

Pre-Employment Plan of Training



PLAN OF TRAINING

Pre-Employment

Hairstylist

March, 2020



**Government of Newfoundland and Labrador
Department of Advanced Education, Skills and Labour
Apprenticeship and Trades Certification Division**

Approved by:

A handwritten signature in blue ink that appears to read "Dave H." It is written in a cursive, flowing style.

Chairperson, Provincial Apprenticeship and Certification Board

Date: June 01, 2020

Preface

This curriculum standard is aligned with the 2020 Newfoundland and Labrador Curriculum Standard (NLCS) and the 2019 Red Seal Occupational Standard (RSOS) and National Harmonization sequencing for the Hairstylist trade. It describes the curriculum content for the Hairstylist Pre-employment training program.

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The Provincial Trade Advisory Committee (PTAC), industry representatives, instructors and apprenticeship staff provided valuable input to the development of this provincial plan of training. Without their dedication to quality apprenticeship training, this document could not have been produced.

We offer a sincere thank you.

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Plan of Training - Hairstylist

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New	May 2020	September 2020 – Pre-employment	Aligns with 2020 Newfoundland and Labrador Curriculum Standard (NLCS)

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A. RSOS Comparison Chart

A Red Seal Occupational Standard (RSOS) comparison chart is located in the Newfoundland and Labrador Curriculum Standard (NLCS).

B. Program Structure

For each and every course, a formal assessment is required for which 70% is the pass mark. A mark of 70% must be attained in both the theory examination and the practical project assignment, where applicable as documented on an official transcript.

The order of course delivery within each level can be determined by the training institution, as long as pre-requisite conditions are satisfied.

Upon completion of a Pre-employment program, individuals may be required to complete other certifications (employer or job site specific) in order to gain employment.

Pre-Employment				
Course No.	NLCS No.	Course Name	Hours	Pre-Requisite(s)
TS1510	-	Occupational Health and Safety	6	None
TS1520	-	WHMIS	6	None
TS1530	-	Standard First Aid	14	None
HT1000	HT1000	Safety-Related and Hygienic Functions	12	None
HT1010	HT1015	Tools and Equipment	9	HT1000
	HT2010			
HT1020	HT1025	Client Service Preparation	12	HT1010
HT1030	HT1035	Communication Techniques	6	None
HT1040	HT1060	Front Desk	18	None
HT1050	HT1070	Business Fundamentals I	12	None
HT1130	HT1135	Hair and Scalp Analysis and Response	30	HT1020
HT1140	HT1145	Shampoo and Condition Hair	6	HT1130
HT1230	HT1230	Wet Hair Styling I	18	HT1140
HT2230	HT2235	Wet Hair Styling II	18	HT1140
HT1240	HT1250	Dry Hair Finishing and Styling I	24	HT1140
HT2240	HT2245	Dry Hair Finishing and Styling II	30	HT1240

Pre-Employment				
Course No.	NLCS No.	Course Name	Hours	Pre-Requisite(s)
HT1305	HT1310	Hair Cutting	202	HT1140
	HT2305			
HT1325	HT1330	Facial and Nape Hair Services	24	HT1305
	HT2325			
HT1505	HT1520	Colouring	150	HT1140
	HT2505			
HT1535	HT1540	Lightening	90	HT1140
	HT2535			
HT2250	HT2255	Chemical Waving	42	HT1000
HT2260	HT2265	Chemical Relaxing	18	HT2250
HT2270	HT2275	Colour Correction	60	HT1505 HT1535
HT2280	HT2285	Extensions, Wigs and Hairpieces	12	None
HT2290	HT2290	Face and Nape Services	3	None
HT2295	HT2295	Mentoring Techniques	6	None
HT2050	HT2050	Business Fundamentals II	12	HT1050
AM1000	-	Introduction to Essential Skills	9	None
AM1101	-	Math Essentials	42	None
AM1380	-	Hairstylist Math Fundamentals	42	AM1101
CM2161	-	Communication Essentials	36	None
SD1761	-	Workplace Essentials	24	None
MC1062	-	Computer Essentials	15	None
AP1102	-	Introduction to Apprenticeship	12	None
OJ1500	-	Workplace Exposure	90	None
Total Course Credit Hours			1110	

Required Work Experience

*A student who can meet the mathematics requirement through an ACUPLACER® test may be exempted from AM1101 - Math Essentials. Please check with your training institution.

Pre-Employment

TS1510 Occupational Health and Safety

Learning Outcomes:

- Demonstrate knowledge of how to prevent accidents and illnesses.
- Demonstrate knowledge of how to improve health and safety conditions in the workplace.

Duration: 6 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Interpret the Occupational Health and Safety Act laws and regulations.
 - i. explain the scope of the act
 - application of the Act
 - Federal/Provincial jurisdictions
 - Canada Labour Code
 - rules and regulations
 - private home application
 - conformity of the Crown by the Act
2. Explain responsibilities under the Act and Regulations.
 - i. duties of employer, owner, contractors, sub-contractors, employees, and suppliers
3. Explain the purpose of joint health and safety committees.
 - i. formation of committee
 - ii. functions of committee
 - iii. legislated rights
 - iv. health and safety representation
 - v. reporting endangerment to health
 - vi. appropriate remedial action
 - vii. investigation of endangerment
 - viii. committee recommendation
 - ix. employer's responsibility in taking remedial action
4. Examine right to refuse dangerous work.
 - i. reasonable grounds for refusal
 - ii. reporting endangerment to health
 - iii. appropriate remedial action
 - iv. investigation of endangerment

- v. committee recommendation
- vi. employer's responsibility to take appropriate remedial action
- vii. action taken when employee does not have reasonable grounds for refusing dangerous work
- viii. employee's rights
- ix. assigning another employee to perform duties
- x. temporary reassignment of employee to perform other duties
- xi. collective agreement influences
- xii. wages and benefits

5. State examples of work situations where one might refuse work.

6. Describe discriminatory action.

- i. definition
- ii. filing a complaint procedure
- iii. allocated period of time a complaint can be filed with the Commission
- iv. duties of an arbitrator under the Labour Relations Act
- v. order in writing inclusion
- vi. report to commission allocated period of time to request arbitrator to deal with the matter of the request
- vii. notice of application
- viii. failure to comply with the terms of an order
- ix. order filed in the court

7. Explain duties of commission officers.

- i. powers and duties of officers
- ii. procedure for examinations and inspections
- iii. orders given by officers orally or in writing
- iv. specifications of an order given by an officer to owner of the place of employment, employer, contractor, sub-contractor, employee, or supplier
- v. service of an order
- vi. prohibition of persons towards an officer in the exercise of his/her power or duties
- vii. rescinding of an order
- viii. posting a copy of the order
- ix. illegal removal of an order

8. Interpret appeals of others.

- i. allocated period of time for appeal of an order
- ii. person who may appeal order
- iii. action taken by commission when person involved does not comply with the order
- iv. enforcement of the order
- v. notice of application
- vi. rules of court

9. Explain the process for reporting of accidents.
 - i. application of act
 - ii. report procedure
 - iii. reporting notification of injury
 - iv. reporting accidental explosion or exposure
 - v. posting of act and regulations

Practical Requirements:

1. Conduct an interview with someone in your occupation on two or more aspects of the act and report results.
2. Conduct a safety inspection of shop area.

TS1520 Workplace Hazardous Materials Information System (WHMIS)

Learning Outcomes:

- Demonstrate knowledge of Interpreting and applying the Workplace Hazardous Materials Information System (WHMIS) Regulation under the Occupational Health and Safety Act.

Duration: 6 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Define WHMIS safety.
 - i. rational and key elements
 - ii. history and development of WHMIS
 - iii. WHMIS legislation
 - iv. WHMIS implementation program
 - v. definitions of legal and technical terms
2. Examine hazard identification and ingredient disclosure.
 - i. prohibited, restricted and controlled products
 - ii. classification and the application of WHMIS information requirements
 - iii. responsibilities for classification
 - the supplier
 - the employer
 - the worker – Classification: rules and criteria
 - information on classification
 - classes, divisions and subdivision in WHMIS
 - general rules for classification
 - Class A – compressed gases
 - Class B – flammable and combustible materials
 - Class C – oxidizing material
 - Class D – poisonous and infectious material
 - Class E – corrosive material
 - Class F – dangerously reactive material
 - iv. products excluded from the application of WHMIS legislation
 - consumer products
 - explosives
 - cosmetics, drugs, foods and devices
 - pest control products
 - radioactive prescribed substances
 - wood or products made of wood
 - manufactured articles

- tobacco or products of tobacco
- hazardous wastes
- products handled or transported pursuant to the Transportation of Dangerous Goods (TDG) Act
- v. comparison of classification systems – WHMIS and TDG
- vi. general comparison of classification categories
- vii. detailed comparison of classified criteria

3. Explain labeling and other forms of warning.

- i. definition of a WHMIS label
 - supplier label
 - workplace label
 - other means of identification
- ii. responsibility for labels
 - supplier responsibility
 - employer responsibility
 - worker responsibility
- iii. introduce label content, design and location
 - supplier labels
 - workplace labels
 - other means of identification

4. Introduce material safety data sheets (MSDS).

- i. definition of a material safety data sheet
- ii. purpose of the data sheet
 - responsibility for the production and availability of data sheets
 - supplier responsibility
 - employer responsibility
 - workers responsibility

Practical Requirements:

1. Locate WHMIS label and interpret the information displayed.
2. Locate a MSDS sheet for a product used in the workplace and determine what personal protective equipment and other precautions are required when handling this product.

TS1530 Standard First Aid

Learning Outcomes:

- Demonstrate knowledge of recognizing situations requiring emergency action.
- Demonstrate knowledge of making appropriate decisions concerning first aid.

Duration: 14 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Complete a **St. John Ambulance or Canadian Red Cross** Standard First Aid Certificate course.

HT1000 Safety-Related and Hygienic Functions

Learning Outcomes:

- Demonstrate knowledge of safe and hygienic work practices.
- Demonstrate knowledge of regulatory requirements pertaining to safety.

Duration: 12 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Identify and describe workplace health and safety rules and regulations.
2. Describe the procedures used to maintain PPE and safety equipment.
 - i. equipment
 - fire extinguishers
 - first aid kits
 - eyewash station
3. Describe the importance of sanitation when working in a salon environment.
4. Identify hazards and describe safe work practices.
 - i. slipping
 - ii. tripping
 - iii. electrical shock
 - iv. blood spills
 - v. communicable diseases
 - vi. storing salon supplies
 - colour
 - lighteners
 - peroxide
 - chemical texturizers
 - cleaning products
 - styling products
5. Describe methods of infection control.
 - i. washing hands
 - ii. cleaning work station
 - iii. keeping garbage bins covered
 - iv. keeping towel bins covered

6. Describe methods of disposal for infectious materials.
 - i. materials
 - sharps
 - contaminated materials (towels, capes)
 - disposal
 - jurisdictional regulations
7. Identify types of PPE and safety equipment and describe their applications and limitations.
 - i. gloves
 - ii. smocks
 - iii. masks
 - iv. safety glasses
8. Describe the importance of maintaining personal hygiene.
9. Describe basic first aid requirements and techniques.

