
Plan of Training

HAIRSTYLIST



Government of Newfoundland and Labrador
Department of Education
Institutional and Industrial Education Division

September 2009

PLAN OF TRAINING

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Approved by:

A handwritten signature in cursive script, appearing to read "Pauline Wood", written over a horizontal line.

Chairperson, Provincial Apprenticeship and Certification Board

Date:

Sept 23/09

The Joint Planning Committee (JPC) recognizes this Interprovincial Program Guide as the national curriculum for the occupation of Hairstylist.

Preface

This Apprenticeship Standard is based on the 2004 edition of the National Occupational Analysis for the Hairstylist trade.

This document describes the curriculum content for the Hairstylist apprenticeship training program and outlines each of the technical training units necessary for the completion of apprenticeship.

Acknowledgements

Advisory committees, industry representatives, instructors and apprenticeship staff provided valuable input to the development of this Apprenticeship Curriculum Standard. Without their dedication to quality apprenticeship training, this document could not have been produced.

We offer you a sincere thank you.

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A. Conditions Governing Apprenticeship Training

1.0 General

The following general conditions apply to all apprenticeship training programs approved by the Provincial Apprenticeship and Certification Board (PACB) in accordance with the *Apprenticeship Training and Certification Act (1999)*. If an occupation requires additional conditions, these will be noted in the specific Plan of Training for the occupation. In no case should there be a conflict between these conditions and the additional requirements specified in certain Plan of Training.

2.0 Entrance Requirements

2.1 Entry into the occupation as an apprentice requires:

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

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 Plan 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 toward the apprenticeship program may be awarded to an apprentice for previous work experience and/or training as validated through prior learning assessment.

2.4 An Application 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 PACB one week notice in writing.

4.0 Termination of a Memorandum of Understanding

After the probationary period referred to in Section 3.0, the Memorandum of Understanding may be terminated by the PACB by mutual consent of the parties involved, or cancelled by the PACB for proper and sufficient cause in the opinion of the PACB.

5.0 Apprenticeship Progression Schedule and Wage Rates

5.1 Progression Schedule

7200 Hour Programs	Requirements for Progression	Progress To
First Year Apprentice	Completion of entry level (Block 1) courses, plus relevant work experience totaling a minimum of 1800 hours *	Second Year
Second Year Apprentice	Completion of advanced level (Block 2) courses, plus relevant work experience totaling a minimum of 3600 hours	Third Year
Third Year Apprentice	Completion of advanced level (Block 3) courses, plus relevant work experience totaling a minimum of 5400 hours	Fourth Year
Fourth Year Apprentice	Completion of advanced level (Block 4) courses and (Blocks 5 & 6) <i>if applicable</i> , plus sign-off of workplace skills required for certification totaling a minimum of 7200 hours**	Write Certification Examination

5400 Hour Programs	Requirements for Progression	Progress To
First Year Apprentice	Completion of entry level (Block 1) courses, plus relevant work experience totaling a minimum of 1800 hours *	Second Year
Second Year Apprentice	Completion of advanced level (Block 2) courses, plus relevant work experience totaling a minimum of 3600 hours	Third Year
Third Year Apprentice	Completion of advanced level (Block 3) courses, plus sign-off of workplace skills required for certification totaling a minimum of 5400 hours	Write Certification Examination

4800 Hour Programs	Requirements for Progression	Progress To
First Year Apprentice	Completion of entry level courses (Block 1) courses, plus relevant work experience totaling a minimum of 1600 hours *	Second Year
Second Year Apprentice	Completion of advanced level (Block 2) courses, plus relevant work experience totaling a minimum of 3200 hours	Third Year
Third Year Apprentice	Completion of advanced level (Block 3) courses, plus sign-off of workplace skills required for certification totaling a minimum of 4800 hours	Write Certification Examination

* All direct entry apprentices must meet the **Requirements for Progression** either through Prior Learning Assessment and Recognition or course completion before advancing to the next year.

** Apprentices in a 7200 hour program which incorporates more than four blocks of training are considered fourth year apprentices pending completion of 100% course credits and workplace skills requirements.

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.

Program Duration	Wage Rates		Comments
7200 Hours	1 st Year	60%	These wage rates are percentages of the prevailing journeyperson'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 nd Year	70%	
	3 rd Year	80%	
	4 th Year	90%	
5400 Hours and 4800 Hours	1 st Year	60%	
	2 nd Year	75%	
	3 rd Year	90%	
4000 Hours			(Hairstylist Program) - 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 PACB.

7.0 Periodic Examinations and Evaluation

7.1 Every apprentice shall submit to such occupational tests and examinations as the PACB 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 PACB may shorten the term of apprenticeship and advance the date of completion

accordingly.

- 7.3 For each and every course, a formal assessment is required for which 70% is the pass mark. At the discretion of the instructor, the summative mark may be for completion of a theory examination or a combination of the theory examination and an assigned practical project.

8.0 Granting of Certificates of Apprenticeship

Upon the successful completion of apprenticeship, the PACB 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 shall not exceed two apprentices to every one journeyperson employed, with the condition that one of these be a final year apprentice.

12.0 Relationship 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 PACB.

14.0 Employment, Re-Employment and Training Requirements

- 14.1 The Plan of Training requires apprentices to regularly attend their place of employment.
- 14.2 The Plan of Training requires apprentices to regularly attend training programs for that occupation as prescribed by the PACB.
- 14.3 Failure to comply with Sections 14.1 and/or 14.2 will result in cancellation of the Memorandum of Understanding. Apprentices may have their MOUs reinstated by the PACB but would be subject to a commitment to complete the entire program as outlined in the General Conditions of Apprenticeship. An apprentice will be required to pay a reinstatement fee. Permanent cancellation in the said occupation is the result of non-compliance.
- 14.4 Cancellation of the Memorandum of Understanding to challenge journey person examinations, if unsuccessful, would require an apprentice to serve a time penalty of two (2) years before reinstatement as an apprentice or registering as a Trade Qualifier.
- 14.5 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 first opportunity to be hired before another is hired.
- 14.6 The employer will permit each apprentice to regularly attend training programs as prescribed by the PACB.
- 14.7 Apprentices who cannot acquire all the workplace skills at their place of employment will have to be evaluated in a simulated work environment at a training institution and have sign-off done by instructors to meet the

requirements for certification.

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.

B. Requirements for Red Seal Certification

1. Evidence the required work experiences outlined in this plan of training have been obtained. This evidence must be in a format that clearly outlines the experiences and must be signed by an appropriate person or persons 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 an 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.

C. Roles and Responsibilities of Stakeholders in the Apprenticeship Process

The apprenticeship process involves a number of stakeholders playing significant roles in the training of apprentices. This section outlines these roles and the responsibilities resulting from them.

The Apprentice:

- completes all required technical training courses as approved by the PACB.
- finds appropriate employment.
- completes all required work experiences in combination with the required hours.
- ensures work experiences are well documented.
- approaches apprenticeship training with an attitude and commitment that fosters the qualities necessary for a successful career as a qualified journeyman.
- obtains the required hand tools as specified by the PACB for each period of training of the apprenticeship program.

The Employer:

- provides high quality work experiences in an environment conducive to learning.
- remunerates apprentices as set out in the Plan of Training or Collective Agreements.
- provides feedback to training institutions, Institutional and Industrial Education Division and apprentices in an effort to establish a process of continuous quality improvement.
- where appropriate, releases apprentices for the purpose of returning to a training institution to complete the necessary technical courses.

