

**A PLAN OF TRAINING**  
**FOR**  
**HAIRSTYLIST**  
**OCCUPATION**

**Approved by**  
**Provincial Apprenticeship Board**  
**July, 1996**  
**Revised June, 2000**

## Foreword

Apprenticeship training in the Province of Newfoundland and Labrador is undergoing considerable change. This change is prompted by the need to keep pace with technological changes in industry, the need to be competitive, and the desire to be efficient and effective in meeting the needs of the apprentice. We feel that this training plan will lay the groundwork to meet both the demands of industry and the needs of the apprentice.

The plan that follows is a comprehensive one. It recognizes that apprenticeship training begins when a student first registers at a training institution, or signs a Contract of Apprenticeship with an employer, and continues until such time as the apprentice has completed all of the required technical training and has received the required industry experiences necessary to write an interprovincial examination. Passing this examination will result in the apprentice receiving Red Seal Certification which gives the journeyman national mobility of qualifications. This plan also recognizes the need to provide flexible access to training based on the needs of the employer and the apprentice while at the same time recognizing the end goal is to complete the requirements for Red Seal Certification.

It is realized that change in all facets of education and industry is continuous and sometimes rapid. This change will necessitate the review of this document on a continuous basis to ensure that current needs of industry and apprentices are being satisfied. Through a process of accreditation, regular input from industry advisory committees, as well as input from those involved in the administration and delivery of the training, we are confident that residents of our province who elect to pursue an apprenticeable occupation as a career choice will receive high quality training and thus will be prepared to compete for jobs worldwide.

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Chair, Provincial Apprenticeship Board

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Minister of Education

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## CONDITIONS GOVERNING APPRENTICESHIP TRAINING

### 1.0 GENERAL

The following general conditions will apply to all apprenticeship training programs approved by the Provincial Apprenticeship Board in accordance with the Apprenticeship Act. Where an occupation requires additional conditions, these will be noted in the specific plan of training for that occupation. In no case should there be a conflict between these conditions and the additional requirements specified in certain plans of training.

### 2.0 ENTRANCE REQUIREMENTS

2.1 Entry into the occupation as an apprentice requires:

The completion of designated first year courses specific to the occupation

OR

Indenturing into the occupation by an employer who agrees to provide the appropriate training and work experiences as outlined in this plan of training.

OR

Enrolment in a program of studies that includes all entry and advanced level skills and required work experiences as approved by the Provincial Apprenticeship Board.

2.2 Notwithstanding the above, each candidate must have successfully completed a high school program or equivalent and in addition may be required to have completed certain academic subjects as specified in particular plans of training. Mature students, at the discretion of the Director of Institutional and Industrial Education, may be registered. A mature student is defined as one who has reached the age of 19 and who can demonstrate the ability and the interest to complete the requirements for certification.

2.3 At the discretion of the Director of Institutional and Industrial Education, credit towards the apprenticeship program may be awarded to an apprentice for previous work experience and/or training as validated through prior learning assessment.

2.4 A Registration for Apprenticeship form must be duly completed.

### 3.0 PROBATIONARY PERIOD

The probationary period for each memorandum of understanding will be six months. Within that period the memorandum may be terminated by either party upon giving the other party and the Provincial Apprenticeship Board one week notice in writing.

#### 4.0 TERMINATION OF A MEMORANDUM OF UNDERSTANDING

After the probationary period referred to in Section 3.0 herein, the memorandum of understanding may be terminated by the Board by mutual consent of the parties thereto or cancelled by the Board for proper and sufficient cause in the opinion of the Board.

#### 5.0 APPRENTICESHIP PROGRESSION SCHEDULE AND WAGE RATES

##### 5.1 Progression Schedule

<b>7200 Hour Programs</b>	<b>Requirements for Progression</b>	<b>Progress To</b>
First Year Apprentice	25% of Course Credit Hours, <b>Plus</b> relevant work experience totaling 1800 hours	Second Year
Second Year Apprentice	50% of Course Credit Hours, <b>Plus</b> relevant work experience totaling 3600 hours	Third Year
Third Year Apprentice	75% of Course Credit Hours, <b>Plus</b> relevant work experience totaling 5400 hours	Fourth Year
Fourth Year Apprentice	100% of Course Credit Hours, <b>Plus</b> completion and sign-off of workplace skills required for certification totaling 7200 hours	Write Certification Examination
<b>5400/4800 Hour Programs</b>		
First Year Apprentice	33% of Course Credit Hours, <b>Plus</b> relevant work experience totaling 1800/1600 hours	Second Year
Second Year Apprentice	66% of Course Credit Hours, <b>Plus</b> relevant work experience totaling 3600/3200 hours	Third Year
Third Year Apprentice	100% of Course Credit Hours, <b>Plus</b> completion and sign-off of workplace skills required for certification totaling 5400/4800 hours	Write Certification Examination

5.2 For the duration of each Apprenticeship Training Period, the apprentice, who is not covered by a collective agreement, shall be paid a progressively increased schedule of wages which shall not be less than:

<b>Program Duration</b>	<b>Wage Rates</b>		<b>Comments</b>
<b>7200 Hours</b>	1 <sup>st</sup> Year	55%	These wage rates are percentages of the prevailing journey person's wage rate in the place of employment of the apprentice. No apprentice shall be paid less than the wage rate established by the Labour Standards Act (1988), as now in force or as hereafter amended, or by other Order, as amended from time to time replacing the first mentioned Order.
	2 <sup>nd</sup> Year	65%	
	3 <sup>rd</sup> Year	75%	
	4 <sup>th</sup> Year	90%	
<b>5400 Hours and 4800 Hours</b>	1 <sup>st</sup> Year	55%	
	2 <sup>nd</sup> Year	70%	
	3 <sup>rd</sup> Year	85%	
4000 (Hairstylist) - The apprentice shall be paid no less than the minimum wage for hours worked and a commission agreed upon between the apprentice and the employer.			

## 6.0 TOOLS

Apprentices shall be required to obtain hand tools as and when specified by the Board.

## 7.0 PERIODIC EXAMINATIONS

7.1 Every apprentice shall submit to such occupational tests and examinations as the Board shall direct. If after such occupational tests and examinations the apprentice is found to be making unsatisfactory progress, his/her rate of wage shall not be advanced as provided in Section 5 until his/her progress is satisfactory to the Director of Institutional and Industrial Education and his/her date of completion shall be deferred accordingly. Persistent failure to pass required tests shall be a cause for revocation of his/her Memorandum of Understanding.

7.2 Upon receipt of reports of accelerated progress of the apprentice, the Board may shorten the term of apprenticeship and advance the date of completion accordingly.

## 8.0 GRANTING OF CERTIFICATES OF APPRENTICESHIP

Upon the successful completion of apprenticeship, the Board shall issue a Certificate of Apprenticeship

## 9.0 HOURS OF WORK

Any hours employed in the performance of duties related to the designated occupation will be credited towards the completion of the term of apprenticeship. Appropriate documentation of these hours must be provided.

## 10.0 COPIES OF THE REGISTRATION FOR APPRENTICESHIP

The Director of Institutional and Industrial Education shall provide copies of the Registration for Apprenticeship form to all signatories to the document.

## 11.0 RATIO OF APPRENTICES TO JOURNEYPERSONS

The ratio of Apprentices to Journeypersons normally shall not exceed one apprentice to every one journeyperson employed. Exceptions for specific occupations may occur with the approval of the Provincial Apprenticeship Board.

## 12.0 RELATIONSHIP OF THE PLAN OF TRAINING TO A COLLECTIVE BARGAINING AGREEMENT

Collective agreements take precedence over the conditions outlined in the plan of training.

## 13.0 AMENDMENTS TO A PLAN OF APPRENTICESHIP TRAINING

A plan of training may be amended at any time by the Provincial Apprenticeship Board.

## 14.0 EMPLOYMENT, RE-EMPLOYMENT AND TRAINING REQUIREMENTS

14.1 The plan of training requires Apprentices to attend regularly their place of employment.

14.2 The plan of training requires Apprentices to regularly attend training programs for that occupation as prescribed by The Provincial Apprenticeship Board.

14.3 Under the plan of training the employer is required; to keep each apprentice employed as long as work is available, and if the apprentice is laid off due to lack of work, to give opportunity to be re-employed before another is hired.

14.4 The employer will permit each apprentice to attend regularly training programs as prescribed by the Provincial Apprenticeship Board.

## 15.0 APPEALS TO DECISIONS BASED ON CONDITIONS GOVERNING

APPRENTICESHIP TRAINING

Persons wishing to appeal any decisions based on the above conditions must do so in writing to the Minister of Education within 30 days of the decision.



## REGULATIONS SPECIFIC TO THE HAIRSTYLIST OCCUPATION

### 1. RATIO OF APPRENTICES TO JOURNEYPERSONS

The ratio of apprentices to journeypersons shall not exceed one apprentice to every one journeyperson employed.

REQUIREMENTS FOR INTERPROVINCIAL RED SEAL CERTIFICATION  
IN THE HAIRSTYLIST OCCUPATION

1. Evidence that the required work experiences outlined in this plan of training has been obtained. This evidence must be in a format that clearly outlines the experiences and a signature (s) of an appropriate person(s) attesting that these experiences have been obtained to the level required.
  
2. Normally have a combination of training from an accredited training program and suitable work experience totalling 4000 hours  
  
Or  
  
Have a total of 6000 hours of suitable work experience.
  
3. Completion of a Interprovincial Red Seal examination to be set at a place and time determined by the Industrial Training Division of the Department of Education.
  
4. Pay the appropriate examination fee.

## ROLES AND RESPONSIBILITIES OF STAKEHOLDERS IN THE APPRENTICESHIP PROCESS

Apprenticeship process involves a number of stakeholders playing significant roles in the training of apprentices. This section captures, in a broad sense, these roles and the responsibilities that result from them.