Practical Requirements:

None

HT1010 Tools and Equipment

Learning Outcomes:

- Demonstrate knowledge of regulatory requirements pertaining to the use and maintenance of tools and major equipment.
- Demonstrate knowledge of manual cutting and styling tools, their characteristics, applications, and procedures for use.
- Demonstrate knowledge of the procedures used to inspect and maintain manual cutting and styling tools.
- Demonstrate knowledge of electric tools, their characteristics, applications, and procedures for use.
- Demonstrate knowledge of the procedures used to inspect and maintain electric tools.
- Demonstrate knowledge of major equipment, their characteristics, applications, and procedures for use.
- Demonstrate knowledge of the procedures used to inspect and maintain major equipment.

Duration: 9 Hours

Pre-Requisite(s): HT1000

Objectives and Content:

1. Identify and describe health and safety rules and regulations as they pertain to manual and electric tools and major equipment.
2. Identify types of manual cutting and styling tools and describe their characteristics and applications.
 - i. cutting
 - shears
 - blades
 - ii. styling
 - combs
 - brushes
 - clips
 - rollers
3. Describe the procedures used to inspect and maintain manual styling and cutting tools.
 - i. cleaning
 - ii. disinfecting tools after use

4. Identify types of colouring tools and describe their characteristics and applications.
 - i. applicator bottles
 - ii. non-metallic bowls
 - iii. colour brushes
 - iv. reusable highlighting caps and hooks
5. Describe the procedures used to inspect and maintain colouring tools.
6. Identify types of chemical texturizing rods and describe their characteristics and applications.
7. Identify types of electric tools and describe their characteristics, applications and procedures for use.
 - i. thermal tools (curling irons, flat irons)
 - ii. hair dryers
 - iii. colour-processing equipment
 - iv. clippers
 - v. trimmers
8. Describe the procedures used to inspect and maintain electric tools.
9. Identify types of major equipment and describe their characteristics, applications and procedures for use.
10. Describe the procedures used to inspect and maintain major equipment.
 - i. electric/hydraulic chairs
 - ii. sinks
 - iii. overhead hood dryers
 - iv. stationary hood dryers
 - v. cutting stools
 - vi. hair processing lamps
 - vii. trolleys

Practical Requirements:

None

HT1020 Client Service Preparation

Learning Outcomes:

- Demonstrate knowledge of the regulatory requirements pertaining to the collection of personal information.
- Demonstrate knowledge of consultation skills.
- Demonstrate knowledge of the procedures used to plan client services.
- Demonstrate knowledge of procedures used to drape clients.
- Demonstrate knowledge of regulatory requirements pertaining to draping.
- Demonstrate knowledge of trade-related documentation and its use.

Duration: 12 Hours

Pre-Requisite(s): HT1010

Objectives and Content:

1. Describe the Personal Information Protection and Electronic Documents Act (PIPEDA) in relation to the collection of personal information.
2. Identify and describe workplace health and safety rules and regulations pertaining to draping.
3. Identify, interpret and record types of client information required from client before performing services.
 - i. style desires
 - ii. allergies
 - iii. sensitivity
 - iv. medical conditions
 - v. hair history
 - vi. formulas used
 - vii. personal information
4. Identify and interpret swatch books and colour charts.
5. Identify and interpret types of salon documents required to provide client services.
 - i. client scheduling system
 - ii. manufacturers' specifications and directions
 - iii. waivers
 - iv. client records
 - v. receipts
 - vi. consultation questionnaire

- vii. price lists
- viii. brochures

6. Describe procedures used to organize information and documents in a document management system.
7. Identify and describe hair and scalp conditions and client features.
 - i. condition of hair and scalp
 - previous chemical treatments
 - products
 - hair history
 - unfavourable conditions of scalp and hair
 - ii. client features
 - skin tone
 - hair type
 - profile
 - facial shape
 - growth patterns
8. Identify types of client services.
 - i. styling
 - ii. cutting
 - iii. chemical services
 - iv. scalp treatments
 - v. shampoo
9. Describe procedure to determine time, cost and maintenance of proposed service.
10. Describe procedures used to identify time required for service to be performed.
11. Describe the considerations required to schedule and manage time to coordinate multiple clients and services.
12. Describe procedures used to determine products, supplies, tools and equipment required for services to be performed.
13. Describe procedures used to organize products, supplies, tools and equipment.
14. Identify types of capes required for service to be performed.
 - i. waterproof
 - ii. nylon
15. Identify fasteners used to secure cape.
16. Describe procedures used to establish barrier required between neck and cape.

Practical Requirements:

1. Perform client consultation and analysis.
2. Complete a client card.
3. Perform draping.

HT1030 Communication Techniques

Learning Outcomes:

- Demonstrate knowledge of trade terminology.
- Demonstrate knowledge of effective communication practices.

Duration: 6 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Define terminology used in the trade.
2. Describe the importance of using effective verbal and non-verbal communication with people in the workplace.
 - i. other tradespeople
 - ii. colleagues
 - iii. apprentices
 - iv. supervisors
 - v. clients
 - vi. authorities having jurisdiction (AHJ)
 - vii. manufacturers
3. Identify sources of information to effectively communicate.
 - i. regulations
 - ii. codes
 - iii. occupational health and safety requirements
 - iv. AHJ requirements
 - v. company and client documentation
4. Identify communication and learning styles.
 - i. learning styles
 - seeing it
 - hearing it
 - trying it
5. Describe effective listening and speaking skills.
 - i. active listening
 - hearing
 - interpreting
 - reflecting
 - responding

- paraphrasing

6. Identify personal responsibilities and attitudes that contribute to on-the-job success.
 - i. asking questions
 - ii. working safely
 - iii. accepting constructive feedback
 - iv. time management and punctuality
 - v. respect for authority
 - vi. good stewardship of materials
 - vii. tools and property
 - viii. efficient work practice
7. Identify the value of diversity in the workplace.
8. Identify communication that constitutes harassment and discrimination.
 - i. harassment
 - objectionable conduct
 - comment or display made either on a one-time or continuous basis that demeans
 - belittles, causes personal humiliation or embarrassment to the recipient
 - cyber bullying
 - ii. discrimination prohibited based on
 - race
 - national or ethnic origin
 - colour
 - religion
 - age
 - sex
 - sexual orientation
 - gender identity or expression
 - marital status
 - family status
 - disability
 - genetic characteristics
 - pardoned conviction

Practical Requirements:

None

HT1040 Front Desk

Learning Outcomes:

- Demonstrate knowledge of performing communication duties.
- Demonstrate knowledge of the procedures for scheduling appointments.
- Demonstrate knowledge of interacting with clients.
- Demonstrate knowledge of the procedures for completing financial transactions.
- Demonstrate knowledge of procedures used for maintaining inventory.
- Demonstrate knowledge of procedures for pricing retail products.
- Demonstrate knowledge of procedures for maintaining retail displays.

Duration: 18 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Explain the importance of communicating in a professional manner with clients.
 - i. telephone
 - ii. text messages
 - iii. online messaging
 - iv. verbal
2. Explain the importance of good listening skills and digital literacy when communicating with clients.
3. Explain professional communication etiquette.
4. Explain the importance of relaying messages in a clear and timely manner.
5. Explain the importance of returning clients' communication in a timely manner.
6. Describe the importance of using effective verbal and non-verbal communication with clients when scheduling appointments.
7. Describe types of appointment booking systems and describe their characteristics and applications.
8. Describe the procedure used to identify and provide service requested when scheduling appointments.
9. Describe the importance of using effective verbal and non-verbal communication with clients when scheduling appointments.

10. Describe additional information communicated to the client when scheduling an appointment.
 - i. additional salon services
 - ii. promotions
 - iii. prices
 - iv. date
 - v. time
 - vi. length of appointment
11. Describe the importance of using effective interpersonal skills when interacting with clients.
12. Describe basic conflict resolution techniques to resolve client concerns.
13. Explain the importance of reflective listening when interacting with clients.
 - i. listening and responding to client comments and enquiries
14. Explain how costs of services performed are calculated.
 - i. services
 - ii. retail
 - iii. taxes
 - iv. discounts
 - v. miscellaneous fees
15. Explain basic principles of math to perform financial transactions.
 - i. percentages
 - ii. fractions
 - iii. additions
 - iv. subtractions
16. Identify types of point-of-sale equipment and describe their characteristics and applications.
 - i. cash register
 - ii. debit machine
 - iii. computer
 - iv. online payments
17. Explain types of methods of payment.
 - i. gift cards
 - ii. online payments
 - iii. cash
 - iv. credit
 - v. debit

18. Describe underlying principles of maintaining inventory.
19. Describe procedures used to maintain and control inventory.
20. Explain the importance of inventory systems.
21. Describe procedures used to place and create product orders.
 - i. call-in
 - ii. sales representatives
 - iii. online
22. Describe procedures used to calculate markups and markdowns on retail products.
23. Describe procedures used to operate pricing equipment for retail products.
 - i. price gun
 - ii. scanners
 - iii. manual pricing
24. Identify marketing principles in relation to the displaying of retail products.
25. Describe the importance of displaying retail products.

Practical Requirements:

1. Perform front desk duties.

HT1050 Business Fundamentals I

Learning Outcomes:

- Demonstrate knowledge of techniques used to present professionalism.
- Demonstrate knowledge of techniques used to maintain current knowledge and competence.
- Demonstrate knowledge of products and services.
- Demonstrate knowledge of techniques used to promote sales.
- Demonstrate knowledge of social media for the purpose of marketing.

Duration: 12 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Describe the importance of self-esteem, self-image and its projection.
2. Define professional image.
 - i. accountability
 - ii. reliability
 - iii. punctuality
 - iv. confidentiality
 - v. honesty
3. Identify means of staying current with new trends and their adaptations.
4. Identify means of networking.
 - i. face-to-face
 - ii. social media
5. Define professional development and the importance of attending trade shows and educational events.
 - i. seminars
 - ii. workshops
 - iii. conferences
 - iv. business planning workshops
 - v. in-salon training
6. Identify opportunities to remain current, knowledgeable and competent in the profession.
7. Identify types of products and services and describe their characteristics and applications.

- i. hair treatments
- ii. colour services
- iii. specialty services

8. Explain the importance of advising clients about products and services.
9. Identify marketing and sales principles.
10. Describe the techniques used to promote sales.
 - i. online sales
 - ii. in-salon promotions
 - iii. pre-booking
 - iv. client follow-up
 - v. referrals
 - vi. stylist recommendations
11. Identify techniques used to advertise and promote products and services on social media.
12. Explain the importance of social media for the purpose of marketing products and services.