- ensures work experiences of the apprentice are documented.

The Training Institution:

- provides a high quality learning environment.
- provides the necessary student support services that will enhance an apprentice's ability to be successful.
- participates with other stakeholders in the continual updating of programs.

The Institutional and Industrial Education Division:

- establishes and maintains program advisory committees under the direction of the PACB.
- promotes apprenticeship training as a viable career option to prospective apprentices and other appropriate persons involved, such as career guidance counsellors, teachers, parents, etc.
- establishes and maintains a protocol with training institutions, employers and other appropriate stakeholders to ensure the quality of apprenticeship training programs.
- ensures all apprentices are appropriately registered and records are maintained as required.
- schedules all necessary technical training periods for apprentices to complete requirements for certification.
- administers provincial/interprovincial examinations.

The Provincial Apprenticeship and Certification Board:

- sets policies to ensure the provisions of the *Apprenticeship and Certification Act (1999)* are implemented.
- ensures advisory and examination committees are established and maintained.
- accredits institutions to deliver apprenticeship training programs.
- designates occupations for apprenticeship training and/or certification.

D. Program Structure

For each and every course, a formal assessment is required for which 70% is the pass mark. At the discretion of the instructor, the summative mark may be for completion of a theory examination or a combination of the theory examination and an assigned practical project.

NL Course No.	Course Name	Hours	Pre-Requisites
HT1110	Salon Fundamentals	90	-
HT1210	Styling I	90	HT1110
HT 1211	Styling II	90	HT1210
HT1300	Cutting I - Hairdressing	90	HT1211
HT1301	Cutting II -Barbering	90	HT1300
HT1400	Basic Perming	90	HT1300
HT1510	Colour Fundamentals	90	HT1210
HT1511	Hair Colouring	60	HT1510
HT2500	Lightening & Toning	90	HT1511
OJ1500	Workplace Exposure	90	-
HT1601	Introduction to Aesthetics	75	HT1110
HT2310	Advanced Cutting	60	HT1301
HT1410	Chemical Relaxing/Straightening	60	HT1400
HT2410	Advanced Perming	60	HT1400
HT2510	Advanced Colouring	60	HT2500
*AP1100	Introduction to Apprenticeship	15	-
*MR1220	Customer Service	30	-
*MC1050	Introduction to Computers	30	-
*CM2150	Workplace Communications	45	-
*SP2330	Quality Assurance/Quality Control	30	-

NL Course No.	Course Name	Hours	Pre-Requisites
*SD1700	Workplace Skills	30	-
*SD1710	Job Search Techniques	15	-
*SD1720	Entrepreneurial Awareness	15	-

Total Hours	1395
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***Related courses are to be interspersed throughout the program**

Required Work Experience

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 practicing safety. It includes information on salon management techniques and requirements, interpersonal relations, and equipment quality.

Pre-Requisites: None

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.

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

Course Outline / Learning Objectives:

1. Perform general shop cleaning.
 - i. identify areas to be cleaned
 - ii. select cleaning materials
 - iii. perform cleaning duties
 - iv. practice safety and sanitary procedures

2. Sanitize work area, implements and equipment.
 - i. describe methods of sanitizing work area, equipment and implements
 - ii. describe sanitizing agents
 - iii. sanitize work area
 - iv. sanitize implements and equipment

3. Perform laundry duties.
 - i. describe types of towels and capes
 - ii. use washer
 - iii. use dryer
 - iv. store laundry

4. Select and use furnishings and equipment.
 - i. describe types of chairs, sinks and work units
 - ii. select work unit and equipment such as styling chairs, shampoo unit, hood driers, heat lamps, thermal caps, timers and applicators
 - iii. use work unit and equipment

5. Prepare client for services.
 - i. select towels and capes
 - ii. use towels and capes
 - iii. use chairs, sinks and work units
 - iv. prepare client for specific services
 - v. adjust chairs
 - vi. follow sanitary procedures
 - vii. ensure clients ease and comfort through the various preparation stages, eg:
 - greeting client
 - directing to appropriate area
 - assisting, where necessary
 - assist in the removal and placement of personal items

6. Adhere to work schedule.
 - i. participate in all schedule shop, classroom, and related activities
 - ii. develop reliable work habits
 - iii. use time effectively and efficiently

7. Possess valid first aid certificate.
 - i. take St. John Ambulance First Aid Course

8. Adhere to occupational health and safety regulations.
 - ii. practice Occupational Health and Safety

9. Prepare client record cards and consent forms
 - i. create client information card
 - ii. record pertinent information on record card
 - iii. file client record cards
 - iv. create client consent/release form
 - v. record pertinent information on consent forms/release forms
 - vi. obtain customer's signature
 - vii. file form

10. Perform reception duties.
 - i. explain the importance of client information cards
 - ii. explain the importance of receptionist duties
 - iii. answer phone calls regarding appointments
 - iv. attend to personal requests regarding appointments
 - v. record appointments
 - vi. cancel appointments
 - vii. greet client
 - viii. prepare work order
 - ix. attend to work order
 - x. reconcile work orders with cash receipts
 - xi. prepare cash deposit

11. Perform interpersonal client consultation.
 - i. explain the importance of interpersonal client consultation
 - ii. consult with client's service needs
 - iii. determine needs based on:
 - iv. clients personal appearance prior to service
 - v. clients personal preference

- vi. prior difficulties or problems
- vii. lifestyle
- viii. advise client on:
 - recommended service
 - appointment date and time
 - expected length of service
 - cost

12. WHMIS.

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.

Pre-Requisites: HT1110 - Salon Fundamentals (May be done concurrently)

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.

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

Course Outline / Learning Objectives:

1. Perform wet shampoo.
 - i. describe types of shampoos
 - ii. drape client
 - iii. analyze hair and scalp to be shampooed
 - iv. consult client
 - type of home care
 - specific problems
 - v. select shampoo
 - vi. brush hair

- vii. adjust water temperature and pressure
 - viii. apply shampoo
 - ix. manipulate scalp
 - x. rinse hair
 - xi. towel dry
2. Apply instant rinses.
- i. describe types of rinse
 - ii. determine appropriate rinse for hair and scalp condition
 - iii. follow manufacturers directions for use
 - iv. apply rinse
3. Style hair using finger/skip waves.
- i. prepare client
 - ii. select styling lotion, comb and spray bottle
 - iii. determine finger/skip wave pattern
 - iv. finger/skip wave hair
 - v. determine drying procedure
4. Style hair using pin curls.
- i. prepare client
 - ii. determine hairstyle
 - iii. select lotions, comb and spray bottle
 - iv. place shaping
 - v. determine and select base
 - vi. slice and direct stem
 - vii. form circle
 - viii. determine drying procedure
5. Set and dry hair using rollers.
- i. describe types of rollers
 - ii. select rollers with consideration given to:
 - length of hair
 - volume
 - desired outcome
 - iii. manipulate and place rollers with consideration given to
 - off base
 - half base
 - fastening techniques

- full base
 - volume base
 - indentation
 - directional design variations
 - iv. determine hairstyle with consideration given to
 - clients desires and needs
 - shape of face and head
 - profile
 - length and width of neck
 - size and position of ears
 - size, height and posture of client
 - accessories, such as, eyeglasses, hearing aids, etc.
 - irregular features
 - v. use styling product
 - vi. follow patterns as required to achieve desired outcome
 - vii. dry hair, following manufacturers direction
 - viii. check hair for dryness
 - ix. maintain rollers and fasteners
6. Finish styling.
- i. select appropriate brushes, combs and styling products for styling wet hair using appropriate equipment such as lamps and hood dryers
 - ii. mould wet hair using required tool such as
 - pick
 - brush
 - comb
 - fingers
 - iii. select appropriate brushes, combs and styling products for dry combed out styling
 - iv. brush and mould hair
 - v. backcomb and/or backbrush
 - vi. accentuate and develop lines
 - vii. perform finishing details

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.