### **Apprentices**

- ▶ to complete all required technical training courses as approved by the Provincial Apprenticeship Board.
- ▶ to find appropriate employment
- ▶ to complete all required work experiences in combination with the required hours.
- ▶ to ensure that the work experiences are well documented
- ▶ to approach apprenticeship training with an attitude and commitment that fosters the qualities necessary for a successful career as a qualified journeyman.
- ▶ to obtain the required hand tools as specified by the Board for each period of training of the apprenticeship program.
- ▶ to provide feedback to Training Institutions, the Industrial Training Division and Employers in an effort to establish a process of continuous quality improvement.

### **Employers**

- ▶ to provide high quality work experiences in an environment that is conducive to learning.
- ▶ to remunerate apprentices as set out in the Plan of Training or Collective Agreements.
- ▶ to provide feedback to Training Institutions, Industrial Training Division and Apprentices in an effort to establish a process of continuous quality improvement.
- ▶ where appropriate, to release apprentices for the purpose of returning to a training institution to complete the necessary technical courses.
- ▶ to ensure that work experiences of the apprentices are documented.

### **Training Institutions**

- ▶ to provide a high quality learning environment.
- ▶ to provide the necessary student support services that will enhance an apprentices ability to be successful.
- ▶ to participate with other stakeholders in the continual updating of programs.

### **Industrial Training Division**

- ▶ to establish and maintain provincial program advisory committees under the direction of the Provincial Apprenticeship Board.
- ▶ to promote apprenticeship training as a viable career option to prospective apprentices and other appropriate persons involved such as career guidance counsellor, teachers, parents, etc.
- ▶ to establish and maintain a protocol with apprentices, training institutions, employers and other appropriate stakeholders to ensure the quality of apprenticeship training programs.
- ▶ to ensure that all apprentices are appropriately registered and records are maintained as required.
- ▶ to schedule all necessary technical training periods for apprentices to complete requirements for certification.
- ▶ to administer provincial/interprovincial examinations.

### **Provincial Apprenticeship Board**

- ▶ to set policies to ensure that the provisions of the Apprenticeship Training Act are implemented.
- ▶ to ensure that advisory and examination committees are established and maintained.
- ▶ to accredit institutions to deliver apprenticeship training programs.
- ▶ to designate occupations for apprenticeship training and / or certification.

## **SUGGESTED COURSE LAYOUT FOR THE HAIRSTYLIST PROGRAM**

Program & Apprenticeship Registration

REQUIRED COURSES

HT1110 - Salon Fundamentals .....	90Hrs.
HT1300 - Cutting I - Hairdressing .....	90Hrs.
HT1210 - Styling I .....	90Hrs.
HT 1211 - Styling II .....	90Hrs.
HT1301 - Cutting II -Barbering .....	90Hrs.
HT1400 - Basic Perming .....	90Hrs.
HT1510 - Colour Fundamentals .....	90Hrs.
HT1511 - Hair Colouring .....	60Hrs.
HT2500 - Lightening & Toning .....	90Hrs.
OJ1500 - Workplace Exposure .....	90Hrs.
HT1600 - Introduction to Aesthetics .....	75Hrs.
HT2300 - Advanced Cutting .....	60Hrs.
HT1410 - Chemical Relaxing/Straightening .....	60Hrs.
HT2400 - Advanced Perming .....	60Hrs.
HT2501 - Advanced Colouring .....	60Hrs.
*MR1210 - Customer Service .....	30Hrs.
*MC1050 - Introduction to Computers .....	30Hrs.
*CM2150 - Workplace Correspondence .....	45Hrs.
*SP2330 - QA/QC .....	30Hrs.
*SD1700 - Workplace Skills .....	30Hrs.
*SD1710 - Job Search Techniques .....	15Hrs.
*SD1720 - Entrepreneurial Awareness .....	15Hrs.

\*Related courses are to be interspersed throughout the program.

REQUIRED WORK EXPERIENCE

JOURNEYPERSON CERTIFICATION

**NAME & NUMBER** HT1110 - Salon Fundamentals

**DESCRIPTION**

This course in salon management requires the use of basic tools and equipment, and materials and supplies. It involves sanitizing tools and equipment, doing laundry, receiving clients, interpersonal communication, preparing clients for services, keeping record cards, adhering to work schedules and practising safety. It includes information on salon management techniques and requirements, interpersonal relations, and equipment quality.

**MAJOR TOPICS/TASKS**

Perform general shop cleaning; Sanitize work area, implements and equipment; Perform laundry duties; Select and use furnishings and equipment; Prepare client for services; Adhere to work schedule; Possess valid first aid certificate; Adhere to occupational health and safety regulations; Prepare client record cards and consent forms; Perform reception duties; Perform interpersonal client consultation; WHMIS; Retailing

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for salon operations with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures with concern for the environment
4. To interact appropriately with clients and co-workers

**PREREQUISITES** None

**COURSE DURATION** 90hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** May 1998

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Perform general shop cleaning
  - a. Identify areas to be cleaned
  - b. Select cleaning materials
  - c. Perform cleaning duties
  - d. Practice safety and sanitary procedures
  
2. Sanitize work area, implements and equipment
  - a. Describe methods of sanitizing work area, equipment and implements
  - b. Describe sanitizing agents
  - c. Sanitize work area
  - d. Sanitize implements and equipment
  
3. Perform laundry duties
  - a. Describe types of towels and capes
  - b. Use washer
  - c. Use dryer
  - d. Store laundry
  
4. Select and use furnishings and equipment
  - a. Describe types of chairs, sinks and work units
  - b. Select work unit and equipment such as styling chairs, shampoo unit, hood driers, heat lamps, thermal caps, timers and applicators
  - c. Use work unit and equipment
  
5. Prepare client for services
  - a. Select towels and capes
  - b. Use towels and capes
  - c. Use chairs, sinks and work units
  - d. Prepare client for specific services
  - e. Adjust chairs
  - f. Follow sanitary procedures
  - g. Ensure clients ease and comfort through the various preparation stages, eg:
    - i. greeting client
    - ii. directing to appropriate area
    - iii. assisting, where necessary
    - iv. assist in the removal and placement of personal items
  
6. Adhere to work schedule
  - a. Participate in all schedule shop, classroom, and related activities

- b. Develop reliable work habits
  - c. Use time effectively and efficiently
7. Possess valid first aid certificate
- a. Take St. John Ambulance First Aid Course
8. Adhere to occupational health and safety regulations
- a. Practice Occupational Health and Safety
9. Prepare client record cards and consent forms
- a. Create client information card
  - b. Record pertinent information on record card
  - c. File client record cards
  - d. Create client consent/release form
  - e. Record pertinent information on consent forms/release forms
  - f. Obtain customer's signature
  - g. File form
10. Perform reception duties
- a. Explain the importance of client information cards
  - b. Explain the importance of receptionist duties
  - c. Answer phone calls regarding appointments
  - d. Attend to personal requests regarding appointments
  - e. Record appointments
  - f. Cancel appointments
  - g. Greet client
  - h. Prepare work order
  - i. Attend to work order
  - j. Reconcile work orders with cash receipts
  - k. Prepare cash deposit
11. Perform interpersonal client consultation
- a. Explain the importance of interpersonal client consultation
  - b. Consult with client's service needs
  - c. Determine needs based on:
    - i. clients personal appearance prior to service



- ii. clients personal preference
      - iii. prior difficulties or problems
      - iv. lifestyle
    - d. Advise client on:
      - i. recommended service
      - ii. appointment date and time
      - iii. expected length of service
      - iv. cost
12. WHMIS

**NAME & NUMBER** HT1210 - Styling I

**DESCRIPTION**

This course in styling requires the use of basic implements and rollers. It involves personal consultation, client preparation, hair analysis, shampooing, treating and styling. It includes information on hair styles.

**MAJOR TOPICS/TASKS**

Perform wet shampoo; Apply instant rinses; Style hair using finger/skip waves; Style hair using pin curls; Set and dry hair using rollers; Finish styling.

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for styling hair
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures
4. To interact appropriately with clients

**PREREQUISITES** HT1110 - Salon Fundamentals (May be done concurrently)

**COURSE DURATION** 90hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** May 1998

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Perform wet shampoo
  - a. Describe types of shampoos

- b. Drape client
  - c. Analyze hair and scalp to be shampooed
  - d. Consult client
    - i. type of home care
    - ii. specific problems
  - e. Select shampoo
  - f. Brush hair
  - g. Adjust water temperature and pressure
  - h. Apply shampoo
  - i. Manipulate scalp
  - j. Rinse hair
  - k. Towel dry
2. Apply instant rinses
- a. Describe types of rinse
  - b. Determine appropriate rinse for hair and scalp condition
  - c. Follow manufacturers directions for use
  - d. Apply rinse
3. Style hair using finger/skip waves
- a. Prepare client
  - b. Select styling lotion, comb and spray bottle
  - c. Determine finger/skip wave pattern
  - d. Finger/skip wave hair
  - e. Determine drying procedure
4. Style hair using pin curls
- a. Prepare client
  - b. Determine hairstyle
  - c. Select lotions, comb and spray bottle
  - d. Place shaping
  - e. Determine and select base
  - f. Slice and direct stem
  - g. Form circle
  - h. Determine drying procedure
5. Set and dry hair using rollers
- a. Describe types of rollers
  - b. Select rollers with consideration given to:
    - i. length of hair
    - ii. volume

- iii. desired outcome
  - c. Manipulate and place rollers with consideration given to:
    - i. off base
    - ii. half base
    - iii. fastening techniques
    - iv. full base
    - v. volume base
    - vi. indentation
    - vii. directional design variations
  - d. Determine hairstyle with consideration given to:
    - i. clients desires and needs
    - ii. shape of face and head
    - iii. profile
    - iv. length and width of neck
    - v. size and position of ears
    - vi. size, height and posture of client
    - vii. accessories, such as, eyeglasses, hearing aids, etc.
    - viii. irregular features
  - e. Use styling product
  - f. Follow patterns as required to achieve desired outcome
  - g. Dry hair, following manufacturers direction
  - h. Check hair for dryness
  - i. Maintain rollers and fasteners
6. Finish styling
- a. Select appropriate brushes, combs and styling products for styling wet hair using appropriate equipment such as lamps and hood dryers
  - b. Mould wet hair using required tool such as:
    - i. pick
    - ii. brush
    - iii. comb
    - iv. fingers
  - c. Select appropriate brushes, combs and styling products for dry combed out styling
  - d. Brush and mould hair
  - e. Backcomb and/or backbrush
  - f. Accentuate and develop lines
  - g. Perform finishing details

**NAME & NUMBER**            HT1211 - Styling II

**DESCRIPTION**

This course in styling requires the use of curling irons and hot rollers, brushes and combs, blow dryers and applicators. It involves personal consultation, client preparation, hair analysis, shampooing, treating and styling hair. It includes information on types of scalp and hair analysis and treatment.