Practical Requirements:

1. Create a personal business portfolio.

HT1130 Hair and Scalp Analysis and Response

Learning Outcomes:

- Demonstrate knowledge of hair and scalp characteristics, structure, disorders and conditions.
- Demonstrate knowledge of procedures used to analyze hair and scalp for services.
- Demonstrate knowledge of procedures used to analyze hair and scalp for chemical and non-chemical services.
- Demonstrate knowledge of procedures used to analyze and respond to unfavourable hair and scalp reactions.

Duration: 30 Hours

Pre-Requisite(s): HT1020

Objectives and Content:

1. Identify hair and scalp characteristics and structure.
 - i. hair structure
 - cuticle
 - cortex
 - medulla
 - ii. density
 - iii. porosity
 - iv. texture
 - v. wave pattern
 - vi. growth pattern
 - vii. elasticity
 - viii. stages of hair growth
 - ix. scalp structure
 - hair root
 - papilla
2. Describe procedures and techniques used to determine hair characteristics **for** before applying chemical and non-chemical services.
3. Identify types of hair and scalp disorders and conditions.
 - i. hair
 - lice nits
 - dryness
 - split ends
 - breakage

- chemical damage
- fragile hair
- compromised hair
- beaded hair
- knotted hair
- hypopigmentation
- hyperpigmentation

ii. scalp

- head lice (pediculosis capitis)
- ringworm
- cradle cap
- hypopigmentation
- hyperpigmentation
- psoriasis
- alopecia
- dandruff
- dry scalp
- oily scalp
- abrasions
- eczema
- scabies

4. Describe procedures used to inspect hair and scalp visually before applying chemical and non-chemical services.

5. Describe the impact of health on hair and scalp disorders and condition when applying chemical and non-chemical services.

6. Explain the importance of obtaining client's health conditions and medical history before applying chemical and non-chemical services.
i. medication
ii. hormonal changes
iii. allergies
iv. carcinomas
v. diet and lifestyle

7. Explain the importance of obtaining environmental factors affecting hair for chemical services.
i. water qualities
ii. air quality
iii. pollution
iv. climate change (wind, ultraviolet rays)

8. Identify types of unfavourable reactions to hair and scalp.
i. dryness

- ii. redness
- iii. burning
- iv. itchiness
- v. sores
- vi. blisters
- vii. hives
- viii. scalp abrasions
- ix. inflammation
- x. swelling

9. Describe procedures used to visually inspect hair and scalp for unfavourable hair and scalp reactions.
10. Identify types of treatments for unfavourable reactions.

Practical Requirements:

1. Perform hair and scalp analysis.
2. Perform scalp and hair treatment.

HT1140 Shampoo and Condition Hair

Learning Outcomes:

- Demonstrate knowledge of brushes, their characteristics and applications for use.
- Demonstrate knowledge of techniques used to pre-brush hair.
- Demonstrate knowledge of procedures used to control water.
- Demonstrate knowledge of the procedures used to manipulate hair and scalp using shampoo and conditioner.
- Demonstrate knowledge of hair and scalp treatment products.
- Demonstrate knowledge of the procedures used to perform hair and scalp treatments.

Duration: 6 Hours

Pre-Requisite(s): HT1130

Objectives and Content:

1. Identify types of brushes for wet, dry hair and enhancements.
 - i. enhancements
 - coloured sprays
 - hair tinsel
 - hair extensions
 - wefts
 - wiglets
 - feathers
 - beads
 - gems
 - clips
2. Identify procedures used to inspect hair visually for enhancements.
 - i. hair characteristics
 - density
 - porosity
 - texture
 - wave pattern
 - growth pattern
 - elasticity
3. Describe situations where hair brushing should be avoided.
4. Describe technique used to detangle hair.

5. Describe technique used to brush hair.
6. Describe the procedures used to control the flow and temperature of water.
 - i. water flow
 - ii. water temperature available
7. Describe the procedures used to control the direction of water.
8. Describe the distance the water nozzle should be held from head.
9. Identify types of shampoos and conditioners.
10. Describe the procedures used to choose shampoo and conditioner according to hair and scalp analysis.
11. Describe the procedures used to manipulate hair and scalp using shampoo and conditioner.
12. Identify types of hair and scalp treatments and their associated products.
13. Describe the procedures used to perform hair and scalp treatments.
14. Identify types of scalp massage equipment.
 - i. manual massagers
 - ii. electric massagers
15. Identify types of scalp massages performed by hand or with equipment.
16. Describe manipulation techniques used to massage scalp.
17. Identify benefits of a scalp massage.
 - i. enhances blood circulation
 - ii. promotes relaxation
 - iii. strengthens root of hair
 - iv. softens and conditions hair
 - v. spreads natural oils of scalp

Practical Requirements:

1. Perform a shampoo and condition.

HT1230 Wet Hair Styling I

Learning Outcomes:

- Demonstrate knowledge of styling aids and their benefits.
- Demonstrate knowledge of the applications used to apply styling aids.
- Demonstrate knowledge of techniques used to dry hair.
- Demonstrate knowledge of principles of styling hair.
- Demonstrate knowledge of arranging hair using freestyle techniques.
- Demonstrate knowledge of techniques used to style hair using finger waves and pin curls.

Duration: 18 Hours

Pre-Requisite(s): HT1140

Objectives and Content:

1. Identify types of styling aids for wet hair and describe their benefits.
 - i. mousse
 - ii. shine drops
 - iii. serums
 - iv. gel
 - v. thermal protectors
 - vi. setting lotions
 - vii. volumizers
 - viii. setting spray
 - ix. leave-in conditioner
 - x. toning spray
 - xi. sea salt spray
2. Describe the applications for using styling aids.
 - i. weight
 - ii. shape
 - iii. natural fall
 - iv. growth patterns
 - v. density
 - vi. texture
 - vii. porosity
 - viii. elasticity
 - ix. overall health
3. Identify safety practices when using drying equipment.
 - i. directing air flow away from scalp
 - ii. adjusting airflow temperature

- iii. keeping a safe distance between hair dryer and hair strand
- 4. Identify types of pre-drying techniques and describe their characteristics and applications.
 - i. blotting hair with towel to shorten drying time
 - ii. rough drying with fingers and hair dryer
- 5. Identify types of drying techniques and describe their characteristics and applications.
 - i. brush drying
 - ii. finger drying
 - iii. hood drying
 - iv. diffusing
 - v. scrunching
- 6. Identify drying equipment used to dry hair.
 - i. hair dryers
 - ii. hood dryers
 - iii. hot air brushes
 - iv. lamps
- 7. Identify types of styling tools used to style hair.
 - i. brushes
 - ii. combs
 - iii. rollers
 - iv. clips
- 8. Describe techniques used to dry hair with styling tools.
- 9. Describe technique used to set temperature on drying equipment to protect integrity of hair and scalp.
- 10. Describe technique used with hot and cold temperature variations to set hair.
- 11. Describe elements and principles of design.
 - i. shape
 - ii. form
 - iii. movement
 - iv. balance
 - v. rhythm
 - vi. symmetry
 - vii. line
 - viii. colour
 - ix. emphasis
 - x. proportion

12. Describe the procedure used to determine starting point and desired results used to style hair using finger waves and pin curls.
13. Identify style requirements.
 - i. volume
 - ii. form
 - iii. texture
 - iv. design
 - v. colour
 - vi. emphasis
14. Explain the importance of staying current on trends and styles.
15. Identify types of styling aids used to freestyle hair.
16. Describe the procedure used to style hair using freestyle techniques.

Practical Requirements:

1. Perform pin curls and finger waves.

HT2230 Wet Hair Styling II

Learning Outcomes:

- Demonstrate knowledge of principles of styling hair.
- Demonstrate knowledge of techniques used to set wet hair into style pattern using setting tools.
- Demonstrate knowledge of techniques used to style hair using finger waves and pin curls.

Duration: 18 Hours

Pre-Requisite(s): HT1140

Objectives and Content:

1. Describe elements and principles of design.
 - i. shape
 - ii. form
 - iii. movement
 - iv. balance
 - v. rhythm
 - vi. symmetry
 - vii. line
 - viii. colour
 - ix. emphasis
 - x. proportion
2. Identify style requirements.
 - i. indentation
 - ii. direction
 - iii. volume
 - iv. texture
3. Explain the importance of staying current on trends and styles.
4. Describe the procedures used to determine size, type of setting tool and style pattern.
5. Explain the various setting tool positions and placements and their effects on the outcome created by different base placement.
 - i. placements
 - on-base
 - off-base

- half-off base
 - under-directed
 - over-directed
 - ii. effects
 - spiral
 - barrel curls
 - end curls
 - root curls
- 6. Describe the procedure used to determine starting point and desired results used to style hair using finger waves and pin curls.
- 7. Identify types of clips, fasteners and drying equipment used to hold and dry curls.
- 8. Identify types of curls created using moulding and sculpting techniques.
 - i. curls
 - cascade
 - barrel
 - stand up
 - sculpted
 - open-ended
 - closed-ended
 - full stem
 - half stem
 - no stem
 - ii. fasteners
 - clips
 - picks
 - clamps
 - iii. drying equipment
 - hair dryer
 - hood dryer
- 9. Describe sculpting techniques used to style hair into desired results.
- 10. Describe procedures used to comb out and finish hair.
 - i. comb out
 - backcombing
 - back brushing
 - teasing
 - ii. finish hair
 - smoothing
 - polishing
 - tucking
 - checking silhouette

- using finishing spray

Practical Requirements:

1. Perform:
 - i. roller sets
 - ii. pin curl sets
 - iii. finger wave sets
2. Finish hairstyle according to desired results.

HT1240 Dry Hair Finishing and Styling I

Learning Outcomes:

- Demonstrate knowledge of styling and finishing aids for dry hair, their characteristics and applications.
- Demonstrate knowledge of procedures for using styling and finishing aids.
- Demonstrate knowledge of principles of styling hair.
- Demonstrate knowledge of techniques used to style hair using thermal tools and equipment, and styling tools.
- Demonstrate knowledge of techniques used to comb out hair.
- Demonstrate knowledge of techniques used to finish hair.

Duration: 24 Hours

Pre-Requisite(s): HT1140

Objectives and Content:

1. Identify types of styling aids and describe their characteristics and applications.
 - i. thermal protector
 - ii. serums
 - iii. gels
 - iv. mousse
 - v. pomade
 - vi. clays
 - vii. wax
 - viii. volumizers
 - ix. dry shampoo
 - x. root sprays
 - xi. texturizing sprays
 - xii. fibre paste
2. Identify types of finishing aids and describe their characteristics and applications.
 - i. flexible hold sprays
 - ii. firm hold sprays
 - iii. sparkle sprays
 - iv. colour sprays
3. Describe the procedures used for applying styling and finishing aids to hair.
4. Describe elements and principles of design.
 - i. shape
 - ii. form

- iii. movement
- iv. balance
- v. rhythm
- vi. symmetry
- vii. line
- viii. colour
- ix. emphasis
- x. proportion

5. Identify style requirements.

- i. direction
- ii. volume
- iii. texture
- iv. balance
- v. temperature of thermal tools and equipment

6. Explain the importance of staying current on trends and styles.

7. Describe and explain safety practices when using thermal tools and equipment, and styling tools.

- i. protecting scalp with comb when using thermal tools
- ii. directing air flow away from scalp
- iii. testing temperature of thermal tools and equipment
- iv. maintaining integrity of cords and equipment

8. Identify types of thermal tools and equipment, and describe their characteristics and applications.

- i. thermal tools
 - curling wands
 - curling irons
 - flat irons
 - texture irons
 - hot rollers
 - airbrush
- ii. thermal equipment
 - hood dryer
 - hair dryer

9. Identify types of styling tools and describe their characteristics and applications.

- i. combs
- ii. clips
- iii. rollers
- iv. brushes

10. Describe brushing and combing techniques used to prepare hair for thermal styling.
11. Describe techniques used to style hair using thermal tools and equipment.
12. List safety practices when using thermal tools and equipment, and styling tools.
13. Describe techniques used to create a foundation and support.
14. Describe how styling tools and aids are used to achieve a finished look.
15. Describe techniques used to smooth and finish hair.