Pre-Requisites: HT1210 - Styling I

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.

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

Course Outline / Learning Objectives:

1. Style hair with blow dryer.
 - i. describe types of blow dryers
 - ii. hold, manipulate and adjust using
 - finger techniques
 - brush techniques
 - comb techniques

- diffuser techniques
 - iii. section hair (if necessary)
 - iv. apply thermal styling product
 - v. blow dry hair with consideration given to
 - preliminary drying (if necessary)
 - direction
 - volume
 - finish
 - specific design (following pattern)
 - vi. finish style
 - vii. maintain blow dryer
- 2. Style hair with curling iron/hot rollers.
 - i. describe types of curling irons
 - ii. describe types of hot rollers
 - iii. hold, manipulate and adjust with consideration given to
 - volume
 - indentation
 - spiral winding
 - iv. use rollers with consideration given to
 - direction
 - volume
 - specific design
 - v. section hair, if necessary
 - vi. finish style using finishing products, if necessary
 - vii. maintain curling iron/hot rollers
- 3. Style long hair.
 - i. describe long hairstyles including
 - braids
 - up do's
 - down do's
 - ii. perform long hairstyles
 - iii. utilize hair decorations and add-on's (hairpieces)
 - iv. perform finishing details
- 4. Perform scalp and hair analysis for treatment.
 - i. describe scalp and hair analysis procedures
 - ii. analyze scalp for treatment to determine:

- scalp condition
 - iii. analyze hair to be treated with consideration given to:
 - hair condition
 - iv. select product

- 5. Perform scalp and hair treatment.
 - i. describe scalp and hair treatment procedures
 - ii. prepare client for scalp treatment
 - iii. select scalp treatment
 - iv. apply scalp treatment according to manufacturer's directions utilizing the following
 - scalp manipulations
 - thermal heat equipment ie. cap, lamp or hood drier
 - v. select hair treatment
 - vi. apply hair treatment

- 6. Retailing.
 - i. product knowledge
 - ii. determine client needs
 - iii. recommend appropriate products for customer needs

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.

Pre-Requisites: HT1211 - Styling II

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.

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

Course Outline / Learning Objectives:

1. Determine haircut.
 - i. perform analysis for haircutting
 - ii. analyze hair to be cut
 - condition of hair
 - length
 - texture
 - density
 - growth pattern

- iii. determine
 - clients desires and needs
 - shape for face and head
 - profile
 - length and width of neck
 - size and position of ears
 - size, height, and posture of client
 - accessories, such as eyeglasses, hearing aids, etc.
 - irregular features
 - iv. suggest recommended haircut
2. Perform scissors cut.
- i. describe types of scissors
 - ii. hold and manipulate scissors using
 - blunt stroke
 - inside and outside bevel
 - slithering
 - tapering/thinning
 - point cutting/notching
 - slicing/slide
 - removing excess hair on neck
 - iii. prepare client
 - iv. section hair employing one of the following techniques
 - horizontal
 - vertical
 - diagonal
 - v. establish cutting guidelines, guidepoints, and guidestrands
 - vi. cut hair with consideration given to
 - degree of elevation
 - cutting techniques
 - specific design
 - operator and client posture
 - growth patterns
 - hairlines
 - vii. thin hair, if necessary
 - viii. check and crosscheck hair
 - ix. follow safety and sanitary guidelines during entire procedure
 - x. maintain scissors

3. Perform clipper cuts.
 - i. describe types of clippers and blades
 - ii. hold and manipulate clippers using
 - clippers even comb technique
 - freehand
 - arching
 - iii. prepare client
 - iv. determine degree of closeness and height of taper
 - v. perform preliminary scissors cut, if necessary

4. Perform haircut with shaper/razor.
 - i. describe types of shaper/razors in hairdressing
 - ii. hold and manipulate shaper/razor using
 - blunt stroke
 - slight taper
 - thinning
 - iii. section hair
 - iv. cut hair with consideration given to
 - specific design
 - angle
 - degree of elevation
 - operator and client posture
 - growth patterns
 - hairlines
 - v. check haircut
 - vi. maintain shaper/razor

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.

Pre-Requisites: HT1300 - Cutting I (Hairdressing)

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.

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

Course Outline / Learning Objectives:

1. Determine haircut.
 - i. analyze hair to be cut
 - condition of hair
 - length
 - texture
 - density
 - growth pattern
 - ii. determine

- clients desires and needs
 - shape for face and head
 - profile
 - length and width of neck
 - size and position of ears
 - size, height, and posture of client
 - accessories, such as eyeglasses, hearing aids, etc.
 - irregular features
- iii. suggest recommended haircut
2. Perform scissors cut.
- i. describe types of scissors/shears
 - ii. hold and manipulate scissors/shears using
 - scissors over comb
 - finger and shear techniques
 - inside bevel
 - arching
 - thinning
 - trimming, as it relates to eyebrows, ears, nostrils
 - point cutting/notching
 - slicing/slide
 - shear point tapering
 - iii. prepare client
 - iv. section hair employing one of the following techniques
 - horizontal
 - vertical
 - diagonal
 - v. establish cutting guidelines, guidepoints, and guidestrands
 - vi. cut hair with consideration given to
 - degree of elevation
 - cutting technique
 - specific design
 - operator and client posture
 - growth patterns
 - hairlines
 - cutting angles
 - vii. thin hair, if necessary
 - viii. finish perimeter of cut with clippers
 - ix. remove superfluous hair

- ears
 - eyebrows
 - x. maintain scissors
 - xi. follow safety and sanitary guidelines during entire procedure
- 3. Perform clipper cuts.
 - i. describe types of clippers and blades
 - ii. hold and manipulate clippers using:
 - clippers even comb technique
 - freehand
 - arching
 - iii. prepare client
 - iv. determine degree of closeness and height of taper
 - v. perform preliminary scissors cut, if necessary
 - vi. perform clipper cut using the following format
 - edging
 - siding
 - top
 - vii. shave arches
- 4. Determine, fit and maintain hair pieces (practice expectation on mannequin).
 - i. describe materials needed to sell and service hair pieces
 - ii. describe basic categories of hair pieces
 - stock
 - custom made
 - iii. describe different types of hair pieces within these categories:
 - type of fibre
 - type of base
 - construction method
 - lace front
 - partial/filler
 - full wig
 - iv. describe different types of attachment methods for hair pieces
 - 2-way tape
 - spirit gum
 - v. describe price ranges and sources of hair pieces
 - vi. describe methods of application and removal of hair pieces
 - vii. perform methods of application and removal of hair pieces
 - viii. take a pattern for custom made hairpieces