**MAJOR TOPICS/TASKS**

Style hair with blow dryer; Style hair with curling iron/hot rollers; Style long hair; Finish styling; Perform scalp and hair analysis for treatment; Perform scalp and hair treatment

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for styling hair
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures with concern for the environment
4. To interact appropriately with clients

**PREREQUISITES**            HT1210 - Styling I

**COURSE DURATION**        90hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION**            Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED**        May 1998

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Style hair with blow dryer
  - a. Describe types of blow dryers
  - b. Hold, manipulate and adjust using:
    - i. finger techniques
    - ii. brush techniques
    - iii. comb techniques
    - iv. diffuser techniques
  - c. Section hair (if necessary)
  - d. Apply thermal styling product
  - e. Blow dry hair with consideration given to:
    - i. preliminary drying (if necessary)
    - ii. direction
    - iii. volume
    - iv. finish
    - v. specific design (following pattern)
  - f. Finish style
  - g. Maintain blow dryer
  
2. Style hair with curling iron/hot rollers
  - a. Describe types of curling irons
  - b. Describe types of hot rollers
  - c. Hold, manipulate and adjust with consideration given to:
    - i. volume
    - ii. indentation
    - iii. spiral winding
  - d. Use rollers with consideration given to:
    - i. direction
    - ii. volume
    - iii. specific design
  - e. Section hair, if necessary
  - f. Finish style using finishing products, if necessary
  - g. Maintain curling iron/hot rollers
  
3. Style long hair
  - a. Describe long hairstyles including:
    - i. braids
    - ii. up do's
    - iii. down do's
  - b. Perform long hairstyles
  - c. Utilize hair decorations and add-on's (hairpieces)
  - d. Perform finishing details

4. Perform scalp and hair analysis for treatment
  - a. Describe scalp and hair analysis procedures
  - b. Analyze scalp for treatment to determine:
    - i. scalp condition
  - c. Analyze hair to be treated with consideration given to:
    - i. hair condition
  - d. Select product
  
5. Perform scalp and hair treatment
  - a. Describe scalp and hair treatment procedures
  - b. Prepare client for scalp treatment
  - c. Select scalp treatment
  - d. Apply scalp treatment according to manufacturer's directions utilizing the following:
    - i. scalp manipulations
    - ii. thermal heat equipment ie. cap, lamp or hood drier
  - e. Select hair treatment
  - f. Apply hair treatment
  
6. Retailing
  - a. Product knowledge
    - Determine client needs
    - Recommend appropriate products for customer needs

**NAME & NUMBER** HT1300 - Cutting I (Hairdressing)

**DESCRIPTION**

This course in cutting requires the use of a straight razor, a clipper/edger, a shaper/razor, scissors and shears, and applicators. It involves personal consultation, client preparation, determining type of haircut, cutting and finishing. It includes information on cutting techniques for various types of haircuts.

**MAJOR TOPICS/TASKS**

Determine haircut; Perform scissors cut; Perform clipper cuts; Perform haircut with shaper/razor

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for cutting hair
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures
4. To interact appropriately with clients

**PREREQUISITES** HT1211 - Styling II

**COURSE DURATION** 90hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** June, 1996

**COURSE OUTLINE / LEARNING OBJECTIVES:**



1. Determine haircut
  - a. Perform analysis for haircutting
  - b. Analyze hair to be cut:
    - i. condition of hair
    - ii. length
    - iii. texture
    - iv. density
    - v. growth pattern
  - c. Determine:
    - i. clients desires and needs
    - ii. shape for face and head
    - iii. profile
    - iv. length and width of neck
    - v. size and position of ears
    - vi. size, height, and posture of client
    - vii. accessories, such as eyeglasses, hearing aids, etc.
    - viii. irregular features
  - d. Suggest recommended haircut
  
2. Perform scissors cut
  - a. Describe types of scissors
  - b. Hold and manipulate scissors using:
    - i. blunt stroke
    - ii. inside and outside bevel
    - iii. slithering
    - iv. tapering/thinning
    - v. point cutting/notching
    - vi. slicing/slide
    - vii. removing excess hair on neck
  - c. Prepare client
  - d. Section hair employing one of the following techniques:
    - i. horizontal
    - ii. vertical
    - iii. diagonal
  - e. Establish cutting guidelines, guidepoints, and guidestrands
  - f. Cut hair with consideration given to:
    - i. degree of elevation
    - ii. cutting techniques
    - iii. specific design
    - iv. operator and client posture
    - v. growth patterns

- vi. hairlines
  - g. Thin hair, if necessary
  - h. Check and crosscheck hair
  - i. Follow safety and sanitary guidelines during entire procedure
  - j. Maintain scissors
3. Perform clipper cuts
- a. Describe types of clippers and blades
  - b. Hold and manipulate clippers using:
    - i. clippers even comb technique
    - ii. freehand
    - iii. arching
  - c. Prepare client
  - d. Determine degree of closeness and height of taper
  - e. Perform preliminary scissors cut, if necessary
4. Perform haircut with shaper/razor
- a. Describe types of shaper/razors in hairdressing
  - b. Hold and Manipulate shaper/razor using:
    - i. blunt stroke
    - ii. slight taper
    - iii. thinning
  - c. Section hair
  - d. Cut hair with consideration given to:
    - i. specific design
    - ii. angle
    - iii. degree of elevation
    - iv. operator and client posture
    - v. growth patterns
    - vi. hairlines
  - e. Check haircut
  - e. Maintain shaper/razor

**NAME & NUMBER** HT1301 - Cutting II (Barbering)

**DESCRIPTION**

This course in cutting requires the use of lather, straight razors, clipper/edgers, shaper/razors, scissors, shears and mannequins. It involves client consultation and preparation; determining haircut, beard trim and shave; cutting, trimming and shaving; and finishing. It includes information on cutting, trimming and shaving techniques.

**MAJOR TOPICS/TASKS**

Determine haircut; Perform scissors cut; Perform clipper cuts; Perform haircut with shaper razor; Determine moustache/beard trim; Perform moustache/beard trim; Determine, fit and maintain hair pieces

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for cutting hair
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures
4. To interact appropriately with clients

**PREREQUISITES** HT1300 - Cutting I (Hairdressing)

**COURSE DURATION** 90hrs

**LEARNING RESOURCES**

Milady's Barber Styling Textbook

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** June, 1996

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Determine haircut
  - a. Analyze hair to be cut:
    - i. condition of hair
    - ii. length
    - iii. texture
    - iv. density
    - v. growth pattern
  - b. Determine:
    - i. clients desires and needs
    - ii. shape for face and head
    - iii. profile
    - iv. length and width of neck
    - v. size and position of ears
    - vi. size, height, and posture of client
    - vii. accessories, such as eyeglasses, hearing aids, etc.
    - viii. irregular features
  - c. Suggest recommended haircut
  
2. Perform scissors cut
  - a. Describe types of scissors/shears
  - b. Hold and manipulate scissors/shears using:
    - i. scissors over comb
    - ii. finger and shear techniques
    - iii. inside bevel
    - iv. arching
    - v. thinning
    - vi. trimming, as it relates to eyebrows, ears, nostrils
    - vii. point cutting/notching
    - viii. slicing/slide
    - ix. shear point tapering
  - c. Prepare client
  - d. Section Hair employing one of the following techniques:
    - i. horizontal
    - ii. vertical
    - iii. diagonal
  - e. Establish cutting guidelines, guidepoints, and guidestrands
  - f. Cut hair with consideration given to:
    - i. degree of elevation
    - ii. cutting technique
    - iii. specific design
    - iv. operator and client posture

- v. growth patterns
  - vi. hairlines
  - vii. cutting angles
  - g. Thin hair, if necessary
  - h. Finish perimeter of cut with clippers
  - i. Remove superfluous hair
    - i. ears
    - ii. eyebrows
  - j. Maintain scissors
  - k. Follow safety and sanitary guidelines during entire procedure
3. Perform clipper cuts
- a. Describe types of clippers and blades
  - b. Hold and manipulate clippers using:
    - i. clippers even comb technique
    - ii. freehand
    - iii. arching
  - c. Prepare client
  - d. Determine degree of closeness and height of taper
  - e. Perform preliminary scissors cut, if necessary
  - f. Perform clipper cut using the following format:
    - i. edging
    - ii. siding
    - iii. top
  - g. Shave arches
4. Determine, fit and maintain hair pieces (practice expectation on mannequin)
- a. Describe materials needed to sell and service hair pieces
  - b. Describe basic categories of hair pieces
    - i. stock
    - ii. custom made
  - c. Describe different types of hair pieces within these categories:
    - i. type of fibre
    - ii. type of base
    - iii. construction method
    - iv. lace front
    - v. partial/filler
    - vi. full wig
  - d. Describe different types of attachment methods for hair pieces:
    - i. 2-way tape