Practical Requirements:

1. Perform an updo using backcomb and finishing techniques.
2. Style hair with thermal tools.

HT2240 Dry Hair Finishing and Styling II

Learning Outcomes:

- Demonstrate knowledge of principles of styling hair.
- Demonstrate knowledge of techniques used to style updos.
- Demonstrate knowledge of techniques used to create hairstyle with hair additions.
- Demonstrate knowledge of home maintenance methods for hair additions.
- Demonstrate knowledge of techniques used to comb out hair.
- Demonstrate knowledge of techniques used to finish hair.

Duration: 30 Hours

Pre-Requisite(s): HT1240

Objectives and Content:

1. Describe elements and principles of design.
 - i. shape
 - ii. form
 - iii. movement
 - iv. balance
 - v. rhythm
 - vi. symmetry
 - vii. line
 - viii. colour
 - ix. emphasis
 - x. proportion
2. Identify style requirements.
 - i. direction
 - ii. volume
 - iii. texture
 - iv. balance
 - v. length
3. Describe the importance of staying current on trends and styles.
4. Identify types of tools and styling aids used to design an updo.
5. Describe the brushing and combing techniques used to prepare hair for an updo style.
6. Describe techniques used to insert pins securely.

- i. ornamentations
 - feathers
 - headbands
 - clips
 - barrettes
 - beads
 - gems
 - wefts
 - extensions
- 7. Describe the methods used for sew-in updos.
- 8. Identify types of hair additions.
 - i. clip-ins
 - ii. tape-ins
 - iii. weaves
 - iv. pre-bonded
 - v. fusion
 - vi. micro-link
 - vii. loop-and-lock
 - viii. glue-in
 - ix. glue-on
 - x. sew-in
 - xi. nano-link
- 9. Describe the brushing and combing techniques used to prepare hair for hair additions.
- 10. Describe techniques used to create a foundation and support for hair additions.
- 11. Describe techniques used to secure hair additions.
- 12. Describe home maintenance methods for hair additions.
- 13. Describe techniques used to create a foundation and support.
 - i. texturizing sprays
 - ii. paste
- 14. Identify types of styling tools and aids used to achieve a finished look.
 - i. tools
 - combs
 - clips
 - rollers
 - brushes
 - ii. styling aids
 - thermal protector

- serums
- gels
- mousse
- pomade
- clays
- wax
- volumizers
- dry shampoo
- root sprays

15. Describe techniques used to smooth and finish hair.
 - i. smoothing
 - ii. polishing
 - iii. tucking
 - iv. checking silhouette
 - v. using finishing spray

Practical Requirements:

1. Create a finished look with a foundation for ornamentation.

HT1305 Hair Cutting

Learning Outcomes:

- Demonstrate knowledge of elements and principles of cutting design.
- Demonstrate knowledge of haircuts with and without elevation.
- Demonstrate knowledge of the techniques used to cut hair with and without elevation.
- Demonstrate knowledge of techniques used to customize haircuts
- Demonstrate knowledge of ergonomics related to cutting hair.

Duration: 202 Hours

Pre-Requisite(s): HT1140

Objectives and Content:

1. Interpret client consultation results to determine cutting design.
2. Identify prominent or irregular features.
3. Identify analysis of hair characteristics.
 - i. weight
 - ii. shape
 - iii. natural fall
 - iv. growth patterns
 - v. density
 - vi. texture
 - vii. porosity
 - viii. elasticity
 - ix. overall health
 - x. form
4. Describe ergonomics related to holding tools and to body position.
5. Identify current trends and techniques for customizing haircuts.
6. Identify types of haircuts.
 - i. with elevation
 - tapers
 - fades
 - layered
 - graduated
 - ii. without elevation

- blunt
- solid form (one-length)
- A-line bobs
- page boy

iii. customized cuts

7. Determine where excess hair needs to be removed when performing haircuts.

- i. with elevation
- ii. without elevation
- iii. customized

8. Identify types of cutting tools used for cutting hair and describe their characteristics and applications.

- i. with elevation
 - conventional shears
 - razors
 - texturizing shears
 - clippers
 - combs
 - clips
- ii. without elevation
 - conventional shears
 - combs
 - clips
- iii. customized cuts

9. Identify objectives of customizing haircuts.

- i. increased volume
- ii. reduced bulk
- iii. accentuated effects

10. Describe applications for customizing techniques.

11. Describe applications and methods for customizing haircuts.

- i. undercutting
- ii. texturizing
- iii. slithering
- iv. chunking
- v. feathering
- vi. c-shaping
- vii. scooping

12. Identify cutting techniques used for cutting hair.

- i. with elevation

- point cutting
- slide cutting
- disconnection
- blunt cutting

- ii. without elevation
 - disconnected
 - zero degree elevation
- iii. guidelines
 - interior
 - perimeter
 - travelling
 - stationary
- iv. maintaining control
 - combing sections and subsections
 - applying necessary tension
 - holding hair at desired angle
 - maintaining natural fall

13. Identify horizontal and diagonal lines and angles used in cutting hair.

- i. with elevation
- ii. without elevation
- iii. customized

14. Explain the difference between a stationary guide and a travelling guide.

15. Explain the function of a stationary guide when cutting hair.

- i. with elevation
- ii. without elevation

16. Identify combing and sectioning techniques.

17. Identify the correct distribution of hair in relation to the sectioning line.

18. Describe the purpose of elevations and angles used in cutting hair.

19. Describe the outcome of the finished cut when using over-directed elevation.

20. Explain horizontal, vertical and diagonal lines and angles used in hair cutting.

- i. with elevation
- ii. without elevation
- iii. customized

21. Describe the purpose of maintaining consistent tension and moisture on the hair during cutting service.

- i. with elevation

- ii. without elevation
- iii. customized

22. Explain the importance of cross-checking during haircut.

Practical Requirements.

1. Perform haircuts, based upon consultation and analysis of clients, using various tools.
2. Perform customized haircuts, based upon consultation and analysis of clients, using various tools and methods.

HT1325 Facial and Nape Hair Services

Learning Outcomes:

- Demonstrate knowledge of principles involved in analyzing facial and nape hair.
- Demonstrate knowledge of the technique used to trim facial and nape hair.
- Demonstrate knowledge of the technique used to remove facial and nape hair with straight razor.

Duration: 24 Hours

Pre-Requisite(s): HT1305

Objectives and Content:

1. Identify facial and nape hair growth patterns.
2. Identify facial and nape hair density.
3. Identify skin characteristics.
 - i. sensitivities
 - ii. blemishes
 - iii. growths
4. Identify facial and nape shape.
5. Identify beard, moustache and sideburn styles.
 - i. goatee
 - ii. pencil
 - iii. handlebar
 - iv. lambchop
 - v. muttonchops
 - vi. chinstrap
 - vii. lumberjack
6. Identify cutting tools used for trimming facial and nape hair.
 - i. shears
 - conventional
 - texturizing
 - ii. razors
 - iii. clippers
 - iv. trimmers
 - v. blades

- vi. outliners
- 7. Identify finishing and grooming techniques used when trimming facial and nape hair.
 - i. facial hair grooming
 - ii. eyebrow and ear hair grooming
 - iii. stray hair removal
 - iv. brushing off loose hair
- 8. Describe combing and sectioning techniques for trimming facial and nape hair.
- 9. Describe detailing techniques when trimming facial and nape hair.
 - i. using inverted trimmers to create sharp lines
 - ii. using clipper blade by rocking to create a soft fade
 - iii. laying trimmer blade flat while moving against skin
- 10. Explain the importance of checking trim balance.
- 11. Describe procedure used to determine outline and shape of desired results when removing facial and nape hair with straight razor.
- 12. Describe technique used to cut facial and nape hair with straight razor.
- 13. Explain the purpose of applying hot towels and shaving lather prior to facial shaving.
- 14. Explain the benefits of applying aftershave and moisturizer to skin after removing facial and nape hair using a straight razor.

Practical Requirements:

1. Perform a shave on a balloon/mannequin.
2. Perform a neck trim.
3. Perform a straight razor shave on a client.
4. Perform a beard, moustache and sideburn design.

HT1505 Colouring

Learning Outcomes:

- Demonstrate knowledge of regulatory requirements and safety practices.
- Demonstrate knowledge of hair colouring products and developers, their characteristics and applications.
- Demonstrate knowledge of techniques used to colour virgin hair.
- Demonstrate knowledge of techniques used to colour regrowth.
- Demonstrate knowledge of techniques used to colour hair using colour placement and application techniques.

Duration: 150 Hours

Pre-Requisite(s): HT1140

Objectives and Content:

1. Identify and describe workplace safety practices and jurisdictional regulations when processing hair with colour and lightener.
 - i. practices
 - performing patch test
 - protecting skin and clothing
 - monitoring client safety and comfort
 - following manufacturers' specifications and directions
2. Explain the law of colour.
3. Explain the level system of colour identification.
4. Describe the effects of warm and cool tones to formulas.
5. Describe the factors which influence how colour is applied to hair.
 - i. natural level of hair
 - ii. desired results
 - iii. underlying pigment
 - iv. percentage of grey
 - v. hair integrity
6. Explain the influence of underlying/contributing pigmentation in hair when formulating hair colouring products.
 - i. hair colouring products
 - temporary
 - semi
 - demi

- permanent

7. Identify types of hair colouring products and describe their characteristics and applications.
 - i. highlights
 - ii. full head
 - iii. partial head
8. Identify types of developers and describe their characteristics and applications.
 - i. 5 volume
 - ii. 10 volume
 - iii. 20 volume
 - iv. 30 volume
 - v. 40 volume
9. Identify non-oxidative and oxidative hair colouring products.
10. Explain the effects of non-oxidative and oxidative hair colouring products on the hair structure.
11. Interpret manufacturers' specifications and directions on hair colouring products.
12. Describe procedures used to determine the texture and integrity of the hair.
13. Describe procedures used to determine the formula and application techniques to colour hair.
 - i. virgin hair
 - foiling
 - blocking
 - freehand
 - ii. regrowth
 - bowl and brush
 - bottle
 - iii. colour placement and application techniques
 - foiling
 - blocking
 - freehand
 - special effects
14. Describe procedures used to determine the formula and application techniques to colour virgin hair.
15. Identify types of tools used for application and describe their characteristics and applications.
 - i. resources

- swatch books
- colour charts

- ii. tail comb
- iii. non-metallic clips
- iv. foils
- v. cotton
- vi. non-metallic bowls
- vii. application brush
- viii. application bottle

16. Describe procedures used to prepare colour mixture.
17. Describe techniques used to apply colour to hair.
 - i. virgin
 - ii. regrowth
18. Describe the importance of regrowth application not overlapping on previously coloured hair.
19. Describe procedures used to perform patch test.
20. Describe procedures used to perform strand test.
 - i. on virgin hair
 - ii. on regrowth
 - when refreshing ends

Practical Requirements:

1. Formulate and apply colour.
2. Perform special effects on clients.

HT1535 Lightening

Learning Outcomes:

- Demonstrate knowledge of regulatory requirements and safety practices when lightening hair.
- Demonstrate knowledge of lighteners and developers, their characteristics and applications.
- Demonstrate knowledge of toning products, their characteristics and applications.
- Demonstrate knowledge of techniques used to lighten virgin hair.
- Demonstrate knowledge of techniques used to lighten regrowth.
- Demonstrate knowledge of techniques used to tone pre-lightened hair.
- Demonstrate knowledge of techniques used to lighten using special effects.