- ix. identify special cutting techniques and precautions
 - x. perform methods of maintaining hair pieces
 - cleaning
 - reconditioning
 - colouring
 - styling, i.e. roller setting or moulding
 - xi. recognize the sensitive nature of the hair piece client consultation and the need for privacy
 - xii. analyze the size of bald area, shape of head and remaining hair
 - xiii. consult with client:
 - to discuss alternatives
 - to determine type of hairpieces based on requirements, preferences and price range
 - xiv. give preliminary haircut
 - xv. prepare scalp
 - xvi. cut hairpiece to fit client
 - xvii. fit and blend hairpiece
 - xviii. discuss maintenance with client
5. Perform haircut with shaper razor.
- i. describe types of shaper/razors
 - ii. hold and manipulate razor with consideration to:
 - angle
 - pressure
 - strokefor light, heavy and terminal blending
 - iii. perform razor and comb coordination technique
 - iv. determine sectioning pattern
 - v. cut hair with consideration given to
 - texture
 - specific design
 - vi. finish perimeters with scissors and/or clippers
6. Determine moustache/beard trim.
- i. describe tools and materials for shaving
 - ii. describe beard types and moustache designs
 - iii. describe basic shapes
 - iv. explain the principles of balancing facial shapes
 - v. describe the appropriate tools for moustache/beard trim

- vi. explain techniques for cutting beards
 - scissors over comb
 - clipper over comb
 - comb and razor
 - vii. analyze facial shape and size
 - viii. determine clients preferences
 - ix. identify problems
 - growth patterns
 - sparse areas
 - x. determine design based on analysis and facial shape
7. Perform moustache/beard trim.
- i. prepare client
 - ii. shape beard with consideration given to:
 - client consultation
 - analysis of face and beard
 - iii. determine areas to shave, if necessary
 - iv. shave, if necessary

HT2310 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.

Pre-Requisites: HT1301 - Cutting II (Barbering)

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.

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

Course Outline / Learning Objectives:

1. Consult with client.
2. Analyze hair.
 - i. explain hair analysis using current hair cutting techniques
 - ii. check direction of hair growth
 - iii. determine condition of hair
 - iv. determine hair type

3. Create style.
 - i. describe how to create hair styles and use of appropriate tools with consideration to hair length.
 - ii. explain hair cutting and thinning using different tools
 - iii. utilize appropriate tools for established style
 - freehand
 - asymmetric
 - no-tension
 - point cutting
 - feather razor cutting
 - iv. perform directional techniques for hair cutting
 - sectioning
 - horizontal
 - vertical
 - diagonal
4. Check cut for balance and adjust if necessary.
 - i. define hair balancing and adjustment techniques
5. Perform finishing techniques.
 - i. perform appropriate finishing techniques
 - ii. use applicable finishing products and tools
6. Advise on home care maintenance.
 - i. advise on hair maintenance products
 - ii. suggest reschedule time

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.

Pre-Requisites: HT1300 - Cutting I (Hairdressing)

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.

Evaluation: Theory and Practical Applications Require a Pass Mark of 70%

Course Outline / Learning Objectives:

1. Perform analysis for perming.
 - i. explain analysis procedures for perming
 - ii. perform analytical test
 - iii. determine client's desires
 - iv. recommend service to the client
2. Select perm solutions.

- i. describe types of perming solutions
 - ii. explain effects of perming solutions on the hair
3. Select perm rods that will meet the client's requirements.
 - i. describe types of wave rods and explain their uses
 - ii. explain purpose and effect of different rod sizes
4. Perming and chemically relaxing hair.
 - i. describe the various types of winding patterns
 - ii. determine winding patterns
 - iii. select wave rods - comb
 - iv. section hair
 - v. sub-section hair
 - vi. comb hair in preparation for winding
 - vii. apply end papers
 - viii. demonstrate holding and winding of hair
 - ix. place rods in position
 - x. demonstrate fastening of rods
5. Process hair.
 - i. prepare client
 - ii. apply protective cream and cotton coil around hairline
 - iii. apply chemical solution
 - iv. process hair according to manufacturers guidelines for:
 - neutral solution
 - acid solution
 - alkaline solution
 - v. determine processing time
6. Neutralize perm.
 - i. prepare client
 - ii. select neutralizer and applicator
 - iii. rinse hair
 - iv. towel-blot hair
 - v. apply neutralizer
 - vi. time neutralizer
 - vii. complete neutralization

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.

Pre-Requisites HT1400 - Basic Perming

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.

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

Course Outline / Learning Objectives:

1. Perform analysis for soft curl permanent/relaxing.
 - i. explain analysis procedures for perming/relaxing
 - ii. perform analytical test
 - iii. determine client's desires
 - iv. recommend service to the client

2. Select appropriate products.
3. Select perm rods that will meet the client's requirements.
 - i. describe types of wave rods and explain their uses in specialty perming
4. Perming and chemically relaxing hair.
 - i. determine winding patterns
 - ii. select wave rods - comb
 - iii. section hair
 - iv. sub-section hair
 - v. comb hair in preparation for winding
 - vi. apply end papers
 - vii. demonstrate holding and winding of hair
 - viii. place rods in position
 - ix. demonstrate fastening of rods
5. Process hair.
 - i. prepare client
 - ii. apply protective cream and cotton coil around hairline
 - iii. apply chemical solution
 - iv. process hair according to manufacturers guidelines for:
 - neutral solution
 - acid solution
 - alkaline solution
 - v. determine processing time
6. Neutralize perm.
 - i. prepare client
 - ii. select neutralizer and applicator
 - iii. rinse hair
 - iv. towel-blot hair
 - v. apply neutralizer
 - vi. time neutralizer
 - vii. complete neutralization
7. Perform chemical relaxing.

HT2410 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.

Pre-Requisites HT1400 - Basic Perming

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.

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

Course Outline / Learning Objectives:

1. Consult with client.
 - i. explain techniques for client consultations with considerations of medical history
 - ii. and appraising client expectations.
 - iii. determine client expectations and provide suggestions during

- consultation
 - iv. inquire of clients past history and counsel accordingly
 - medication procedure or health of the client
 - allergies chemicals may cause a reaction
 - hair products recently being used which may effect perming results
2. Analyze hair for desired effects.
- i. define hair types
 - ii. explain analysis of the hair.
 - iii. describe how the selection of products, tools and equipment for different perming methods is determined.
 - iv. evaluate hair type
 - density
 - porosity
 - elasticity
 - texture (normal, fine, resistant)
 - length
 - coloured
 - damaged/over processed
 - bleached/highlighted
3. Wrap hair on rods.
- i. define methods of wrapping and winding hair.
 - ii. select method of wrap
 - directional
 - root
 - spiral
 - weave
 - roller
 - no rod
 - zone
 - stack
 - iii. select size and type of rod
 - iv. apply appropriate end wrap
 - porous paper
 - block method
 - v. wrap with/without tension according to manufacturers direction
4. Apply perm solution.

- i. characterize the application of processing solution, rinsing and neutralizing.
 - ii. determine type of solution to be used based on previous hair analysis
 - iii. select solution
 - alkaline
 - acid
 - exothermic
5. Process hair.
 - i. apply lotion
 - ii. time rinse as per manufacturers direction for required time
 - iii. rinse
 - iv. blot rinse
6. Perform blotting process.
 - i. remove moisture
 - ii. perform moisture checks
7. Neutralize hair.
 - i. apply neutralizer according to manufacturers directions
 - regular method
 - off neutralizer
 - ii. air oxidization
 - iii. blotting
8. Explain finishing techniques.
9. Advise on home care maintenance.
 - i. advise on hair maintenance products
 - ii. suggest reschedule time

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 colours, mixing, developing and semi-permanent and temporary colouring.