- ii. spirit gum
  - e. Describe price ranges and sources of hair pieces
  - f. Describe methods of application and removal of hair pieces
  - g. Perform methods of application and removal of hair pieces
  - h. Take a pattern for custom made hairpieces
  - i. Identify special cutting techniques and precautions
  - j. Perform methods of maintaining hair pieces:
    - i. cleaning
    - ii. reconditioning
    - iii. colouring
    - iv. styling ie. roller setting or moulding
  - k. Recognize the sensitive nature of the hair piece client consultation and the need for privacy
  - l. Analyze the size of bald area, shape of head and remaining hair
  - m. Consult with client:
    - i. to discuss alternatives
    - ii. to determine type of hairpieces based on requirements, preferences and price range
  - n. Give preliminary haircut
  - o. Prepare scalp
  - p. Cut hairpiece to fit client
  - q. Fit and blend hairpiece
  - r. Discuss maintenance with client
5. Perform haircut with shaper razor
- a. Describe types of shaper/razors
  - b. Hold and Manipulate razor with consideration to:
    - i. angle
    - ii. pressure
    - iii. strokefor light, heavy and terminal blending
  - c. Perform razor and comb coordination technique
  - d. Determine sectioning pattern
  - e. Cut hair with consideration given to:
    - i. texture
    - ii. specific design
  - f. Finish perimeters with scissors and/or clippers
6. Determine moustache/beard trim
- a. Describe tools and materials for shaving
  - b. Describe beard types and moustache designs

- c. Describe basic shapes
  - d. Explain the principles of balancing facial shapes
  - e. Describe the appropriate tools for moustache/beard trim
  - f. Explain techniques for cutting beards
    - i. scissors over comb
    - ii. clipper over comb
    - iii. comb and razor
  - g. Analyze facial shape and size
  - h. Determine clients preferences
  - i. Identify problems
    - i. growth patterns
    - ii. sparse areas
  - j. Determine design based on analysis and facial shape
7. Perform moustache/beard trim
- a. Prepare client
  - b. Shape beard with consideration given to:
    - i. client consultation
    - ii. analysis of face and beard
  - c. Determine areas to shave, if necessary
  - d. Shave, if necessary

**NAME & NUMBER** HT2300 - Advanced Cutting

**DESCRIPTION**

This course in advanced cutting requires the use of a variety of tools necessary for current hair styles. The course is specifically aimed at those who have achieved proficiency in the rudimentary aspects of hair cutting with emphasis on the creation of individualistic hair styles. It includes information on communication skills necessary for client consultations, hair analysis, hair cut adjustment and finishing techniques necessary to enhance the design lines of the hair shaping.

**MAJOR TOPICS/TASKS**

Consult with client; Analyze hair; Create style; Check cut for balance and adjust if necessary; Perform finishing techniques; Advise on home care maintenance

**PURPOSE / AIMS**

1. To further develop the professional skills and knowledge required for advanced hair cutting.

**PREREQUISITES** HT1301 - Cutting II (Barbering)

**COURSE DURATION** 60hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)  
Milady's Barber Styling Textbook

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** June, 1996

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Consult with client



2. Analyze hair
  - a. Explain hair analysis using current hair cutting techniques
  - b. Check direction of hair growth
  - c. Determine condition of hair
  - d. Determine hair type
  
3. Create style
  - a. Describe how to create hair styles and use of appropriate tools with consideration to hair length.
  - b. Explain hair cutting and thinning using different tools
  - c. Utilize appropriate tools for established style
    - i. Freehand
    - ii. Asymmetric
    - iii. No-tension
    - iv. Point cutting
    - v. Feather razor cutting
  
  - d. Perform directional techniques for hair cutting
    - i. sectioning
      - horizontal
      - vertical
      - diagonal
  
4. Check cut for balance and adjust if necessary
  - a. Define hair balancing and adjustment techniques
  
5. Perform finishing techniques
  - a. Perform appropriate finishing techniques
  - b. Use applicable finishing products and tools
  
6. Advise on home care maintenance
  - a. Advise on hair maintenance products
  - b. Suggest reschedule time

**NAME & NUMBER** HT1400 - Basic Perming

**DESCRIPTION**

This course in basic perming techniques requires the use of basic perms, perm rods, applicators and materials and supplies. It involves client consultation and preparation, hair analysis, perm and perm rod selection, winding, processing, neutralizing, rinsing and finishing. It includes information on hair analysis, types of perm rods, processing techniques, and neutralization.

**MAJOR TOPICS/TASKS**

Perform analysis for perming; Select perm solutions; Select perm rods that will meet the client's requirements; Perming and chemically relaxing hair; Process hair; Neutralize perm

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for perming hair
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures
4. To interact appropriately with clients

**PREREQUISITES** HT1300 - Cutting I (Hairdressing)

**COURSE DURATION** 90hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** June, 1996

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Perform analysis for perming
  - a. Explain analysis procedures for perming
  - b. Perform analytical test
  - c. Determine client's desires
  - d. Recommend service to the client
  
2. Select perm solutions
  - a. Describe types of perming solutions
  - b. Explain effects of perming solutions on the hair
  
3. Select perm rods that will meet the client's requirements
  - a. Describe types of wave rods and explain their uses
  - b. Explain purpose and effect of different rod sizes
  
4. Perming and chemically relaxing hair
  - a. Describe the various types of winding patterns
  - b. Determine winding patterns
  - c. Select wave rods - comb
  - d. Section hair
  - e. Sub-section hair
  - f. Comb hair in preparation for winding
  - g. Apply end papers
  - h. Demonstrate holding and winding of hair
  - i. Place rods in position
  - j. Demonstrate fastening of rods
  
5. Process hair
  - a. Prepare client
  - b. Apply protective cream and cotton coil around hairline
  - c. Apply chemical solution
  - d. Process hair according to manufacturers guidelines for:
    - i. neutral solution
    - ii. acid solution
    - iii. alkaline solution
  - e. Determine processing time
  
6. Neutralize perm
  - a. Prepare client
  - b. Select neutralizer and applicator
  - c. Rinse hair
  - d. Towel-blot hair

*Hairstylist Occupation*

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- e. Apply neutralizer
- f. Time neutralizer
- g. Complete neutralization

**NAME & NUMBER** HT1410 - Chemical Relaxing/Straightening

**DESCRIPTION**

This course in specialty perming techniques requires the use of specialty perms, perm rods, applicators and materials and supplies. It involves client consultation and preparation, hair analysis, perm and perm rod selection, winding techniques, processing, neutralizing, rinsing and finishing. It includes information on hair analysis, types of perm rods, processing techniques, neutralization and chemical relaxing.

**MAJOR TOPICS/TASKS**

Perform analysis for soft curl permanent/relaxing; Select perm solutions; Select perm rods that will meet the client's requirements; Perming and chemically relaxing hair; Process hair; Neutralize perm; Perform chemical relaxing

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for perming hair
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures
4. To interact appropriately with clients

**PREREQUISITES** HT1400 - Basic Perming

**COURSE DURATION** 60hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** June, 1996

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Perform analysis for soft curl permanent/relaxing
  - a. Explain analysis procedures for perming/relaxing
  - b. Perform analytical test
  - c. Determine client's desires
  - d. Recommend service to the client
2. Select appropriate products
3. Select perm rods that will meet the client's requirements
  - a. Describe types of wave rods and explain their uses in specialty perming
4. Perming and chemically relaxing hair
  - a. Determine winding patterns
  - b. Select wave rods - comb
  - c. Section hair
  - d. Sub-section hair
  - e. Comb hair in preparation for winding
  - f. Apply end papers
  - g. Demonstrate holding and winding of hair
  - h. Place rods in position
  - i. Demonstrate fastening of rods
5. Process hair
  - a. Prepare client
  - b. Apply protective cream and cotton coil around hairline
  - c. Apply chemical solution
  - d. Process hair according to manufacturers guidelines for:
    - i. neutral solution
    - ii. acid solution
    - iii. alkaline solution
  - e. Determine processing time
6. Neutralize perm
  - a. Prepare client
  - b. Select neutralizer and applicator
  - c. Rinse hair
  - d. Towel-blot hair
  - e. Apply neutralizer
  - f. Time neutralizer
  - g. Complete neutralization

7. Perform chemical relaxing

**NAME & NUMBER** HT2400 - Advanced Perming

**DESCRIPTION**

This course in advanced perming techniques requires the use of a variety of implements, materials and manufacturer products necessary for waving and straightening of hair. The course is specifically aimed at those who have achieved proficiency in the rudimentary techniques of all aspects of hair perming. It involves client consultation, hair analysis to determine desired effects, use of appropriate tools and equipment, wrapping and winding hair, application of processing solution, rinsing and neutralizing, performing finishing techniques and advising client on home maintenance.