Duration: 90 Hours

Pre-Requisite(s): HT1140

Objectives and Content:

1. Identify and describe workplace safety practices and jurisdictional regulations for processing hair with lightener and toner to achieve desired results.
 - i. practices
 - performing patch test
 - protecting skin and clothing
 - monitoring client safety and comfort
 - following manufacturers' specifications and directions
2. Describe the effects of lightening and toning hair, its uses, advantages and disadvantages.
3. Describe the factors which influence how lightener is applied to hair.
 - i. natural level of hair
 - ii. desired results
 - iii. underlying pigment
 - iv. percentage of grey
 - v. hair integrity
4. Identify types of lighteners and toners, and describe their characteristics and applications.
 - i. lighteners
 - oil lighteners
 - cream lighteners
 - powder lighteners

- clay-based lighteners
- developers

ii. toners

- temporary
- semi
- demi

5. Identify types of developers and describe their characteristics and applications.

- i. 10 volume
- ii. 20 volume
- iii. 30 volume
- iv. 40 volume

6. Identify the physical changes that occur to hair as a result of processing.

7. Explain the composition and chemical action of products used to lighten and tone hair colour.

8. Explain the importance of understanding the compatibility of products on previously chemically treated hair.

9. Describe procedures used to determine the texture and integrity of the hair.

- i. virgin hair
- ii. regrowth

10. Describe procedures used to determine the lightening and toning formula.

11. Describe techniques used to apply lightening and toner to hair.

- i. virgin hair
- ii. regrowth
- iii. special effects

12. Identify types of tools used for application of lightener and toner and describe their characteristics and application.

- i. virgin hair and regrowth
 - resources
 - swatch books
 - colour charts
 - tail comb
 - non-metallic clips
 - paddle boards
 - foils
 - cotton
 - non-metallic bowls
 - application brush

- application bottle
- ii. customized placement (special effects) and techniques
 - comb
 - brush
 - foils
 - stencils
 - sponges
 - airbrushes
- 13. Describe procedures used to prepare lightening and toning mixture to hair.
- 14. Describe techniques used to apply lightener and toner to hair.
- 15. Describe guidelines used to establish lightening and toner processing time.
- 16. Describe procedures used to perform strand test.

Practical Requirements:

1. Perform a strand and patch test.
2. Perform lightening service on a clients.
3. Perform special effects and toner on clients.

HT2250 Chemical Waving

Learning Outcomes:

- Demonstrate knowledge of techniques used to wrap hair for chemical waving.
- Demonstrate knowledge of safety practices when wrapping hair for chemical waving and neutralizing.
- Demonstrate knowledge of chemical waving and neutralizing solutions.
- Demonstrate knowledge of techniques used to apply waving and neutralizing solutions.
- Demonstrate knowledge of the chemical effects of waving in relation to the structure of the hair.
- Demonstrate knowledge of the techniques used to remove waving and neutralizing solutions and excess moisture.
- Demonstrate knowledge of the chemical effects of neutralizing in relation to the structure of the hair.
- Demonstrate knowledge of techniques used to remove tools from hair.

Duration: 42 Hours

Pre-Requisite(s): HT1000

Objectives and Content:

1. Identify types of tools used to wrap hair for chemical waving and describe their different curl outcomes.
2. Describe the combing techniques used to prepare hair for wrapping.
3. Identify sectioning patterns used to prepare hair for wrapping.
4. Identify types of wrapping techniques, patterns and their outcomes.
 - i. techniques
 - bookend
 - single-paper
 - double-paper
 - ii. patterns
 - single halo wrap
 - specialty wrap
 - brick lay
 - straight back
 - 6-panel
 - spiral
 - double halo

- 9-block
- double rod

5. Identify types of end paper techniques.
6. Describe safety practices when wrapping hair for chemical waving for client safety and comfort.
 - i. applying protective cream
 - ii. securing cotton at hairline
 - iii. using chemical cape
 - iv. using safety equipment and PPE
 - v. changing cotton
7. Identify types of waving solutions used to modify texture of hair, their characteristics and applications.
 - i. acid-balanced
 - ii. buffered alkaline
 - iii. alkaline
 - iv. exothermic
 - v. endothermic
8. Identify purpose of neutralizing solution used to neutralize hair, its characteristics and applications.
9. Describe the physical and chemical actions on the hair.
10. Explain the pH scale in relation to chemical waving and neutralizing.
11. Explain the air oxidizing process in relation to reforming.
12. Describe the neutralizing process in relation to reforming.
13. Describe the techniques used to apply waving and neutralizing solutions.
14. Explain the importance of saturating the hair with solutions.
15. Describe effect of solution processing time on the hair's structure.
16. Describe changes to hair during the waving process.
17. Describe procedures used to perform test curls.
 - i. s-curl formation
 - ii. ribboning
 - separation and grouping

18. Explain the importance of setting the water temperature and pressure when rinsing solutions.
19. Explain the importance of removing all solutions from hair.
20. Explain the air oxidizing process.
21. Explain the importance of removing excess moisture from hair before applying neutralizing solution.
22. Describe the changes to hair during the neutralizing process.
23. List the safety practices when applying waving and neutralizing solutions to hair for client comfort and safety.
24. Describe techniques used to remove tools from hair.

Practical Requirements:

1. Perform a double halo on a mannequin.

HT2260 Chemical Relaxing

Learning Outcomes:

- Demonstrate knowledge of chemical relaxing and neutralizing products, their characteristics and applications.
- Demonstrate knowledge of techniques used to apply chemical relaxing and neutralizing products.
- Demonstrate knowledge of the techniques used to process hair with chemical relaxing and neutralizing products.
- Demonstrate knowledge of techniques used to remove chemical relaxing and neutralizing products.
- Demonstrate knowledge of safety practices related to chemical relaxing and neutralizing products.

Duration: 18 Hours

Pre-Requisite(s): HT2250

Objectives and Content:

1. Identify types of chemical relaxing and neutralizing products, their characteristics and applications.
 - i. chemical relaxing
 - sodium hydroxide
 - ammonium thioglycolate
 - no-lye relaxers
 - smoothing systems
 - re-forming systems
 - ii. neutralizing
 - shampoos
 - liquids
 - creams
 - conditioners
2. List safety practices when processing chemical relaxing and neutralizing products to hair for client comfort and safety.
3. Describe the physical and chemical action on the hair according to hair characteristics.
 - i. hair characteristics
 - weight
 - shape
 - natural fall
 - growth patterns

- speed of curl
- density
- texture
- porosity
- elasticity
- overall health
- previous chemical treatments

4. Explain the pH scale.
5. Describe the neutralizing process.
6. Describe techniques used to apply chemical relaxing and neutralizing products.
7. Identify tools used to apply chemical relaxing and neutralizing products.
 - i. non-metallic bowl
 - ii. application brush
 - iii. comb
 - iv. clips
 - v. flat irons
 - vi. dryers
 - vii. round brush
 - viii. chemical cape
 - ix. cotton
 - x. PPE
8. Describe safety practices when applying chemical relaxing and neutralizing products to hair for client comfort and safety.
 - i. using barrier creams and base cream
 - ii. using chemical capes
 - iii. using protective cotton
 - iv. using safety equipment and PPE
9. Describe procedures used to perform strand test to establish processing time.
10. Describe the structural changes to hair during the relaxing and neutralizing process.
11. Describe the processes used to neutralize the hair.
12. Identify adverse reactions that could occur during relaxing process.
13. Explain the importance of setting the water temperature and pressure when rinsing chemical relaxing and neutralizing products.
14. Explain the importance of removing all chemical relaxing and neutralizing products from hair.

Practical Requirements:

1. Perform chemical relaxing on a mannequin.

HT2270 Colour Correction

Learning Outcomes:

- Demonstrate knowledge of hair colouring products and developers, their characteristics and applications.
- Demonstrate knowledge of techniques used to determine colour correction process.
- Demonstrate knowledge of colour removers and developers, their characteristics and applications.
- Demonstrate knowledge of techniques used to remove unwanted colour from hair.
- Demonstrate knowledge of regulatory requirements and safety practices.
- Demonstrate knowledge of techniques used to colour correct hair.

Duration: 60 Hours

Pre-Requisite(s): HT1505, HT1535

Objectives and Content:

1. Explain the law of colour.
2. Explain the level system of colour identification.
3. Describe the effects of warm and cool tones to formulas.
4. Explain the influence of underlying/contributing pigmentation in hair when formulating hair colouring products and removers.
5. Identify types of tools used for application of formula mixture.
6. Identify types of hair colouring products, developers and describe their characteristics and applications.
 - i. products
 - semi
 - demi
 - permanent
 - oil lighteners
 - cream lightener
 - powder lighteners
 - colour removers
 - ii. developers
 - 5 volume

- 10 volume
- 20 volume
- 30 volume
- 40 volume

7. Identify non-oxidative and oxidative hair colouring products and explain the effects they have on the hair structure.
8. Explain the importance of understanding the compatibility of products on previously chemically treated hair.
9. Explain the theory of replacing the required pigmentation of hair to achieve the level and tone desired, using colour fillers and porosity equalizer.
10. Describe procedures used to perform strand test.
11. Describe procedures used to determine the texture and integrity of hair.
12. Describe procedures used to determine the formula and application technique for colour correction.
13. Describe procedures used to formulate and apply hair colouring products.
14. Describe procedures used to determine sequence of product application for colour correction.
15. Describe procedures used to prepare formula mixture for removing unwanted colour from hair.
16. Describe techniques used to apply product for removing unwanted colour from hair.
17. Describe procedures used to establish processing time.
18. Describe the effects of colour removers their uses, advantages and disadvantages.