Pre-requisites HT1210 - Styling I

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.

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

Course Outline / Learning Objectives:

1. Perform analysis for colouring.
 - i. describe types of colour
 - ii. explain chemical action of permanent, semi-permanent, demi/midway and temporary colour solutions on hair
 - iii. perform analytical tests
 - iv. use colour chart
 - v. determine clients' desires
 - vi. recommend service to client

2. Select colour category.
 - i. use colour wheel
 - ii. butilize colour charts
 - iii. consult with client
 - iv. select colour product

3. Use developers.
 - i. explain action of developer on hair product
 - ii. adjust volume
 - iii. select developer

4. Select colour formula.
 - i. explain analysis procedures for colour applications
 - ii. select product from determined category of temporary semi-permanent perm
 - iii. determine colour formula
 - iv. select colour formula

5. Mix colour formula.
 - i. select application method
 - ii. measure products
 - iii. mix formula

6. Perform patch test.
 - i. explain procedures for performance of patch tests
 - ii. prepare client
 - iii. identify purpose of patch test
 - iv. select materials and product
 - v. demonstrate method of application
 - vi. identify results

7. Perform strand test.
 - i. explain procedures for performance of strand test
 - ii. identify the need for a strand test
 - iii. select area/areas for strand test
 - iv. select formula
 - v. mix formula
 - vi. apply formula to selected area/areas
 - vii. identify results

8. Remove colour residue following manufacturer's directions.
 - i. select removal agent
 - ii. apply removal agent
 - iii. complete removal process

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 colours, mixing, developing and permanent colouring.

Pre-Requisites: HT1510 - Colour Fundamentals

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.

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

Course Outline / Learning Objectives:

1. Apply temporary colour.
 - i. explains types and actions of temporary colours
 - ii. prepare client
 - iii. apply colour
2. Apply semi-permanent colour.
 - i. explains types and actions of semi-permanent colour
 - ii. prepare client
 - iii. determine starting point

- iv. apply colour according to manufacturer's directions utilizing the following techniques
 - full head application
 - henna
3. Apply demi/midway colour.
 - i. explains types and actions of demi/midway colours
 - ii. prepare client
 - iii. perform analysis
 - iv. apply colour as per manufactures
4. Apply permanent colour.
 - i. explains types and actions of permanent colours
 - ii. prepare client
 - iii. determine starting point
 - iv. apply colour according to manufacturer's direction utilizing the following techniques
 - brush
 - applicator
 - cap
 - foil or plastic film
 - other special effects
5. Remove colour according to manufactures directions.
6. Remove colour residue following manufacturer's directions.
 - i. select removal agent
 - ii. apply removal agent
 - iii. complete removal process

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.

Pre-Requisites: HT1511 - Hair Colouring

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.

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

Course Outline / Learning Objectives:

1. Analyze hair.
2. Perform patch test.
 - i. explain patch test procedures appropriate for lightening and toning
 - ii. prepare client
 - iii. identify purpose of patch test
 - iv. select materials and product
 - v. demonstrate method of application
 - vi. identify results

3. Perform strand test.
 - i. explain strand test procedures appropriate for lightening and toning
 - ii. identify the need for a strand test
 - iii. select area/areas for strand test
 - iv. select formula
 - v. mix formula
 - vi. apply formula to selected area/areas
 - vii. identify results

4. Prepare bleach and toner.
 - i. describe the effect of lightening agent on hair
 - ii. describe the effect of toner on hair
 - iii. identify lightener
 - iv. select lightener
 - v. prepare formula
 - vi. select toner
 - vii. prepare formula

5. Apply bleach and toner.
 - i. prepare client
 - ii. determine starting point
 - iii. apply bleach according to manufacturer's directions utilizing the following techniques
 - shaft application
 - retouch
 - foil or plastic wrap
 - painting
 - cap
 - other special effects
 - iv. apply toner, if necessary, with consideration given to
 - level of lightness
 - porosity
 - desired outcome

6. Apply high lift colour.
 - i. describe the effects of high lift colour
 - ii. select high lift colour
 - iii. prepare formula

- iv. apply according to manufacturers directions
7. Remove product according to manufacturer's specifications.
- i. select removal agent
 - ii. apply removal agent
 - iii. complete removal process

HT1601 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.

Pre-Requisites: HT1110 - Salon Fundamentals

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.

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

Course Outline / Learning Objectives:

1. Shape eyebrows.
 - i. describe the methodology for shaping both male and female eyebrows
 - ii. consult client
 - iii. identify growth pattern
 - iv. prepare materials
 - v. prepare client
 - vi. follow the methodology for shaping both male and female eyebrows

2. Apply make-up.
 - i. describe methods of applying make-up

3. Perform manicures.
 - i. describe types of manicuring implements and equipment
 - ii. select manicuring implements and equipment
 - iii. hold and manipulate manicuring implements and equipment
 - iv. prepare for a manicure
 - v. perform a manicure

4. Pierce ears.
 - i. describe types of ear piercing equipment
 - ii. select ear piercing equipment
 - iii. hold and manipulate ear piercing equipment
 - iv. prepare client
 - v. identify and mark placement
 - vi. pierce ears
 - vii. perform final care
 - viii. identify follow-up care
 - ix. maintain tools and equipment

HT2510 Advanced Colouring

Description:

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

Pre-Requisites: HT2500 - Lightening and Toning

Major Topics/Tasks:

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

Purpose / Aims:

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

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

Course Outline / Learning Objectives:

1. Consult with client.
 - i. describe how to assess hair and scalp condition, results of patch test and advising client of results.
 - ii. perform patch test (if required)
 - iii. determine through consultation if the client has any allergies that may cause health problems respecting chemicals that will be used in the process

- iv. confirm the type and colour to be used
2. Analyze hair.
 - i. explain the how to use analysis results for selecting appropriate products, tools and equipment.
 - ii. determine the hair type
 - considerations
 - porosity
 - density
 - condition
 - percent of grey
 - colour level
 - previous chemical services
3. Establish colour option (product).
 - i. explain colour how to select, shading, blending and the mixing of colours for desired results.
 - ii. characterize the application of colour to hair.
 - iii. explain various hair colouring types and application specifics (temporary, semi-permanent, demi/midway permanent colours, lighteners and tones).
 - iv. define various streaking methods.
 - v. advise client on the advantages/disadvantages of the use of different products used in colouring process
 - vi. determine colour type
 - low lighting
 - highlighting
 - reverse highlights
 - demi/midway
 - permanent
 - vii. use colour wheel
 - viii. conclude colour formula or bleach and toner
 - ix. conclude the volume of developer
 - x. assess required development time
 - xi. follow manufacturer's direction for product used
4. Perform corrective colouring requirements.
 - i. explain specifics for the removal of artificial hair colours.
 - ii. select and apply colour remover
 - iii. select and apply colour/conditioner fillers

- iv. select colour
- 5. Mix and apply selected colour following manufacturers direction.
 - i. apply colouring using different methods
 - brush or bowl
 - bottle (applicator)
 - highlight cap
 - foil wrap
 - special (as per manufacturer)
 - weaving
 - tipping
- 6. Advise on home care maintenance.
 - i. advise on hair maintenance products
 - ii. suggest reschedule time

REQUIRED RELATED COURSES

AP1100 Introduction to Apprenticeship

Description:

This course is designed to give participants the knowledge base and skills necessary to understand and successfully navigate the apprenticeship/red seal program.