**MAJOR TOPICS/TASKS**

Consult with client; Analyze hair for desired effects; Wrap hair on rods; Apply perm solution; Process hair; Perform blotting process; Neutralize hair; Explain finishing techniques; Advise on home care maintenance

**PURPOSE / AIMS**

1. To further develop the professional skills and knowledge required for advanced perming techniques.

**PREREQUISITES** HT1400 - Basic Perming

**COURSE DURATION** 60hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** June, 1996

**COURSE OUTLINE / LEARNING OBJECTIVES:**



1. Consult with client
  - a. Explain techniques for client consultations with considerations of medical history and appraising client expectations.
  - b. Determine client expectations and provide suggestions during consultation
  - c. Inquire of clients past history and counsel accordingly
    - i. medication procedure or health of the client
    - ii. allergies chemicals may cause a reaction
    - iii. hair products recently being used which may effect perming results
  
2. Analyze hair for desired effects
  - a. Define hair types..
  - b. Explain analysis of the hair.
  - c. Describe how the selection of products, tools and equipment for different perming methods is determined.
  - d. Evaluate hair type
    - i. density
    - ii. porosity
    - iii. elasticity
    - iv. texture (normal, fine, resistant)
    - v. length
    - vi. colored
    - vii. damaged/over processed
    - viii. bleached/highlighted
  
3. Wrap hair on rods
  - a. Define methods of wrapping and winding hair.
  - b. Select method of wrap
    - i. directional
    - ii. root
    - iii. spiral
    - iv. weave
    - v. Roller
    - vi. No rod
    - vii. Zone
    - viii. Stack
  - c. Select size and type of rod
  - d. Apply appropriate end wrap
    - i. porous paper
    - ii. block method
  - e. Wrap with/without tension according to manufacturers direction

4. Apply perm solution
  - a. Characterize the application of processing solution, rinsing and neutralizing.
  - b. Determine type of solution to be used based on previous hair analysis
  
  - c. Select solution
    - i. alkaline
    - ii. acid
    - iii. exothermic
  
5. Process hair
  - a. Apply lotion
  - b. Time rinse as per manufacturers direction for required time
  - c. Rinse
  - d. Blot rinse
  
6. Perform blotting process
  - a. Remove moisture
  - b. Perform moisture checks
  
7. Neutralize hair
  - a. Apply neutralizer according to manufacturers directions
    - i. regular method
    - ii. off neutralizer
  - b. Air oxidization
  - c. Blotting
  
8. Explain finishing techniques.
  
9. Advise on home care maintenance
  - a. Advise on hair maintenance products
  - b. Suggest reschedule time

**NAME & NUMBER** HT1510 - Colour Fundamentals

**DESCRIPTION**

This course in hair colouring requires the use of applicators, implements and supplies. It involves client consultation and preparation, patch testing, strand testing and removal of residue. It includes information on hair analysis, types of colors, mixing, developing and semi-permanent and temporary colouring.

**MAJOR TOPICS/TASKS**

Perform analysis for colouring; Select colour category; Use developers; Select colour formula; Mix colour formula; Perform patch test; Perform strand test

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for colouring hair
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures
4. To interact appropriately with clients

**PREREQUISITES** HT1210 - Styling I

**COURSE DURATION** 90hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** May 1998

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Perform analysis for colouring
  - a. Describe types of colour
  - b. Explain chemical action of permanent, semi-permanent, demi/midway and temporary colour solutions on hair
  - c. Perform analytical tests
  - d. Use colour chart
  - e. Determine clients' desires
  - f. Recommend service to client
  
2. Select colour category
  - a. Use colour wheel
  - b. Utilize colour charts
  - c. Consult with client
  - d. Select colour product
  
3. Use developers
  - a. Explain action of developer on hair product
  - b. Adjust volume
  - c. Select developer
  
4. Select colour formula
  - a. Explain analysis procedures for colour applications
  - b. Select product from determined category of temporary semi-permanent perm
  - c. Determine colour formula
  - d. Select colour formula
  
5. Mix colour formula
  - a. Select application method
  - b. Measure products
  - c. Mix formula
  
6. Perform patch test
  - a. Explain procedures for performance of patch tests
  - b. Prepare client
  - c. Identify purpose of patch test
  - d. Select materials and product
  - e. Demonstrate method of application
  - f. Identify results
  
7. Perform strand test
  - a. Explain procedures for performance of strand test

- b. Identify the need for a strand test
  - c. Select area/areas for strand test
  - d. Select formula
  - e. Mix formula
  - f. Apply formula to selected area/areas
  - g. Identify results
8. Remove colour residue following manufactures directions
- a. Select removal agent
  - b. Apply removal agent
  - c. Complete removal process

**NAME & NUMBER**            HT1511 - Hair Colouring

**DESCRIPTION**

This course in hair colouring requires the use of applicators, implements and supplies. It involves client consultation and preparation, application of colour solutions and removal of residue. It includes information on hair analysis, types of colors, mixing, developing and permanent colouring.

**MAJOR TOPICS/TASKS**

Apply temporary colour; Apply semi-permanent colour; Apply demi/midway colour; Apply permanent colour; Remove colour residue following manufacturers directions

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for colouring hair
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures
4. To interact appropriately with clients

**PREREQUISITES**            HT1510 - Colour Fundamentals

**COURSE DURATION**        60hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION**            Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED**        May 1998

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Apply temporary colour
  - a. Explains types and actions of temporary colours
  - b. Prepare client
  - c. Apply colour
  
2. Apply semi-permanent colour
  - a. Explains types and actions of semi-permanent colour
  - b. Prepare client
  - c. Determine starting point
  - d. Apply colour according to manufacturer's directions utilizing the following techniques:
    - i. full head application
    - ii. henna
  
3. Apply demi/midway colour
  - a. Explains types and actions of demi/midway colours
  - b. Prepare client
  - c. Perform analysis
  - d. Apply colour as per manufactures
  
4. Apply permanent colour
  - a. Explains types and actions of permanent colours
  - b. Prepare client
  - c. Determine starting point
  - d. Apply colour according to manufacturer's direction utilizing the following techniques:
    - i. brush
    - ii. applicator
    - iii. cap
    - iv. foil or plastic film
    - v. other special effects
  
5. Remove colour according to manufactures directions
  
6. Remove colour residue following manufacturers directions
  - a. Select removal agent
  - b. Apply removal agent
  - c. Complete removal process

**NAME & NUMBER**            HT2500 - Lightening and Toning

**DESCRIPTION**

This course in hair colouring requires the use of applicators, implements and supplies. It involves client consultation and preparation, patch testing, strand testing, applying bleaching solutions and removal of residue. It includes information on hair analysis and effects of bleaching and toning.

**MAJOR TOPICS/TASKS**

Analyze hair; Perform patch test; Perform strand test; Prepare bleach and toner; Apply bleach and toner; Apply high lift colour; Remove colour/bleach residue

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for bleaching and toning hair
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures
4. To interact appropriately with clients

**PREREQUISITES**            HT1511 - Hair Colouring

**COURSE DURATION**        90hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION**            Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED**        May 1998

**COURSE OUTLINE / LEARNING OBJECTIVES:**



1. Analyze hair
2. Perform patch test
  - a. Explain patch test procedures appropriate for lightening and toning
  - b. Prepare client
  - c. Identify purpose of patch test
  - d. Select materials and product
  - e. Demonstrate method of application
  - f. Identify results
3. Perform strand test
  - a. Explain strand test procedures appropriate for lightening and toning
  - b. Identify the need for a strand test
  - c. Select area/areas for strand test
  - d. Select formula
  - e. Mix formula
  - f. Apply formula to selected area/areas
  - g. Identify results
4. Prepare bleach and toner
  - a. Describe the effect of lightening agent on hair
  - b. Describe the effect of toner on hair
  - c. Identify lightener
  - d. Select lightener
  - e. Prepare formula
  - f. Select Toner
  - g. Prepare Formula
5. Apply bleach and toner
  - a. Prepare client
  - b. Determine starting point
  - c. Apply bleach according to manufacturer's directions utilizing the following techniques:
    - i. shaft application
    - ii. retouch
    - iii. foil or plastic wrap
    - iv. painting
    - v. cap
    - vi. other special effects
  - d. Apply toner, if necessary, with consideration given to:
    - i. level of lightness

- ii. porosity
  - iii. desired outcome
- 
- 6. Apply high lift colour
    - a. Describe the effects of high lift colour
    - b. Select high lift colour
    - c. Prepare formula
    - d. Apply according to manufacturers directions
  
  - 7. Remove product according to manufactures specifications
    - a. Select removal agent
    - b. Apply removal agent
    - c. Complete removal process

**NAME & NUMBER** HT1600 - Introduction to Aesthetics

**DESCRIPTION**

This course in aesthetics requires the use of applicators, implements and supplies. It involves client consultation and preparation for the aesthetic service and performing the required procedures. It includes information on types of aesthetics products and their uses.

**MAJOR TOPICS/TASKS**

Shape eyebrows; Apply make-up; Perform manicures; Pierce ears

**PURPOSE / AIMS**

1. To develop the skills and knowledge required for performing aesthetic procedures
2. To practice safety in potentially harmful situations
3. To practice sanitary procedures
4. To interact appropriately with clients

**PREREQUISITES** HT1110 - Salon Fundamentals

**COURSE DURATION** 75hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** May 1998

**COURSE OUTLINE / LEARNING OBJECTIVES**

1. Shape eyebrows
  - a. Describe the methodology for shaping both male and female eyebrows
  - b. Consult client

- c. Identify growth pattern
  - d. Prepare materials
  - e. Prepare client
  - f. Follow the methodology for shaping both male and female eyebrows
2. Apply make-up
- a. Describe methods of applying make-up
3. Perform manicures
- a. Describe types of manicuring implements and equipment
  - b. Select manicuring implements and equipment
  - c. Hold and manipulate manicuring implements and equipment
  - d. Prepare for a manicure
  - e. Perform a manicure
4. Pierce ears
- a. Describe types of ear piercing equipment
  - b. Select ear piercing equipment
  - c. Hold and manipulate ear piercing equipment
  - d. Prepare client
  - e. Identify and mark placement
  - f. Pierce ears
  - g. Perform final care
  - h. Identify follow-up care
  - i. Maintain tools and equipment

**NAME & NUMBER** HT2501 - Advanced Colouring

**DESCRIPTION**

This course in advanced coloring requires the use of a variety of implement and supplies required for the application of hair coloring. The course is specifically aimed at those who have achieved proficiency in the rudimentary techniques of all aspects of hair coloring. It includes information on communication skills necessary for client consultations, hair analysis, color options, corrective coloring, mixing and the application of colors and advising on home care maintenance.