Practical Requirements:

1. Perform colour correction on clients.

HT2280 Extensions, Wigs and Hairpieces

Learning Outcomes:

- Demonstrate knowledge of extensions, wigs and hairpieces, their characteristics and applications.
- Demonstrate knowledge of customizing extensions, wigs and hairpieces.
- Demonstrate knowledge of fitting wigs and hairpieces.
- Demonstrate knowledge of techniques used to add extensions to existing hair.
- Demonstrate knowledge of the techniques used to maintain extensions, wigs and hairpieces.
- Demonstrate knowledge of techniques used to remove extensions, wigs and hairpieces.

Duration: 12 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Identify types of extensions, wigs and hairpieces, and describe their characteristics and applications.
 - i. synthetic
 - ii. human and animal hair
 - iii. handmade
 - iv. machine made
2. Describe the consultation process when selecting extensions, wigs and hairpieces.
 - i. matching hairpiece or extension to existing hair
 - ii. matching wig
 - iii. hairpiece or extension to complement skin tone and personal style
 - iv. preparing cost estimate before ordering
 - v. discussing medical concerns
3. Describe the importance of analyzing and determining hair characteristics and colour to match or create special effect.
 - i. hair characteristics
 - density
 - porosity
 - texture
 - wave pattern
 - growth pattern
 - elasticity

4. Identify types of application techniques used to attach extensions and hairpieces.
 - i. bonding
 - ii. clipping
 - iii. sewing
 - iv. weaving
 - v. fusion
 - vi. taping
5. Describe considerations to determine fastening method.
6. Describe how cutting techniques and procedures are adapted for styling extensions, wigs and hairpieces.
 - i. combing techniques
 - ii. sectioning techniques
 - iii. thinning and texturizing techniques
 - iv. layering techniques
 - v. visual inspection for accuracy
7. Identify types of styling and cutting tools used for styling extensions, wigs and hairpieces.
8. Describe how styling techniques and procedures are adapted for extensions, wigs and hairpieces.
 - i. securing addition to remain stationary during procedure
 - ii. combing techniques
 - iii. sectioning techniques
 - iv. blending techniques
 - v. final fitting or finishing
9. Describe how colouring techniques and procedures are adapted for extensions, wigs and hairpieces.
 - i. fibre type
 - synthetic
 - natural
10. Identify types of head measurements required to achieve fit and comfort of wig or hairpiece.
 - i. hairline-to-nape
 - ii. ear-to-ear
 - iii. temple-to-temple
11. Identify application techniques used to fasten wigs and hairpieces.
 - i. application techniques
 - bonding
 - clipping
 - sewing

- weaving
 - fusion
 - ii. fasteners
 - tape
 - clips
 - adhesives
 - bobby pins
- 12. Identify application techniques used to attach hair extensions to existing hair.
- 13. Describe how cutting and styling techniques and procedures are adapted for extensions.
- 14. Identify types of materials, products and tools used to clean and maintain extensions, wigs and hairpieces.
- 15. Describe techniques used to clean extensions, wigs and hairpieces.
- 16. Describe techniques used to reposition and reattach extensions, wigs and hairpieces.
- 17. Describe precautions that must be taken when removing extensions, wigs and hairpieces.
- 18. Identify types of products, tools and equipment used when removing extensions, wigs and hairpieces.

Practical Objectives:

1. Perform a toupee pattern.

HT2290 Face and Nape Services

Learning Outcomes:

- Demonstrate knowledge of depilatory facial and nape services.
- Demonstrate knowledge of safety requirements pertaining to performing depilatory facial and nape services.
- Demonstrate knowledge of hair colouring products and developers, their characteristics and applications.
- Demonstrate knowledge of techniques used to colour facial hair.
- Demonstrate knowledge of regulatory requirements and safety practices when colouring hair.

Duration: 3 Hours

Pre-Requisites: None

Objectives and Content:

1. Identify types of tools and depilatory products and describe their characteristics and applications.
 - i. thread
 - ii. wax strips
 - iii. wax
 - iv. sugar
 - v. tweezers
 - vi. spatulas
 - vii. cotton strips and pads
 - viii. application tools
2. Identify depilatory services and describe their characteristics and applications.
 - i. waxing
 - ii. sugaring
 - iii. tweezing
 - iv. threading
3. Identify types of finishing products and describe their characteristics and applications.
 - i. cooling gels
 - ii. astringents
 - iii. essential oils
 - iv. wax removal oils
 - v. creams
 - vi. lotions

4. Explain the basic structure of hair follicle.
5. Explain the difference between shaving and removing hair.
6. Identify types of growth patterns for facial and nape hair.
7. Identify types of design lines for facial and nape hair.
8. Describe safety and sanitation practices while performing depilatory facial and nape services.
9. Identify and describe workplace safety practices and jurisdictional regulations when processing facial hair with colour and lightener.
 - i. techniques and practices
 - performing patch test
 - protecting skin and clothing
 - monitoring client safety and comfort
 - following manufacturers' specifications and directions

Practical Objectives:

None

HT2295 Mentoring Techniques

Learning Outcomes:

- Demonstrate knowledge of strategies for learning skills in the workplace.
- Demonstrate knowledge of strategies for teaching workplace skills.

Duration: 6 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Describe the importance of individual experience.
2. Describe the shared responsibilities for workplace learning.
3. Determine one's own learning preferences and explain how these relate to learning new skills.
4. Describe the importance of different types of skills in the workplace.
5. Describe the importance of essential skills in the workplace.
 - i. reading
 - ii. writing
 - iii. document use
 - iv. oral communication
 - v. numeracy
 - vi. thinking
 - vii. working with others
 - viii. digital technology
 - ix. continuous learning
6. Identify different learning styles.
 - i. seeing it
 - ii. hearing it
 - iii. trying it
7. Identify different learning needs and strategies to meet them.
 - i. learning disabilities
 - ii. learning preferences
 - iii. language proficiency
8. Identify strategies to assist in learning a skill.

- i. understanding the principles of instruction
- ii. developing coaching skills
- iii. being patient
- iv. providing feedback

9. Identify different roles played by a workplace mentor.

10. Describe mentoring skills.

- i. identifying the point of the skill
- ii. linking the practice and demonstration of the skill
- iii. giving feedback
- iv. assessing skills and progress

11. Explain the importance of identifying the point of a lesson and identify how to choose a good time to present a lesson.

12. Explain the importance of linking the lessons and how to adjust a lesson to different situations.

13. Identify the components of the skill (the context) and describe considerations in setting up opportunities for skill practice.

- i. guided
- ii. limited independence
- iii. full independence

14. Describe the steps required to demonstrate a skill.

- i. identifying
 - who
 - what
 - where
 - when
 - why
 - how
- ii. explaining
- iii. showing
- iv. giving encouragement
- v. following up to ensure skill is performed correctly

15. Describe a skills assessment and identify methods of assessing progress.

16. Explain the importance of providing feedback and identify techniques for giving effective feedback.

Practical Requirements:

None

HT2050 Business Fundamentals II

Learning Outcomes:

- Demonstrate knowledge of types of business ownership models.
- Demonstrate knowledge of market research demographics.
- Demonstrate knowledge of business identity and brand.
- Demonstrate knowledge of jurisdictional regulations.
- Demonstrate knowledge of financial planning.
- Demonstrate knowledge of business accounting.
- Demonstrate knowledge of floor plan design.
- Demonstrate knowledge of insurance needs.
- Demonstrate knowledge of staffing requirements.
- Demonstrate knowledge of equipment and supplies needs.
- Demonstrate knowledge of salon policies and procedures.

Duration: 12 Hours

Pre-Requisite(s): HT1050

Objectives and Content:

1. Explain the types of business ownership models.
 - i. sole proprietorship
 - ii. partnership
 - iii. corporation
 - iv. franchise
 - v. booth or chair rental
2. Identify target market and location.
 - i. population
 - ii. competition
 - iii. average income
 - iv. demographics
3. Describe importance of business identity and brand.
 - i. decor
 - ii. signage
 - iii. website
 - iv. business cards
 - v. branding
 - vi. business logo
 - vii. marketing plan
4. Describe methods to develop a business identity and brand.

5. Explain the importance of jurisdictional regulations.
6. Identify different types of business regulations and describe the steps to comply with the regulations.
7. Describe the importance of financial planning and the procedures used to conduct a financial plan.
 - i. budgets
 - ii. revenue projections
 - iii. goal setting
 - iv. salaries
8. Explain methods used to secure financing.
 - i. budgets
 - ii. revenue projections
 - iii. goal setting
 - iv. salaries
9. Identify how to set up payroll deductions and tax accounts and explain the different types.
10. Describe the importance of obtaining professional services.
 - i. accounting
 - ii. legal
11. Explain concepts of floor plan design to comply with jurisdictional regulations and to maximize use of space.
 - i. utilities
 - ii. equipment
 - iii. accessibility requirements
12. Identify insurance needs, requirements and types.
 - i. building
 - ii. liability
 - iii. theft
 - iv. personal
13. Describe staffing needs.
14. Identify pay structure.
15. Describe equipment and supplies needed for start-up of salon.
 - i. chair
 - ii. shampoo sinks

- iii. tools
- iv. digital equipment

16. Describe key components contained in a policies and procedures manual and explain the importance of having salon policies and procedures in place.

Practical Requirements:

1. Develop a business plan.

AM1000 Introduction to Essential Skills

Learning Outcomes:

- Demonstrate knowledge of the nine nationally recognized essential skills.
- Demonstrate knowledge of the essential skills levels of complexity.
- Demonstrate knowledge of the essential skills required for the learners chosen trade.
- Demonstrate an awareness of essential skills assessments.

Duration: 9 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Identify and describe the essential skills recognized by the Government of Canada through the Office of Literacy and Essential Skills (OLES).
 - i. reading
 - ii. document use
 - iii. numeracy
 - iv. writing
 - v. oral communication
 - vi. working with others
 - vii. thinking
 - viii. computer use
 - ix. continuous learning
2. Describe the Levels of Complexity measurement assigned to essential skills.
3. Identify the essential skills, along with their complexity level, identified as necessary for the learner's trade.
 - i. RSOS / NOA content¹
 - ii. OLES Essential Skills Profiles²
 - iii. OLES tools and support for apprentices and tradespersons³
4. Describe the nature and purpose of essential skills assessment.
 - i. self-assessment & formal assessment tools
 - ii. indicators of deficiencies
 - iii. suggestions for improvement

5. Describe the benefits of essential skills improvement.
 - i. confidence at work
 - ii. employability
 - iii. success in apprenticeship
 - iv. wage & job advancement

Practical Requirements:

1. Complete an essential skills self-assessment addressing numeracy, document use and reading. The online **Government of Canada Essential Skills Indicator**⁴ and **Essential Skills self-assessment for the trades**⁵ are to be used unless the instructor provides a similar assessment tool or tools.
2. Participate in a group discussion about the impact of gaps in essential skills that may be revealed by the self-assessments completed, and the value of improving essential skills.

