an awareness of culture and diversity and its importance in the workplace.

Theory units of study and assessment items:

- On the Job test
- The Salon Business test
- Journey person Trainer assignment
- Safety assignment

Practical assessment items:

Haircutting

- Layered haircut with texture/customizing work done with shears
- Layered haircut with texture using texturizing shears
- Razor haircut
- Clipper cut
- Clipper cut on a model with neck shave and use of neck duster/with style

Thermal and formal styling

- Up-do (full, classic from a set or pre-curved)
- Up-do (partial, from a set or pre-curved)

Review and enrichment

- Rollerset
- Combout
- Advanced braiding
- Medium length set
- Formal style from set

Work Practicum

- Intro to the Salon: orientation and salon expectations
- Learning about salon maintenance and teamwork
- Learning about service menus, customer service and performing foundational techniques
- Learning about Product lines and salon promotion
- Learning about Colour lines

*Employability will be assessed in every course and weighted at 5% of the final grade

Employability rubric

	Meeting (4)	Developing (3)	Needs improvement (2)	Does not meet expectations (1)	Score
Uniforms, Tools and Equipment	Consistently has appropriate smock/apron on and all necessary tools for salon labs and theory classes.	Regularly has appropriate smock/apron on and tools ready for classes but has forgotten items more than once.	Often missing appropriate smock/apron or tools when needed for classes.	Rarely wears appropriate smock/apron or has any tools when showing up for class.	
Professionalism	Communicates respectfully and contributes positively to an inclusive, professional learning environment; upholds class expectations without reminders.	Generally respectful and professional; occasional reminders needed.	Professionalism or respect is inconsistent; frequent reminders are needed.	Disruptive, disrespectful, discriminatory, or unprofessional behavior was observed.	
Safety Conduct	Consistently follows all safety protocols (e.g., hot tool protocols, sanitation, personal hygiene, station setup); models safe behavior for others.	Follows safety protocols with minor lapses; responds appropriately to reminders.	Regular safety reminders are needed; inconsistent adherence to safety standards.	Ignores safety protocols; endangers self or others.	

Assessment weighting

Theory - 30%

Practical (curriculum) - 30% (Haircutting – 20% Thermal and formal styling - 10%)

Review and enrichment - 10%

Work Practicum - 25%

Employability skills - 5%