Course Outcomes:

Upon successful completion of this course, the apprentice will be able to:

- Identify the requirements for registering in an Apprenticeship Program.
- Describe the registration process.
- Explain the steps to complete the Apprenticeship Program.
- Articulate the roles of the Apprentice, Journeyperson, Training Institutions, Industry and Governing Bodies in the Apprentice Program.
- Explain the significance of the Red Seal Program.

Pre-Requisites: None

Objective and Content:

1. Define Apprenticeship.
 - i. define Apprenticeship and Red Seal Certification
 - ii. discuss the definition of Apprenticeship and Red Seal Certification
 - iii. distinguish between Red Seal and Provincial Certification
2. Explore how Apprenticeship is governed and administered.
 - i. explain who is responsible for administering apprenticeship
 - Department of Education
 - Provincial Apprenticeship and Certification Board
3. Explore the roles and responsibilities of those involved in the apprenticeship process.
 - i. Apprentice
 - ii. Employer/Journeyperson

- iii. Industrial Training Division
 - explain when and where to take the in-class portion of advance training
 - discuss Class Calls
 - iv. Training Institutions
 - various delivery methods
 - v. Provincial Apprenticeship and Certification Board
4. List and explain the steps in the apprenticeship process.
- i. explain the Registration Process
 - ii. describe apprenticeship as an agreement between employee, employer and Provincial Government
 - iii. review a Memorandum of Understanding
 - iv. legal document
 - v. review an Application of Apprenticeship
 - original High School Certificate or equivalent
 - original transcript from the applicants Training Institution
 - vi. describe the roles of Institutional and Industrial Education Division of the Department of Education in Apprenticeship
 - vii. explain the role of the Program Development Officer
 - define probation period
 - discusses what constitutes a cancellation of apprenticeship
 - explain the consequences of an Apprenticeship cancellation
 - discuss the purpose of the Record of Occupational Progress (Log Book)
 - explore how to maintain your log book
 - discuss who is responsible for tracking and signing-off on trade skills
 - explain how and where to record hours worked
 - identify the importance of updating your file with your Program Development Officer
 - viii. differentiate between Provincial and Interprovincial exams
5. Describe the training and education requirements.
- i. discuss the factors affecting on-the-job and in class portions of your training
 - ii. define in school and on the job training
 - review a Plan of Training
 - identify the percentage of on-the-job and in class training time

- current labour market implications on completing an apprenticeship program
6. Explain Plans of Training.
 - i. identify what is included in the Plan of Training
 - entrance requirements
 - duration of in-school and on-the-job training
 - course content
 - entry level or advanced level
 - ii. explain how a Journeyperson Certificate is achieved
 - discuss Certificate of Qualification
 - discuss Certificate of Apprenticeship
 - discuss Red Seal endorsement
 7. Discuss the Red Seal Program.
 - i. define designated trade
 - ii. explore the National Occupational Analysis for your trade
 - iii. explain Interprovincial Standards Red Seal Program and how it works
 - labor mobility
 - qualification recognition
 - iv. discuss the range of careers possible in your chosen trade
 8. Explain apprenticeship progression schedule and wage rates.
 - i. review a Record of Occupational Progress (Log Book)
 - ii. hours per program
 - iii. requirements for progression
 - iv. wage rates per year of apprenticeship
 9. Identify the examinations and evaluation process used in Apprenticeship.
 - i. discuss occupational tests and examinations as directed by the Provincial Apprenticeship and Certification Board
 - Theory
 - Practical
 - ii. explain formal assessment and the pass mark of 70%
 10. Examine some of the financial incentives available to apprentices.
 - i. employment insurance (E.I.) Benefits
 - ii. government sponsored student loans
 - iii. apprenticeship incentive Federal and Provincial

- iv. scholarships
- 11. Continuing training outside the Province of Newfoundland and Labrador.
 - i. training in other provinces and territories
 - procedure for registration and recognition of hours and skills in other provinces
 - ii. options for dual certification
 - transfer of credits
- 12. Review and define the following terms:
 - i. Apprenticeship Program Accreditation
 - ii. Cancellation of Apprenticeship
 - iii. Certificate of Apprenticeship
 - iv. Certificate of Qualification
 - v. Certification Renewal
 - vi. Criteria for Eligibility
 - vii. Journeyperson
 - viii. Practical Examination
 - ix. Prior Learning
 - x. Record of Occupational Progress (Logbook)
 - xi. Red Seal Certification
 - xii. Registered Apprentice
 - xiii. Theoretical Examination
 - xiv. National Occupational Analysis (NOA)
 - xv. Class Call
 - xvi. Dual certification

Practical:

- 1. Review the Provincial Apprenticeship web site: www.gov.nl.ca/app
 - i. identify the requirements for registering as an apprentice and the registration process
 - ii. explain the steps to complete an apprenticeship program
 - iii. identify who is responsible for tracking and signing-off on trade skills
 - iv. identify the nearest Industrial Training Office to your community
 - v. identify the current incentives available to apprentices

2. Review a plan of training on the Provincial Apprenticeship web site.
 - i. identify the hours for your trade (in-school and on-the-job)
 - ii. explain the roles and responsibilities of the following stakeholders in the apprenticeship process: employer, apprentice, training institution and the Industrial Training Division

3. Visit the Red Seal Web site <http://www.red-seal.ca>, review the National Occupational Analyses for your trade.
 - i. review the scope of work for your occupation and identify the industry sectors and job types requiring your trade
 - ii. identify the trends of your trade
 - iii. provide a list of Personal Protective Equipment required for your trade

CM2150 Workplace Communications

Description:

This course is designed to introduce students to the principles of effective communication including letters, memos, short report writing, oral presentations and interpersonal communications.

Course Outcomes:

Upon completion of the course, students will be able to:

- Understand and apply communication skills as outlined in the Employability Skills 2000, Conference Board of Canada.
- Understand the importance of well-developed writing skills in business and in career development.
- Understand the purpose of the various types of business correspondence.
- Examine the principles of effective business writing.
- Examine the standard formats for letters and memos.
- Write effective letters and memos.
- Examine the fundamentals of informal reports and the report writing procedure.
- Produce and orally present an informal report.
- Examine effective listening skills and body language in communication.

Pre-Requisites: None

Objectives and Content:

1. Apply rules and principles for writing clear, concise, complete sentences which adhere to the conventions of grammar, punctuation, and mechanics.
2. Explain the rules of subject-verb agreement.
3. Define and describe the major characteristics of an effective paragraph.