Students are graded complete or incomplete on this practical work, no grade is permitted for self-assessment performance. However, completion of the practical requirements is mandatory for completion of this unit.

Resources:

All footnotes are in the companion document “Resources for Introduction to Essential Skills” which is available online from Apprenticeship and Trade Certification.

AM1101 Math Essentials

Note: It is recommended that AM1101 be delivered in the first semester of the Pre-employment program.

Learning Outcomes:

- Demonstrate knowledge of essential numeracy skills.
- Demonstrate knowledge of mathematics as a critical element of the trade environment.
- Demonstrate knowledge of mathematical principles in trade problem solving situations.
- Demonstrate the ability to solve simple mathematical word problems.

Duration: 42 Hours

Pre-Requisite(s): None

Objectives and Content:

Wherever possible, the instructor is expected to use trade specific examples to reinforce the course objectives.

1. Describe whole number operations.
 - i. read, write, count, round off, add, subtract, multiply and divide whole numbers
2. Describe the application of the order of operations in math problems.
3. Describe fraction and mixed number operations.
 - i. read, write, add, subtract, multiply and divide fractions
4. Describe decimal operations.
 - i. read, write, round off, add, subtract, multiply and divide decimals

5. Describe percent/decimal/fraction conversion and comparison.
 - i. convert between fractions, decimals and percents
6. Identify percentage operations.
 - i. read and write percentages
 - ii. calculate base, rates and percentages
7. Identify ratio and proportion operations.
 - i. use a ratio comparing two quantities with the same units
 - ii. use a proportion comparing two ratios
8. Describe the use of the imperial measurement system in math problems.
 - i. identify units of measurement
 - length
 - mass
 - area
 - volume
 - capacity
9. Describe the use of the metric measurement system in math problems.
 - i. identify units of measurement
 - length
 - mass
 - area
 - volume
 - capacity
10. Identify angles, lines and geometric shapes.
 - i. use a protractor to measure angles
 - ii. determine whether an angle is right, acute or obtuse
 - iii. identify parallel, perpendicular, horizontal and vertical lines
 - iv. identify types of triangles, quadrilaterals, and 3-dimensional shapes
11. Describe estimation strategies.
 - i. estimate a linear measure using a referent
 - ii. estimate length, area and volume of objects in metric and imperial systems
12. Describe problem solving that involves linear measurement using instruments such as rulers or tape measures, in the metric and imperial systems.

Practical Requirements:

To emphasize or further develop specific knowledge objectives, students will be required to complete practical demonstrations which confirm proper application of mathematical theory to job skills.

AM1380 Hairstylist Math Fundamentals

Learning Outcomes:

- Demonstrate knowledge of mathematical concepts in the performance of trade practices.
- Demonstrate knowledge of mathematics as a critical element of the trade environment.
- Solve mathematical word problems.
- Demonstrate knowledge of mathematical principles for the purposes of problem solving, job and materials estimation, measurement, calculation, system conversion, diagram interpretation and scale conversions, formulae calculations, and geometric applications.

Duration: 42 Hours

Pre-Requisite(s): AM1101

Objectives and Content:

The instructor is required to use trade specific examples to reinforce the course objectives.

1. Describe percent/decimal/fraction conversions and comparisons in trade specific situations.
2. Describe ratios and proportions as they relate to trade specific problems.
3. Describe the use of the Imperial and Metric measurement systems in trade specific applications.
4. Describe Imperial and Metric conversions in trade specific situations.
 - i. convert between imperial and metric measurements
 - ii. convert to another unit within the same measurement system
5. Describe how to manipulate formulas using cross multiplication, dividing throughout, elimination, and substitution to solve trade specific problems.
 - i. right angle triangles
 - ii. area
 - iii. volume
 - iv. perimeter
 - v. density
6. Identify calculations involving geometry that are relevant to the trade.
 - i. angle calculations

- ii. circle calculations
- 7. Identify math processes used to complete administrative trade tasks.
 - i. material estimation
 - ii. material costing
 - iii. time & labour estimates
 - iv. taxes & surcharges
 - v. markup & projecting revenue

Practical Requirements:

- 1. To emphasize or further develop specific knowledge objectives, students will be asked to complete practical demonstrations which confirm proper application of mathematical theory to job skills.

Note: This course is **non-transferable** to other trades programs, and **not eligible for prior learning assessment**. Students completing training in this trade program are required to complete this math course. Apprentice transfers under Provincial / Territorial Mobility agreements may be exempt from this requirement.

CM2161 Communication Essentials

Learning Outcomes:

- Demonstrate knowledge of the importance of well-developed writing and oral communication skills in the workplace.
- Demonstrate knowledge of the principles of effective workplace writing.
- Demonstrate knowledge of the purpose of various types of workplace documentation and workplace meetings.
- Demonstrate knowledge of the importance of effective interpersonal skills in the workplace.
- Demonstrate knowledge of effective job search techniques

Duration: 36 Hours

Pre-Requisite(s): None

Objectives and Content:

Wherever possible, the instructor is expected to use trade specific examples to reinforce the course objectives.

1. Define communications terminology used in the trade.
2. Identify the principles of effective workplace writing.
 - i. grammar, punctuation, mechanics
 - ii. sentence and paragraph construction
 - iii. tone, language, and word choice
 - iv. the writing process
 - planning
 - writing
 - editing/revising
3. Identify sources of information used to communicate in the workplace.
 - i. regulations
 - ii. codes
 - iii. OH&S requirements
 - iv. prints, drawings and specifications
 - v. company and client documentation

4. Identify types and purposes of informal workplace documents.
 - i. reports
 - incident
 - process
 - progress
 - ii. common trade specific forms
 - iii. primary and secondary methods of information gathering
 - iv. accuracy and completeness in reports and forms
5. Demonstrate an understanding of interpersonal communications in the workplace.
 - i. recognize group dynamics
 - ii. contribute information and expertise
 - iii. individual learning styles
 - audible
 - visual
 - experiential
 - theoretical
 - iv. recognize respectful and open communication
 - v. accept and provide feedback
 - vi. interpret non-verbal communication cues
 - body language
 - signals
6. Demonstrate an understanding of effective oral communication skills.
 - i. listening
 - receiving, understanding, remembering, reflecting, evaluating, paraphrasing, and responding
 - ii. speaking
 - using clear and proper words
 - tone, style, and vocabulary
 - brevity
 - iii. common workplace oral communication situations
 - introducing self and others
 - telephone conversations
 - tool box/safety talks
 - face-to-face conversations
 - communicating with co-workers, supervisors, clients, and other trades people
7. Identify common practices related to workplace meetings.
 - i. meeting formats
 - ii. meeting preparation
 - iii. agendas and minutes
 - iv. roles, responsibilities, and etiquette of meeting participants

8. Identify acceptable workplace use of communication technologies.
 - i. cell / smart phone etiquette
 - ii. voice mail
 - iii. e-mail
 - iv. texting / messaging through social media
 - v. teleconferencing / videoconferencing for meetings and interviews
 - vi. social networking
 - vii. other emerging technologies

9. Demonstrate an understanding of effective job search techniques.
 - i. employment trends, opportunities, and sources of employment
 - ii. job ads and the importance of fitting qualifications to job requirements
 - iii. resumes
 - characteristics of effective resumes
 - types of resumes
 - principles of resume formatting
 - iv. effective cover letters
 - v. job interview process
 - pre-interview preparation
 - interview conduct
 - post-interview follow up

Practical Requirements:

1. Write a well-developed, coherent, unified paragraph.
2. Complete a trade-related form.
3. Prepare an agenda for a toolbox safety talk.
4. Participate in a simulated oral workplace communication situation.
5. Prepare a resume.

SD1761 Workplace Essentials

Note: It is recommended that SD1761 be delivered in the second half of Pre-employment training.

Learning Outcomes:

- Demonstrate a knowledge of workplace requirements in the areas of personal responsibility, unions, workers compensation, workers' rights, and human rights.
- Demonstrate a knowledge of quality customer service.

Duration: 24 Hours

Pre-Requisite(s): None

Objectives and Content:

Wherever possible, the instructor is expected to use trade specific examples to reinforce the course objectives.

1. Identify personal responsibilities and attitudes that contribute to on-the-job success.
 - i. asking questions
 - ii. working safely
 - iii. accepting constructive feedback
 - iv. time management & punctuality
 - v. respect for authority
 - vi. stewardship of materials, tools and properties
2. Define unions and identify their role in the workplace.
 - i. purpose of unions
 - ii. common union structure
 - iii. unions in this trade
3. Demonstrate an understanding of the Worker's Compensation process.
 - i. aims, objectives, and benefits of the Workplace Health, Safety and Compensation Commission
 - ii. role of the workers advisor
 - iii. internal review process

4. Demonstrate an understanding of worker's rights.
 - i. labour standards
 - ii. regulations, including:
 - hours of work & overtime
 - termination of employment
 - minimum wages & allowable deductions
 - statutory holidays, vacation time, and vacation pay
5. Demonstrate an understanding of human rights issues.
 - i. awareness of the Human Rights Code and the role of the Human Rights Commission
 - ii. categories of discrimination and strategies for prevention
 - direct
 - systemic
 - adverse effect
 - iii. types of discrimination
 - race
 - ethnic origin
 - colour
 - religion
 - age
 - gender identify
 - sexual orientation
 - marital status
 - family status
 - disability
 - criminal conviction that has been pardoned
 - iv. conduct that constitutes harassment and discrimination
 - objectionable conduct
 - comments or displays made either on a one-time or continuous basis that demeans, belittles, or causes personal humiliation or embarrassment to the recipient
 - v. the value of diversity in the workplace
 - culture
 - gender identify
 - sexual orientation

6. Demonstrate an understanding of quality customer service.
 - i. importance of quality service
 - ii. barriers to quality service
 - physical and physiological
 - cultural
 - technological
 - iii. customer needs & common methods for meeting them
 - iv. characteristics & importance of a positive attitude
 - v. interactions with challenging customers
 - vi. addressing complaints and resolve conflict

Practical Requirements:

None.

MC1062 Computer Essentials

Learning Outcomes:

- Demonstrate knowledge of desktop/laptop and mobile computers and their operation.
- Demonstrate knowledge of word processing and spreadsheet software, internet browsers and their applications.
- Demonstrate knowledge of e-mail applications and procedures.
- Demonstrate an awareness of security issues related to computers.
- Demonstrate an awareness of online learning using computers.

Duration: 15 Hours

Pre-Requisite(s): None

Objectives and Content:

When possible, the instructor is expected to use trade specific examples to reinforce the course objectives.