**MAJOR TOPICS/TASKS**

Consult with client; Analyze Hair; Establish color option (product); Perform corrective coloring requirements; Mix and apply selected color following manufacturers direction; Advise on home care maintenance

**PURPOSE / AIMS**

1. To further develop the professional skills and knowledge required for advanced hair colouring.

**PREREQUISITES** HT2500 - Lightening and Toning

**COURSE DURATION** 60hrs

**LEARNING RESOURCES**

Milady's Standard Textbook of Cosmetology (Text)  
Milady's Standard Textbook of Cosmetology (Workbook)

**EVALUATION** Theory and Practical Applications Require a Pass Mark of 70%.

**DATE DEVELOPED** May 1998

**COURSE OUTLINE / LEARNING OBJECTIVES:**

1. Consult with client
  - a. Describe how to assess hair and scalp condition, results of patch test and advising client of results.
  - b. Perform patch test (if required)
  - c. Determine through consultation if the client has any allergies that may cause health problems respecting chemicals that will be used in the process
  - d. Confirm the type and color to be used
  
2. Analyze Hair
  - a. Explain the how to use analysis results for selecting appropriate products, tools and equipment.
  - b. Determine the hair type
    - i. Considerations
      - (a) porosity
      - (b) density
      - (c) condition
      - (d) percent of grey
      - (e) color level
      - (f) previous chemical services
  
3. Establish color option (product)
  - a. Explain color how to select, shading, blending and the mixing of colors for desired results.
  - b. Characterize the application of color to hair.
  - c. Explain various hair coloring types and application specifics (temporary, semi-permanent, demi/midway permanent colors, lighteners and tones).
  - d. Define various streaking methods.
  - e. Advise client on the advantages/disadvantages of the use of different products used in coloring process
  - f. Determine color type
    - i. low lighting
    - ii. highlighting
    - iii. reverse highlights
    - iv. Demi/midway
    - v. permanent
  - g. Use color wheel
  - h. Conclude color formula or bleach and toner
  - i. Conclude the volume of developer
  - j. Assess required development time
  - k. Follow manufacturers direction for product used

4. Perform corrective coloring requirements
  - a. Explain specifics for the removal of artificial hair colors.
  - b. Select and apply color remover
  - c. Select and apply color/conditioner fillers
  - d. Select color
  
5. Mix and apply selected color following manufacturers direction
  - a. Apply coloring using different methods
    - i. brush or bowl
    - ii. bottle (applicator)
    - iii. highlight cap
    - iv. foil wrap
    - v. special (as per manufacturer)
    - vi. weaving
    - vii. tipping
  
6. Advise on home care maintenance
  - a. Advise on hair maintenance products
  - b. Suggest reschedule time

**REQUIRED RELATED COURSES**



**COURSE NAME & NUMBER:** Workplace Correspondence CM2150

**DESCRIPTIVE TITLE:** Workplace Correspondence

**CALENDAR TITLE:**

- 1.0 Type and Purpose** Communications 2150 gives students the opportunity to study the principles of effective writing. Applications include letters, memos, and short report writing.
- 2.0 Major Topics** Review of Sentence and Paragraph Construction; Business Correspondence; Informal Report; Job Search Techniques.

**PREREQUISITES:** Nil

**CO-REQUISITES:** Nil

**COURSE DURATION** 45hrs

**SUGGESTED TEXT/  
LEARNING RESOURCES:**

**Textbooks:** Business English and Communications, Fourth Canadian Edition, Clark, Zimmer, et al., McGraw-Hill Ryerson, 1990

Student Projects and Activities for Business English and Communications,  
Fourth Canadian Edition, Clark, et al., McGraw-Hill, 1990

Effective Business Writing, Jennifer MacLennon

Simon and Shuster Handbook for Writers, Second Edition, Troyka Lynn Quitman, Prentice Hall

College English Communication, Third Canadian Edition, Stewart,

Zimmer, et al., McGraw-Hill Ryerson Limited, 1989

Business and Administrative Communication, Second Edition, Kitty O. Locker. IRWIN, 1991

**References:** Pittman Office Handbook, Smith/Hay-Ellis

The Gregg Reference Manual, Fourth Canadian Edition, Sabin/O'Neill

McGraw Hill Handbook

**Other Resources:** Business Letter Business (Video), Video Arts

Guest Speakers

Sell Yourself (Video)

**COURSE AIMS:**

1. To help students understand the importance of well-developed writing skills in business and in career development.
2. To help students understand the purpose of the various types of business correspondence.
3. To examine the principles of effective business writing.
4. To examine the standard formats for letters and memos.
5. To provide opportunities for students to practice writing effective letters and memos.
6. To examine the fundamentals of informal reports and the report writing procedure.
7. To provide an opportunity for students to produce and informal report.

**MAJOR TOPICS/TASKS:**

- 1.0 Review of Sentence and Paragraph Construction
- 2.0 Business Correspondence
- 3.0 Informal Report/Present Orally

**COURSE OUTLINE:**

- 1.0 Review of Sentence and Paragraph Construction
  - 1.1 Examining and applying principles of sentence construction

- 1.2 Examining and applying principles of paragraph construction
- 2.0 Business Correspondence
  - 2.1 Examining the value of well-developed business writing skills
  - 2.2 Examining principles of effective business writing
  - 2.3 Examining business letters and memos
- 3.0 Informal Report
  - 3.1 Examining the fundamentals of informal business reports
  - 3.2 Applying informal report writing skills

**LEARNING OBJECTIVES:**

- 1.0 Review of Sentences and Paragraph Construction
  - 1.1.1 Define a sentence and review the four types.
  - 1.1.2 Identify the essential parts of a sentence, particularly subject and predicate, direct and indirect object.
  - 1.1.3 Differentiate among phrases, clauses, and sentences.
  - 1.1.4 Explore the major concepts related to subject-verb agreement.
  - 1.1.5 Apply rules and principles for writing clear, concise, complete sentences which adhere to the conventions of grammar, punctuation, and mechanics.
- 1.2 Examine and Apply Principles of paragraph Construction
  - 1.2.1 Discuss the basic purposes for writing.
  - 1.2.2 Define a paragraph and describe the major characteristics of an effective paragraph.
  - 1.2.3 Write well-developed, coherent, unified paragraphs which illustrate the following: A variety of sentence arrangements; conciseness and clarity; and adherence to correct and appropriate sentence structure, grammar, punctuation, and mechanics.
- 2.0 Business Correspondence
  - 2.1 Examine the Value of Business Writing Skills
    - 2.1.1 Discuss the importance of effective writing skills in business

- 2.1.2 Discuss the value of well-developed writing skills to career success
- 2.2 Examine Principles of Effective Business Writing
  - 2.2.1 Discuss the rationale and techniques for fostering goodwill in business communication, regardless of the circumstances
  - 2.2.2 Review the importance of revising and proofreading writing
- 2.3 Examine Business Letters and Memos
  - 2.3.1 Differentiate between letter and memo applications in the workplace
  - 2.3.2 Identify the parts of a business letter and memo
  - 2.3.3 Explore the standard formats for business letters and memos
  - 2.3.4 Examine guidelines for writing an acceptable letter and memo which convey: acknowledgment, routine request, routine response, complaint, refusal, and persuasive request, for three of the six types listed
  - 2.3.5 Examine samples of well-written and poorly written letters and memos
- 3.0 Informal Report
  - 3.1 Examine the Fundamentals of Informal Business Reports
    - 3.1.1 Identify the purpose of the informal report
    - 3.1.2 Identify the parts and formats of an informal report
    - 3.1.3 Identify methods of information gathering
  - 3.2 Apply Informal Report Writing Skills and Oral Reporting Skills
    - 3.2.1 Gather pertinent information
    - 3.2.2 Organize information into an appropriate outline
    - 3.2.3 Draft a five minute informal report
    - 3.2.4 Edit, proofread, and revise the draft to create an effective informal report and present orally using visual aids.

**RECOMMENDED EVALUATION:**

Required Pass Mark      70%

**DEVELOPMENT HISTORY:**

*Hairstylist Occupation*

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Date Developed:

Date Revised: 1999 05 03

**NAME AND NUMBER:** Customer Service MR1210

**DESCRIPTIVE TITLE:** Customer Service

**SUMMARY DESCRIPTION:**

This course focuses on the role of providing quality customer service. It is important to have a positive attitude and the necessary skills to effectively listen and interpret customer concerns about a product, resolve customer problems, and determine customer wants and needs. Students will be able to use the skills and knowledge gained in this course to effectively provide a consistently high level of service to the customer.