4. Examine the value of Business Writing Skills.
 - i. describe the importance of effective writing skills in business
 - ii. describe the value of well-developed writing skills to career success as referenced in the Employability Skills

5. Examine principles of Effective Business Writing.
 - i. discuss the rationale and techniques for fostering goodwill in business communication, regardless of the circumstances
 - ii. review the importance of revising and proofreading
 - iii. differentiate between letter and memo applications in the workplace and review samples
 - iv. identify the parts of a business letter and memo
 - v. review the standard formats for business letters and memos
 - vi. examine samples of well-written and poorly written letters and memos
 - vii. examine guidelines for writing sample letters and memos which convey: acknowledgment, routine request, routine response, complaint, refusal, persuasive request and letters of appeal

6. Examine the fundamentals of Informal Business Reports.
 - i. identify the purpose of the informal report
 - ii. identify the parts and formats of an informal report
 - iii. identify methods of information gathering
 - iv. describe the methods of referencing documents
 - v. review the importance of proof reading and editing

7. Examine types of presentations.
 - i. review & discuss components of an effective presentation
 - ii. review & discuss delivery techniques
 - iii. review & discuss preparation & use of audio/visual aids
 - iv. discuss & participate in confidence building exercises used to prepare for giving presentations

8. Interpersonal Communications.
 - i. examine and apply listening techniques
 - ii. discuss the importance of body language

Practical:

1. 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. Write sample letters and memos which convey: acknowledgment, routine request, routine response, complaint, refusal, persuasive request and letters of appeal.
3. Gather pertinent information, organize information into an appropriate outline & write an informal report with documented resources.
 - i. edit, proofread, and revise the draft to create an effective informal report and present orally using visual aids
 - ii. participate in confidence building exercises
4. Present an effective presentation.
5. Evaluate presentations.

Evaluation: Required Pass Mark 70%

MR1220 Customer Service

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.

Course Outcomes:

Upon successful completion of this course, students will be able to:

- Define customer service.
- Explain why service is important.
- Describe the relationship between “service” and “sales.”
- Demonstrate an understanding of the importance of a positive attitude.
- Demonstrate methods of resolving customer complaints.

Pre-Requisites: None

Objectives and Content:

1. Define quality service.
 - i. identify and discuss elements of customer service.
 - ii. explain the difference between service vs. sales or selling
 - iii. explain why quality service is important
 - iv. identify the various types of customers & challenges they may present
 - v. describe customer loyalty
 - vi. examine barriers to quality customer service
2. Explain how to determine customer wants and needs.
 - i. identify customer needs

- ii. explain the difference between customer wants and needs
 - iii. identify ways to ensure repeat business
3. Demonstrate an understanding of the importance of having a positive attitude.
- i. identify & discuss the characteristics of a positive attitude
 - ii. explain why it is important to have a positive attitude
 - iii. explain how a positive attitude can improve a customer's satisfaction
 - iv. define perception and explain how perception can alter us and customers
 - v. describe methods of dealing with perception
4. Communicating effectively with customers.
- i. describe the main elements in the communication process
 - ii. identify some barriers to effective communication
 - iii. explain why body language is important
 - iv. define active listening and state why it is important
 - v. identify and discuss the steps of the listening process
 - vi. identify and discuss questioning techniques
5. Demonstrate using the telephone effectively.
- i. explain why telephone skills are important
 - ii. describe the qualities of a professional telephone interaction
6. Demonstrate an understanding of the importance of asserting oneself.
- i. define assertiveness
 - ii. discuss assertive techniques
 - iii. explain the use of assertiveness when dealing with multiple customers
7. Demonstrate techniques for interacting with challenging customers in addressing complaints & resolving conflict.
- i. examine & discuss ways to control feelings
 - ii. examine & discuss ways to interact with an upset customer
 - iii. examine & discuss ways to resolve conflict/customer criticism
 - iv. examine & discuss ways to prevent unnecessary conflict with customers

Practical:

1. Participate in activities to demonstrate knowledge of the course objectives.

SP2330 Quality Assurance/Quality Control

Description:

This course is designed to give students an understanding of the concepts and requirements of QA/QC such as, 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.

Course Outcomes:

Upon completion of this course, students will be able to:

- Develop the skills and knowledge required to apply quality assurance/quality control procedures as related to the trade.
- Develop an awareness of quality principles and processes.
- Apply quality assurance/quality control procedures in a shop project.

Pre-Requisites: None

Objectives & Content:

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 specifications and processes 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 a quality environment.
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 in various occupations.
10. Explain the concepts of quality.
 - i. cost of quality
 - ii. measurement of quality
 - iii. elements of quality
 - iv. elements of the quality audit
 - v. quality standards
 - vi. role expectations and responsibilities
11. Explain the structure of quality assurance and quality control.
 - i. describe organizational charts
 - ii. identify the elements of quality assurance system such as ISO, CSA,
 - iii. WHMIS, Sanitation Safety Code (SSC)
 - iv. explain the purpose of the quality assurance manual
 - v. describe quality assurance procedures
12. Examine quality assurance/quality control documentation.
 - i. describe methods of recording reports in industry
 - ii. describe procedures of traceability (manual and computer-based recording)
 - iii. identify needs for quality control procedures

Practical:

1. Apply quality control to a project.
 - i. follow QA/QC procedures for drawings, plans and specifications in applicable occupations
 - ii. calibrate measuring instruments and devices in applicable occupations
 - iii. interpret required standards
 - iv. follow QA/QC procedures for accepting raw materials
 - v. carry out the project
 - vi. control the quality elements (variables)
 - vii. complete QA/QC reports

MC1050 Introduction to Computers

Description:

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 and security issues.

Course Outcomes:

Upon completion of this course, students will have a basic understanding of:

- Computer systems and their operation.
- Popular software packages, their applications.
- Security issues of computers.

Pre-Requisites: None

Objectives & Content:

1. Identify the major components of microcomputer system hardware and software system.
2. Describe the functions of the microprocessor.
 - i. describe and give examples of I/O devices
 - ii. describe primary storage (RAM, ROM, Cache)
 - iii. define bit, byte, code and the prefixes k.m. and g
 - iv. describe secondary storage (diskettes and hard disks, CD ROMS, Zip drives, etc)
 - v. describe how to care for a computer and its accessories
3. Describe microcomputer software.
 - i. define software
 - ii. describe types of operational and application software
 - iii. define file and give the rules for filenames and file extensions
4. Describe windows software.
 - i. start and quit a program
 - ii. demonstrate how to use the help function

- iii. locate a specific file using the find function
 - iv. identify system settings: wall paper, screen saver, screen resolution, background
 - v. start a program by using the run command
 - vi. shutting down your computer
5. Identify file management commands.
- i. create folders
 - ii. maximize and minimize a window
 - iii. describe windows task bar
6. Describe keyboards.
- i. identify and locate alphabetic and numeric keys
 - ii. identify and locate function key & special keys
7. Describe word processing.
- i. describe Windows components
 - ii. menu bar
 - iii. menu indicators
 - iv. document window
 - v. the status bar
 - vi. the help feature
 - vii. insertion point movements
8. Describe the procedure used to development of a document.
- i. enter text
 - ii. change the display
9. Describe the procedure for opening, saving and exiting documents.
- i. saving a document
 - ii. closing a document.
 - iii. starting a new document window
 - iv. opening a document
 - v. exiting word processor
10. Describe the procedure for editing a document.
- i. adding new text
 - ii. deleting text

- iii. using basic format enhancement (split and join paragraphs, insert text)
11. Describe the main select features.
- i. identify a selection
 - ii. moving a selection
 - iii. copying a selection
 - iv. deleting a selection
 - v. saving a selection
12. Explain how to change layout format.
- i. changing layout format: (margins, spacing, alignment, paragraph indent, tabs, line spacing, page numbering)
13. Explain how to change text attributes.
- i. changing text attributes: (bold, underline, font, etc.)
14. Describe the auxiliary tools.
- i. using spell check and thesaurus
15. Describe print features.
- i. selecting the print feature: (i.e. number of copies and current document)
 - ii. identifying various options in print screen dialogue box
16. Examine and discuss electronic spreadsheet.
- i. spreadsheet basics
 - ii. the worksheet window
17. Describe menus.
- i. menu bar
 - ii. control menu
 - iii. shortcut menu
 - iv. save, retrieve form menus
18. Describe the components of a worksheet.
- i. entering constant values and formulas
 - ii. using the Recalculation feature