1. Identify computer types used in the workplace, and the characteristics of each.
 - i. desktop/laptop computers
 - ii. tablets
 - iii. smartphones
2. Identify common desktop and mobile operating systems.
 - i. Windows
 - ii. Mac OS
 - iii. iOS
 - iv. Android
3. Describe the use of Windows operating system software.
 - i. start and end a program
 - ii. use the help function
 - iii. use the find function
 - iv. maximize and minimize a window
 - v. open and scroll through multiple windows
 - vi. use the task bar
 - vii. adjust desktop settings such as screen savers, screen resolution, and backgrounds
 - viii. shut down a computer

4. Identify the skills necessary to perform file management commands.
 - i. create folders
 - ii. copy files and folders
 - iii. move files and folders
 - iv. rename files and folders
 - v. delete files and folders
5. Describe the use of word processing software to create documents.
 - i. enter & edit text
 - ii. indent and tab text
 - iii. change text attributes
 - bold
 - underline
 - font
 - iv. change layout format
 - margins
 - alignment
 - line spacing
 - v. spell check and proofread
 - vi. save, close & reopen a document
 - vii. print document
6. Describe the use of spreadsheet software to create documents.
 - i. enter data in cells
 - ii. format data in cells
 - iii. create formulas to add, subtract, multiply and divide
 - iv. save, close & reopen a spreadsheet
 - v. print spreadsheet
7. Describe the use of the internet in the workplace.
 - i. web browsers
 - ii. search engines
 - iii. security issues
 - iv. personal responsibility for internet use at work
8. Describe the role of e-mail.
 - i. e-mail etiquette
 - grammar and punctuation
 - privacy issues when sharing and forwarding e-mail
 - work appropriate content
 - awareness of employer policies
 - ii. managing e-mail
 - using folders
 - deleting, forwarding, replying
 - iii. adding attachments to e-mail
 - iv. view e-mail attachments
 - v. printing e-mail

9. Describe computer use for online learning.
 - i. online training
 - ii. level exams
 - iii. study guides
 - iv. practice exams

Practical Requirements:

1. Create, save and print a document using word processing software.
2. Create, save and print a document using spreadsheet software.
3. Send and receive an e-mail with an attachment.

AP1102 Introduction to Apprenticeship

Learning Outcomes:

- Demonstrate knowledge of how to become a registered apprentice.
- Demonstrate knowledge of the steps to complete an apprenticeship program.
- Demonstrate knowledge of various stakeholders in the apprenticeship process.
- Demonstrate knowledge of the Red Seal Program.

Duration: 12 Hours

Pre-Requisite(s): None

Objectives and Content:

1. Define terminology associated with apprenticeship.
 - i. apprentice
 - ii. registered apprentice
 - iii. trade qualifier
 - iv. journeyperson
 - v. certified journeyperson
 - vi. Certificate of Apprenticeship
 - vii. Certificate of Qualification
 - viii. dual certification
 - ix. compulsory trades
2. Explain the roles and responsibilities of those involved in the apprenticeship system in Newfoundland and Labrador.
 - i. registered apprentice
 - ii. training institution
 - iii. employer
 - iv. journeyperson
 - v. mentor
 - vi. Department of Jobs, Immigration and Growth
 - Industrial Training section
 - Standards and Curriculum section
 - vii. Provincial Trade Advisory Committees (PTAC)
 - viii. Provincial Apprenticeship and Certification Board (PACB)
3. Describe the training components of an apprenticeship.
 - i. in-school
 - Pre-employment / Level 1
 - advanced levels
 - ii. workplace experience

4. Explain the steps in the registered apprenticeship process.
 - i. meet entrance requirements
 - education
 - employment
 - Recognition of Prior Learning (RPL) - if applicable
 - ii. complete the registration process
 - application
 - required documents
 - iii. complete the Memorandum of Understanding (MOU)
 - contract responsibilities
 - probation period
 - cancellation
 - iv. maintain Record of Occupational Progress (Logbook)
 - sign off skills
 - record hours
 - update Apprenticeship Program Officer (APO) on progress
 - v. class calls
 - hour requirements
 - EI eligibility
 - training schedule
 - vi. level examinations - if applicable
 - vii. progression schedule
 - apprenticeship level
 - wage rates
 - viii. certification examinations
 - Provincial
 - Red Seal
 - written
 - practical - if applicable
 - ix. certification
 - Certificate of Apprenticeship
 - Certificate of Qualification
 - Provincial journeyperson - Blue Seal
 - Interprovincial journeyperson - Red Seal endorsement (RSE)
5. Identify the Conditions Governing Apprenticeship.
6. Discuss cancellation of apprenticeship.
 - i. failure to notify of address change
 - ii. extended periods of unemployment
 - iii. lack of contact with an APO for an extended period
 - iv. failure to respond to class calls
 - v. declining of multiple class calls
7. Explain the Red Seal program.
 - i. designated Red Seal trades

- ii. the Red Seal Occupational Standard (RSOS)
- iii. relationship of RSOS to Red Seal examination
- iv. national qualification recognition and mobility

8. Identify the current financial incentives available to apprentices.

- i. Federal
- ii. Provincial

9. Explain the Provincial / Territorial Apprentice Mobility Guidelines.

- i. temporary mobility
- ii. permanent mobility

10. Describe Atlantic and National Harmonization initiatives.

Practical Requirements:

1. Use the Provincial Apprenticeship and Trades Certification website at www.gov.nl.ca/atcd.
 - i. locate, download, and complete the Application for Apprenticeship and Memorandum of Understanding (MOU)
 - ii. locate the address of the Industrial Training office closest to this campus
 - iii. locate the training schedule and identify the start date of the next class call for this trade
 - iv. locate and review the learning resources applicable to this trade
 - Study Guide
 - Exam Preparation Guide
 - Plan of Training
2. Use the Plan of Training applicable to this trade.
 - i. locate the hours for the trade
 - total in-school
 - total required for certification
 - ii. locate the number of levels
 - iii. locate the courses in each level
 - iv. locate the hours required for progression to a Level 2 apprentice and the wage percentage of that level

OJ1500 Workplace Exposure

Learning Outcomes:

- Demonstrate knowledge of theory and practical applications of trade skills, safe work practices, appropriate workplace behaviour, and time management through exposure to the trade in an authentic work environment.

NOTE: The pre-apprentice must be supervised at the workplace. Supervision staff must be appropriately qualified to undertake that role – preferably a certified Journeyperson for the trade.

Duration: 90 Hours

Pre-Requisite(s): None

C. 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 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 a certain Plan of Training. All references to Memorandum of Understanding will also apply to Letter of Understanding (LOU) agreements.

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 a particular Plan of Training. Mature students, at the discretion of the Director of Apprenticeship and Trades Certification, 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 Apprenticeship and Trades Certification, 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 along with a Memorandum of Understanding as applicable to be indentured into an Apprenticeship. The Memorandum of Understanding must contain signatures of an authorized employer representative, the apprentice and an official representing the Provincial Apprenticeship and Certification Board to be valid.

2.5 A new Memorandum of Understanding must be completed for each change in an employer during the apprenticeship term.

3.0 Probationary Period

The probationary period for each Memorandum of Understanding will be six months or 900 employment credit hours. 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, such as that stated in Section 14.

5.0 Apprenticeship Progression Schedule, Wage Rates and Advanced Training Criteria

Progression Schedule

Hairstylist - 3600 Hours			
Apprenticeship Level and Wages			
Level	Wage Rate	Requirements for Progression to Next Level	Next Level
1	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.	<ul style="list-style-type: none"> ▪ Completion of Pre-Employment / Level 1 training ▪ Pass Level 1 exam* ▪ Minimum 1800 hours of combined relevant work experience and training 	2 nd Year
2		<ul style="list-style-type: none"> ▪ Completion of Pre-Employment / Level 2 training ▪ Pass Level 2 exam* ▪ Minimum 3600 hours of combined relevant work experience and training ▪ Sign-off of all workplace skills in apprentice logbook ▪ Pass practical examination ▪ Pass certification exam 	Journeyperson Certification
Apprenticeship Level and Wages			
<p>Wage Rates</p> <ul style="list-style-type: none"> ▪ Rates are percentages of the prevailing journeyperson's wage rate in the place of employment of the apprentice. ▪ Rates must not be less than the wage rate established by the Labour Standards Act (1990), as now in force or as hereafter amended, or by other order, as amended from time to time replacing the first mentioned order. ▪ Rates must not be less than the wage rate established by any collective agreement which may be in force at the apprentice's workplace. ▪ Employers are free to pay wage rates above the minimums specified. <p>Level Exams*</p> <ul style="list-style-type: none"> ▪ This program may not currently contain level exams, in which case this requirement is not applicable until such time as level exams are available. 			

6.0 Tools

Apprentices shall be required to obtain their own hand tools applicable for the designated occupation of registration or tools as 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 apprenticeship level and rate of wage shall not be advanced as provided in Section 5 until his/her progress is satisfactory to the Director of Apprenticeship and Trades Certification 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. A mark of 70% must be attained in both the theory examination and the practical project assignment, where applicable as documented on an official transcript.
- 7.4 Course credits may be granted through the use of a PACB approved matrix which identifies course equivalencies between designated trades and between current and historical Plans of Training for the same trade.

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 Apprenticeship and Trades Certification shall provide copies of the Registration for Apprenticeship form to all signatories to the document.

11.0 Ratio of Apprentices to Journeypersons

Under normal practice, the ratio of apprentices to journeypersons shall not exceed two apprentices to every one journeyperson employed. Other ratio arrangements would be determined and approved by the PACB.

12.0 Relationship to a Collective Bargaining Agreement

Where applicable in Section 5 of these conditions, Collective Agreements take precedence.

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 attend training 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. Permanent cancellation in the said occupation is the result of non-compliance.
- 14.4 Cancellation of the Memorandum of Understanding to challenge journeyperson examinations, if unsuccessful, would require an apprentice to serve a time penalty of two (2) years before reinstatement as an apprentice or qualifying to receive a class call to training as a registered Trade Qualifier. Cancellation must be mutually agreed upon by the employer and the apprentice.
- 14.5 An employer shall ensure that each apprentice is under the direct supervision of an approved journeyperson supervisor who is located at the same worksite as the apprentice, and that the apprentice is able to communicate with the journeyperson with respect to the task, activity or function that is being supervised.
- 14.6 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.

- 14.7 The employer will permit each apprentice to attend training programs as prescribed by the PACB.
- 14.8 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 PACB authorized 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 and Early Childhood Development within 30 days of the decision.

D. Requirements for Red Seal Endorsement

1. Evidence the required work experiences outlined in this Plan of Training have been obtained. This evidence must be in a format clearly outlining the experiences and must be signed by an appropriate person or persons attesting that these experiences have been obtained to the level required.
2. Successful completion of all required courses in the program.
3. A combination of training from an approved training program and suitable work experience totaling 3600 hours.

Or

A total of 5400 hours of suitable work experience.

4. Completion of a National Red Seal practical and written examination, to be set at a place and time determined by the Apprenticeship and Trades Certification Division.

E. 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 journeyperson.
- 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, Apprenticeship and Trades Certification 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.
- ensures a certified journeyperson is currently on staff in the same trade area as the apprentice and whose certification is recognized by the NL Department of Education and Early Childhood Development.

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 Apprenticeship and Trades Certification 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 level, provincial and Red Seal 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.

Department of Education and Early Childhood Development
Apprenticeship and Trades Certification Division