**PREREQUISITES:** None

**CO-REQUISITES:** None

**SUGGESTED DURATION:** 30 hrs

**EVALUATION:** Theory and Practical Applications Require a Pass Mark of 70%.

**COURSE AIMS:**

1. To know and understand quality customer service
2. To know why quality service is important
3. To know and understand the relationship between “service” and “sales”
4. To understand the importance of and to demonstrate a positive attitude
5. To recognize and demonstrate handling of customer complaints

**COURSE OBJECTIVES (KNOWLEDGE):**

1. Providing Quality Service

- Define quality service
  - List the types of quality service
  - Define Service vs. Sales or Selling
  - Explain why quality service is important
  - Identify the various types of customers
  - Define customer loyalty
2. Determining Customers Wants and Needs
- List four levels of customer needs
  - Identify important customer wants and needs
  - Identify ways to ensure repeat business
3. Demonstrating a Positive Attitude
- List the characteristics of a positive attitude
  - Explain why it is important to have a positive attitude
  - List ways that a positive attitude can improve a customer's satisfaction
  - Define perception
  - Explain how perception can alter us and customers
  - Understand how to deal with perception
4. Effectively Communicating with customers
- Describe the main elements in the communication process
  - Identify some barriers to effective communication
  - Define body language
  - Explain how body language would affect customers
  - Determine why body language is important
  - Define active listening and state why it is important
  - Describe the four components of active listening
  - Contrast good and bad listeners
  - List and discuss the steps of the listening process
5. Effectively using Questioning Techniques
- List questioning techniques
  - Write two example of an open question
  - Perform a questioning and listening role play
6. Using the Telephone Effectively
- List the qualities of a professional telephone voice
  - Explain why telephone skills are important
  - Demonstrate effective telephone skills
7. Asserting Oneself: Handling Complaints and Resolving Conflict

- Define assertiveness
  - Define communication behaviors
  - Relate assertions to effective communication
  - Practice being assertive
  - Understand the process of assertive guidelines for action
  - Practice giving an assertive greeting
  - Acknowledge multiple customers
8. Dealing with Difficult Customers
- Describe how you would deal with anger
  - Complete a guide to controlling feelings
  - Determine how you would feel dealing with an upset customer
  - Suggest some techniques that might control your own feelings
  - Understand leadership styles and the nature of organizations
  - List ways to dealing with conflict / customer criticism
  - Be aware of certain guidelines when confronting customers
  - List ways of preventing unnecessary conflict with customers
  - Review current skills and knowledge of customer service
  - Develop a customer satisfaction improvement plan



**COURSE OUTLINE - SP 2330**

**NAME AND NUMBER:** General Studies SP2330

**DESCRIPTIVE TITLE:** Quality Assurance / Quality Control

**DESCRIPTION:**

This general studies course requires the use of basic tools and equipment and materials and supplies. It requires controlling drawings and specifications and/or calibrating measuring devices in applicable occupations. It involves interpreting standards, controlling the acceptance of raw materials, controlling quality variables and documenting the process. It includes information on quality concepts, codes and standards, documentation, communications, human resources, company structure and policy, teamwork and responsibilities.

**PREREQUISITES:** None

**CO-REQUISITES:** None

**SUGGESTED DURATION:** 30 hrs

**COURSE AIMS:**

1. To develop the skills and knowledge required to apply quality assurance/quality control procedures
2. To develop an awareness of quality management principles and processes

**COURSE OBJECTIVES (KNOWLEDGE):**

1. Describe the reasons for quality assurance and quality plans.
2. Explain the relationship between quality assurance and quality control.
3. Describe quality control procedures as applied to the production and checking of engineering drawings in applicable occupations.

4. Describe quality control procedures as applied to the acceptance and checking of raw materials.
5. Explain the role of communications in quality management.
6. Explain why it is important for all employees to understand the structure of the company and its production processes.
7. Explain how human resource effectiveness is maximized in a quality managed organization.
8. Explain the role of company policy in quality management.
9. Explain the purpose of codes and standards.
10. Explain the concepts of quality
  - a. cost of quality
  - b. measurement of quality
  - c. quality control and quality assurance
  - d. elements of quality
  - e. elements of the quality audit
  - f. quality standards
  - g. role expectations and responsibilities
11. Explain the structure of quality assurance and quality control
  - a. Define quality assurance, quality control and documentation terminology
  - b. Describe organizational charts
  - c. List the elements of a quality assurance system
  - d. Explain the purpose of the quality assurance manual
  - e. Describe quality assurance procedures
  - f. Explain the key functions and responsibilities of personnel
12. Complete quality assurance/quality control documentation
  - a. Describe methods of recording reports in industry
  - b. Describe procedures of traceability (manual and computer-based recording)
  - c. Identify needs for quality control procedures

**MAJOR TASKS / SUBTASKS (SKILLS):**

1. Apply quality control to projects

- a. Follow QA/QC procedures for drawings, plans and specifications in applicable occupations.
- b. Calibrate measuring instruments and devices in applicable occupations.
- c. Interpret required standards
- d. Follow QA/QC procedures for accepting raw materials
- e. Carry out the project
- f. Control the quality elements (variables)
- g. Complete QA/QC reports

**EVALUATION:**

Pass Mark Required 70%

**DEVELOPMENT HISTORY:**

Date Developed: February 1994

Date Revised: April, 1999

**COURSE DESCRIPTION**

**COURSE NAME & NUMBER:** Introduction to Computers MC1050

**DESCRIPTIVE TITLE:** Introduction to Computers

**CALENDAR ENTRY:**

**Type and Purpose** This course is designed to give the student an introduction to computer systems. Particular emphasis is given to word processing, spreadsheet, e-mail and the Internet.

**Major Topics** Microcomputer System Hardware and Software Components; Word Processing; Electronic Spreadsheets; Electronic Mail and the Internet.

**PRE-REQUISITES:** Nil

**CO-REQUISITES:** Nil

**SUGGESTED DURATION:** 30 hrs

**SUGGESTED TEXT/  
LEARNING RESOURCES:**

**Textbook(s):**

**References:**

**Other Resources:**

**COURSE AIMS:**

1. To provide students with a introduction to computer systems and their operation.

2. To introduce students to popular software packages, their applications and future trends in computer applications.

**MAJOR TOPICS:**

1. Microcomputer System Hardware and Software Components
2. Word Processing
3. Spreadsheet
4. E-Mail and the Internet

**COURSE OUTLINE:**

1.0 Microcomputer System Hardware and Software Components

1.1 Microcomputer Hardware

1.1.1 System Components

1.1.2 Function of each Component

1.2 Microcomputer Software

1.2.1 Software Definition and Types

1.2.2 System Software (Windows 95)

1.2.3 File Management Commands (Windows 95)

2. Word Processing

2.1 Keyboarding Techniques

2.2 Word Processing

2.2.1 Understanding Word Processing

2.2.2 Create a Document

2.2.3 Save, Open and Edit a Document

2.2.4 Edit a Document: Cut and Paste

2.2.5 Understand Hidden codes.

2.2.6 The Select Feature (Block)

2.2.7 Change Layout Format

2.2.8 Change Text Attributes

2.2.9 Use Auxiliary Tools

2.2.10 Select the Print Feature (number of copies and current document)

- 3. Electronic Spreadsheet
  - 3.1 Spreadsheet Basics
  - 3.2 Operate Menus
  - 3.3 Create a Worksheet
  - 3.4 Use Ranges
  - 3.5 Print a Worksheet
  - 3.6 Edit a worksheet
  
- 4. Electronic Mail and the Internet
  - 4.1 Electronic Mail
  - 4.2 The Internet

**LEARNING OBJECTIVES:**

- 1. Microcomputer System Hardware and Software Components
  - 1.1 Microcomputer Hardware
    - 1.1.1 System Components
      - 1.1.1.1 Identify major components of a computer system.
    - 1.1.2 Function of each Component
      - 1.1.2.1 Describe the function of the microprocessor.
      - 1.1.2.2 Describe and give examples of I/O DEVICES.
      - 1.1.2.3 Describe primary storage (RAM, ROM, Cache).
      - 1.1.2.4 Define bit, byte, code and the prefixes k.m. and g.
      - 1.1.2.5 Describe secondary storage (diskettes and hard disks, CD ROMS, Zip Drives etc).
      - 1.1.2.6 Describe how to care for a computer and its accessories.
  - 1.2 Microcomputer Software
    - 1.2.1 Software Definition and Types
      - 1.2.1.1 Define software.

- 1.2.1.2 Describe, operational and application software used in this course.
- 1.2.1.3 Define file and give the rules for filenames and file extensions..

### 1.2.2 System Software (Windows 95)

- 1.2.2.1 Getting Started with Windows
- 1.2.2.2 Start and quit a Program
- 1.2.2.3 Get Help
- 1.2.2.4 Locate a specific file using the **find** function of Win95
- 1.2.2.5 Changing system settings: wall paper, screen saver, screen resolution, background.
- 1.2.2.6 Starting a program by using the Run Command
- 1.2.2.7 Shutting down your computer

### 1.2.3 File Management Commands (Windows 95)

- 1.2.3.1 View directory structure and folder content
- 1.2.3.2 Organizing files and folders
- 1.2.3.3 Copy, delete, and move files and folders
- 1.2.3.4 Create folders
- 1.2.3.5 Maximize and minimize a window
- 1.2.3.6 Print directory/folder content
- 1.2.3.7 Describe the Windows 95 taskbar

## 2. Word Processing

### 2.1 Keyboarding Techniques

- 2.1.1 Identify and locate alphabetic and numeric keys
- 2.1.2 Identify and locate function keys: special keys, home keys, page up key, page down key, numeric key pad, shift keys, punctuation keys, tab key

### 2.2 Word Processing

#### 2.2.1 Understanding word processing

- 2.2.1.1 The Windows Component

- 2.2.1.2 The Menu Bar
  - 2.2.1.3 Menu Indicators
  - 2.2.1.4 The Document Window
  - 2.2.1.5 The Status Bar
  - 2.2.1.6 The Help Feature
  - 2.2.1.7 Insertion Point Movements
- 2.2.2 Create a document
- 2.2.2.1 Change the Display
  - 2.2.2.2 The Enter Key
  - 2.2.2.3 Enter Text
- 2.2.3 Save, Open and Exit a document.
- 2.2.3.1 Save a document
  - 2.2.3.2 Close a document.
  - 2.2.3.3 Start a new document Window
  - 2.2.3.4 Open a document
  - 2.2.3.5 Exit Word Processor
- 2.2.4 Edit a Document
- 2.2.4.1 Add New Text
  - 2.2.4.2 Delete text
  - 2.2.4.3 Basic Format Enhancement (split and join paragraphs, insert text)
- 2.2.5 Understand Hidden Codes
- 2.2.5.1 Display Hidden Codes
  - 2.2.5.2 Delete Text Enhancements
- 2.2.6 The Select Feature
- 2.2.6.1 Identify a Selection
  - 2.2.6.2 Move a Selection
  - 2.2.6.3 Copy a Selection
  - 2.2.6.4 Delete a Selection
  - 2.2.6.5 Select Enhancements
  - 2.2.6.6 Save a Selection
  - 2.2.6.7 Retrieve a Selection