19. Describe use ranges.
 - i. typing a range for a function
 - ii. pointing to a range for a function
 - iii. selecting a range for toolbar and menu commands

20. Describe how to print a worksheet.
 - i. printing to the Screen
 - ii. printing to the Printer
 - iii. printing a selected Range

21. Describe how to edit a worksheet.
 - i. replacing cell contents
 - ii. inserting & deleting rows and columns
 - iii. changing cell formats
 - iv. changing cell alignments
 - v. changing column width
 - vi. copying and moving cells

22. State major security issues in using computers.
 - i. passwords
 - ii. accessing accounts
 - iii. viruses and how they can be avoided
 - iv. identity theft and ways to protect personal information
 - v. demonstrate how to view directory structure and folder content
 - vi. organize files and folders
 - vii. copy, delete, and move files and folders

23. Describe how to use electronic mail.
 - i. e-mail etiquette
 - ii. e-mail accounts
 - iii. e-mail messages
 - iv. e-mail message with attachments
 - v. e-mail attachments
 - vi. print e-mail messages
 - vii. deleting e-mail messages

24. Explain the internet and its uses.
- i. the World Wide Web(www)
 - ii. accessing web sites
 - iii. internet web browsers
 - iv. internet search engines
 - v. searching techniques
 - vi. posting documents on-line

Practical:

1. Create a document using Word Processing.
2. Complete word processing exercises to demonstrate proficiency in word processing.
3. Prepare and send e-mails with attachments.
4. Retrieve documents and e-mail attachments and print copies.
5. Develop and print a spread sheet.
6. Post a document on-line.

Evaluation: Required Pass Mark 70%

SD1700 Workplace Skills

Description:

This course involves participating in meetings, information on formal meetings, unions, workers' compensation, employment insurance regulations, workers' rights and human rights.

Course Outcomes:

Upon completion of this course, students will be able to:

- Participate in meetings.
- Define and discuss basic concepts of:
 - unions
 - workers' compensation
 - employment insurance
 - workers' rights
 - human rights
 - workplace diversity
 - gender sensitivity

Pre-Requisites: None

Objectives & Content:

1. Meetings.
 - i. identify & discuss meeting format and preparation required for a meeting
 - ii. explain the purpose of an agenda
 - iii. explain the roles and responsibilities of meeting participants
 - iv. explain the purpose of motions and amendments and withdrawals
 - v. explain the procedure to delay discussion of motions
 - vi. explain the voting process

2. Unions.
 - i. state why unions exist

- ii. give a concise description of the history of Canadian labour
 - iii. explain how unions function
 - iv. explain labour's structure
 - v. describe labour's social objectives
 - vi. describe the relationship between Canadian labour and the workers
 - vii. describe the involvement of women in unions
3. Worker's Compensation.
- i. describe the aims, objectives, benefits and regulations of the Workplace Health, Safety and Compensation Commission
 - ii. explain the internal review process
4. Employment Insurance.
- i. explain employment insurance regulations
 - ii. describe how to apply for employment insurance
 - iii. explain the appeal process
 - iv. identify the components of a letter of appeal
5. Worker's Rights.
- i. define labour standards
 - ii. explain the purpose of the Labour Standards Act
 - iii. identify regulations pertaining to:
 - hours of work
 - minimum wages
 - employment of children
 - vacation pay
 - iv. explain the purpose of the Occupational Health & Safety Act as it refers to workers' rights
6. Human Rights.
- i. describe what information cannot be included on an employment application
 - ii. describe what information cannot be included in an interview
 - iii. examine the Human Rights Code and explain the role of the Human Rights Commission
 - iv. define harassment in various forms and identify strategies for prevention
7. Workplace Diversity.

- i. define and explore basic concepts and terms related to workplace inclusively including age, race, culture, religion, socio-economic, sexual orientation with an emphasis on gender issues and gender stereotyping
8. Gender Sensitivity.
 - i. explore gender and stereotyping issues in the workplace by identifying strategies for eliminating gender bias

Practical:

1. Prepare an agenda.
2. Participate in a meeting.
3. Analyze a documented case of a human rights complaint with special emphasis on the application, time frame, documentation needed, and legal advice available.

SD1710 Job Search Techniques

Description:

This course is designed to give students an introduction to the critical elements of effective job search techniques.

Course Outcomes:

Upon completion of this course, students will be able to:

- Demonstrate effective use of job search techniques.

Pre-Requisites: None

Objectives & Content:

1. Identify and examine employment trends and opportunities.
2. Identify sources that can lead to employment.
3. Access and review information on the Newfoundland and Labrador Apprenticeship and Certification Web site and the Apprenticeship Employment Gateway.
4. Analyze job ads and discuss the importance of fitting qualifications to job requirements.
5. Identify and discuss employability skills as outlined by the Conference Board of Canada.
6. Discuss the necessity of fully completing application forms.
7. Establish the aim/purpose of a resume.
8. Explore characteristics of effective resumes, types of resumes, and principles of resume format.
9. Explore characteristics of an effective cover letter.

10. Identify commonly asked questions in an interview.
11. Explore other employment related correspondence.
12. Explore the job market to identify employability skills expected by an employer.
13. Conduct a self-analysis and compare with general employer expectations.
14. Discuss the value of establishing and maintaining a portfolio.

Practical:

1. Complete sample application forms.
2. Write a resume.
3. Write an effective cover letter.
4. Establish a portfolio.
5. Write out answers to commonly asked questions asked during interviews.
6. Identify three potential employers from the Apprenticeship Employment gateway, Apprenticeship and Certification website.

SD1720 Entrepreneurial Awareness

Description:

This course is designed to introduce the student to the field of entrepreneurship, including the characteristics of the entrepreneur, the pros and cons of self-employment, and some of the steps involved in starting your own business.

Course Outcomes:

Upon completion of this course, the student will be able to:

- Identify the various types of business ownership, the advantages and disadvantages of self-employment and identify the characteristics of an entrepreneur.
- State the purpose and identify the main elements of a business plan.

Pre-Requisites: None

Objectives and Content:

1. Explore Self-Employment: An alternative to employment.
 - i. identify the advantages and disadvantages of a self-employment vs. regular employment
 - ii. differentiate between an entrepreneur and a small business owner
 - iii. evaluate present ideas about business people
2. Identify and discuss various types of business ownership.
 - i. explore the characteristics of entrepreneurs
 - ii. identify characteristics common to entrepreneurs
 - iii. compare one's own personal characteristics with those of entrepreneurs
 - iv. examine one's present ideas about business people
3. Identify business opportunities.
 - i. distinguish between an opportunity and an idea
 - ii. examine existing traditional and innovative business ventures
 - iii. identify and summarize the role of various agencies that support business

development

4. Review the entrepreneurial process.
 - i. explain the entrepreneurial process
 - ii. describe the purpose of a business plan

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:

1. Extensive experience in hair care.
2. Extensive experience in hair design.
3. Extensive experience in cutting (male and female) using various cutting techniques.
4. Extensive experience in basic and advanced perming using current products.
5. Extensive experience in the techniques of applying colour products to client satisfaction.
6. Subject to the availability of clients, apply principles of aesthetics.