2.2.7 Change Layout Format

2.2.7.1 Change layout format: (margins, spacing, alignment, paragraph indent, tabs, line spacing, page numbering)

2.2.8 Change Text Attributes

2.2.8.1 Change text attributes: (bold, underline, font, etc.)

2.2.9 Use Auxiliary Tools

2.2.9.1 Spell Check

2.2.10 Select the Print Feature

2.2.10.1 Select the Print Feature: (i.e; number of copies and current document)

2.2.10.2 Identify various options in print screen dialogue box

3. Electronic Spreadsheet

3.1 Spreadsheet Basics

3.1.1 The Worksheet Window

3.2 Operates Menus

3.2.1 Use a Menu Bar

3.2.2 Use a Control Menu

3.2.3 Use a Shortcut Menu

3.2.4 Save, Retrieve form Menus

3.3 Create a Worksheet

3.3.1 Enter Constant Values and Formulas

3.3.2 Use the Recalculation Feature

3.3.3 Use Cell References (relative and absolute references)

3.4 Use Ranges

3.4.1 Type a Range for a Function

3.4.2 Point to a Range for a Function

- 3.4.3 Select a Range for Toolbar and Menu Commands
- 3.5 Print a Worksheet
  - 3.5.1 Print to the Screen
  - 3.5.2 Print to the Printer
  - 3.5.3 Print a Selected Range
- 3.6 Edit a Worksheet
  - 3.6.1 Replace Cell Contents
  - 3.6.2 Insert and Delete Rows and Columns
  - 3.6.3 Change Cell Formats
  - 3.6.4 Change Cell Alignments
  - 3.6.5 Change Column Width
  - 3.6.6 Copy and Move Cells
- 4. Electronic Mail and the Internet
  - 4.1 Electronic Mail
    - 4.1.1 Compose and send an e-mail message
    - 4.1.2 Retrieve an e-mail attachments
    - 4.1.3 Send an e-mail message with attachments
    - 4.1.4 Retrieve and save e-mail attachments
    - 4.1.3 Print an e-mail message
    - 4.1.4 Delete an e-mail message
  - 4.2 The Internet
    - 4.2.1 Overview of the World Wide Web
    - 4.2.2 Accessing Web sites
    - 4.2.3 Internet Web Browsers
    - 4.2.4 Internet Search Engines
    - 4.2.5 Searching Techniques

**STUDENT EVALUATION:**

Required Pass Mark            70%

**DEVELOPMENT HISTORY:**

**Date Designed**      **1998**  
**Date Revised**      **1999**

**COURSE OUTLINE - SD 1700**

**NAME AND NUMBER:** Workplace Skills SD 1700

**DESCRIPTIVE TITLE:** Workplace Skills

**DESCRIPTION:**

This course involves participating in meetings, doing safety inspections, completing employment insurance forms, writing letters of employment insurance appeal, and filing a human rights complaint. Includes information on formal meetings, unions, worker's compensation, employment insurance regulations, worker's rights and human rights.

**PREREQUISITES:** None

**CO-REQUISITES:** None

**SUGGESTED DURATION:** 30 hrs

**COURSE AIMS:**

1. Participate in meetings (conduct meetings).
2. Be aware of union procedures.
3. Be aware of workers' compensation regulations.
4. Be aware of occupational health and safety regulations.
5. Be aware of employment insurance regulations
6. Be aware of workers' rights.
7. Be aware of human rights

**COURSE OBJECTIVES (KNOWLEDGE):**

1. Meetings
  - a. Explain preparation requirements prior to conducting a meeting
  - b. Explain the procedures for conducting a meeting.
  - c. Explain participation in meetings.
  - d. Explain the purpose of motions.
  - e. Explain the procedure to delay discussion of motions.
  - f. Explain how to amend and vote upon a motion.
  
2. Unions
  - a. Why do unions exist?
  - b. Give a concise description of the history of Canadian labour.
  - c. How do unions work?
  - d. Explain labour's structure.
  - e. Describe labour's social objectives.
  - f. Describe the relationship between Canadian labour and the workers.
  - g. Describe the involvement of women in unions.
  
3. Worker's Compensation
  - a. Describe the aims, objectives, benefits and regulations of the Workers Compensation Board.
  - b. Explain the internal review process.
  
4. Occupational Health and Safety
  - a. Describe the rules and regulations directly related to your occupation.
  
5. Employment Insurance Regulations
  - a. Explain employment insurance regulations
  - b. Describe how to apply for employment insurance.
  - c. Explain the appeal process.
  
6. Worker's Rights
  - a. Define labour standards.
  - b. Explain the purpose of the Labour Standards Act.
  - c. List regulations pertaining to:
    - i. Hours of work.
    - ii. Minimum wage.
    - iii. Employment of children.
    - iv. Vacation pay
  
7. Human Rights

- a. Describe what information cannot be included on an application.
- b. Describe what information cannot be included in an interview
- c. Why is there a Human Rights Code?
- d. Define sexual harassment.

**MAJOR TASKS / SUBTASKS (SKILLS):**

- 1. Participate in meetings.
  - a. Follow the form of getting a motion on the floor
  - b. Discuss a motion
  - c. Amend a motion
  - d. Vote on a motion.
- 2. Complete a safety inspection of your shop.
- 3. Complete an employment insurance application form.
- 4. Write a letter of appeal.
- 5. Analyze a documented case of a human rights complaint with special emphasis in the application form, time-frame, documentation needed, and legal advice available.

**EVALUATION:**

Required Pass Mark            70%

**DEVELOPMENT HISTORY:**

Date Developed:  
Date Revised:        April, 1999

**NAME AND NUMBER:** Job Search Techniques SD 1710

**DESCRIPTIVE TITLE:** Job Search Techniques

**PREREQUISITES:** None

**CO-REQUISITES:** None

**SUGGESTED DURATION:** 15 hrs.

**EVALUATION:** Theory and Practical Applications Require a Pass Mark of 70%.

**COURSE OBJECTIVES (KNOWLEDGE):**

1. Examine and Demonstrate Elements of Effective Job Search Techniques
  - Identify and examine employment trends and opportunities
  - Identify sources that can lead to employment
  - Discuss the importance of fitting qualifications to job requirements
  - Discuss and demonstrate consideration in completing job application forms
  - Establish the aim/purpose of a resume
  - Explore characteristics of effective resumes, types of resumes, and principles of resume format
  - Explore characteristics of and write an effective cover letter
  - Explore, and participate in a role play of a typical job interview with commonly asked questions and demonstrate proper conduct
  - Explore other employment related correspondence
  - Explore the job market to identify employability skills expected by employer
  - Conduct a self-analysis and compare with general employer expectations

**DEVELOPMENT HISTORY:**

Date Developed:

Date Revised: 1999 05 03

**NAME AND NUMBER:** Entrepreneurial Awareness SD 1720

**DESCRIPTIVE TITLE:** Entrepreneurial Awareness

**PREREQUISITES:** None

**CO-REQUISITES:** None

**SUGGESTED DURATION:** 15 hrs

**EVALUATION:** Theory and Practical Applications Require a Pass Mark of 70%.

**COURSE OBJECTIVES (KNOWLEDGE):**

1. Explore Self-Employment: An Alternative to Employment
  - Identify the advantages and disadvantages of self-employment vs. regular employment
  - Differentiate between an entrepreneur and a small business owner
  - Evaluate present ideas about being in business
2. Explore the Characteristic of Entrepreneurs
  - Identify characteristics common to entrepreneurs
  - Relate their own personal characteristics with those of entrepreneurs.
  - Evaluate their present ideas about business people
3. Identifying Business Opportunities
  - Distinguish between an opportunity and an idea.
  - List existing traditional and innovative business ventures in the region.
  - Explain the general parameters between which business ventures should fit.
  - Summarize the role of such agencies Regional Economic Development Boards, Business Development Corporations, etc.
  - Identify potential business opportunities within the region.
4. Demystifying the Entrepreneurial Process.



- Explain the entrepreneurial process
- Describe the purpose of a business plan
- Identify the main ingredients of a business plan
- Summarize the role of such agencies as BDC's, ACOA, Women's Enterprise Bureau etc.
- List other agencies where assistance - financial and otherwise - is available to those interested in starting a business venture.

## REQUIRED WORK EXPERIENCES

National Red Seal Certification requires that all Apprentices obtain appropriate industry based work experiences. The required work experiences identified in this section are written in the broadest terms so as to ensure the apprentices receive experiences in each of the required areas and to ensure that employers have a degree of flexibility in applying the terms and conditions implicit in a Contract of Apprenticeship. What is important is that both the apprentice and the employer understand the obligations laid out in this plan of training which is designed to ensure that at the completion of both the technical training and the required hours of work experience the apprentice has both the knowledge and the skills necessary to successfully complete the Red Seal Examination.

**REQUIRED WORK EXPERIENCES:**

- ▶ Extensive experience in Hair care
- ▶ Extensive experience in Hair Design
- ▶ Extensive experience in Cutting (Male and Female) using various cutting techniques
- ▶ Extensive experience in basic and advanced Perming using current products
- ▶ Extensive experience in the techniques of applying colour products to client satisfaction
- ▶ Subject to the availability of clients, apply principles of aesthetics.