



Private Career College Hairstylist Training Standard

*The approved training standard for all
Hairstylist programs of instruction leading to the
Diploma I credential of the Ontario
Qualifications Framework delivered by Private
Career Colleges of Ontario.*

Ministry of Training, Colleges and Universities
October 2012

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I. Introduction

This document is the Training Standard¹ for the Hairstylist programs of instruction leading to the Diploma I credential of the Ontario Qualifications Framework² (OQF) delivered by Private Career Colleges (PCC) of Ontario.

Development of System-Wide Subject Specific Standards

In 2008, the Program Standards and Evaluation Unit of the Ministry of Training, Colleges and Universities initiated the development of Subject Specific Standards for Private Career Colleges (PCC) programs. This initiative is in keeping with the Unit's responsibility to develop, review, and approve standards for programs of instruction at Ontario colleges, including CAATs and PCCs.

In 1993, the Government of Ontario initiated program standards development with the objectives of:

- bringing a greater degree of consistency to Colleges of Applied Arts and Technology (CAAT) programming offered across the province,
- broadening the focus of CAAT programs to ensure graduates have the skills to be flexible and to continue to learn and adapt, and
- providing public accountability for the quality and relevance of CAAT college programs.

Introducing Training and Subject Specific Standards for PCCs will bring a greater degree of consistency and public accountability for quality and relevance to the PCC sector.

PCC Subject Specific Standards

A PCC Subject Specific Standard applies to all similar programs of instruction offered by private career colleges across the province. Subject Specific Standards are aligned with the requirements of the OQF.

Each PCC Subject Specific Standard includes the following elements:

- **Vocational standard** (the vocationally specific learning outcomes which apply to the program of instruction in question), and

¹ Training Standards are Subject Specific Standards with an additional level of details in the definition of the learning outcomes.

² Please refer to the Ontario Qualifications Framework for an overview of the different kinds of credentials offered by post-secondary institutions in Ontario.

(<http://www.edu.gov.on.ca/eng/general/postsec/oqf.html>)

- **Essential employability skills** (the essential employability skills learning outcomes which apply to all programs of instruction)

Collectively, these elements outline essential skills and knowledge that a student must reliably demonstrate in order to graduate from the program.

Individual private career colleges offering the program of instruction determine the specific program design, program structure, delivery methods and curriculum to be used in assisting students to achieve the outcomes articulated in the standard. In those cases where PCC programs must be accredited in order to offer the program, the program design, program structure, delivery methods and curriculum will be predetermined by the accrediting body.

Individual colleges may also determine whether additional local learning outcomes will be required to reflect specific local needs and/or interests.

The Expression of Subject Specific Standards as Learning Outcomes

Learning outcomes represent culminating demonstrations of learning and achievement. They are not simply a listing of discrete skills, nor broad statements of knowledge and comprehension. In addition, learning outcomes are interrelated and cannot be viewed in isolation of one another. As such, they should be viewed as a comprehensive whole. They describe performances that demonstrate that significant integrated learning by graduates of the program has been achieved and verified.

Expressing standards as learning outcomes ensures consistency in the outcomes for program graduates, while leaving to the discretion of individual colleges program design, program structure, delivery methods and curriculum.

The Presentation of the Vocational Learning Outcomes

The **vocational learning outcome** statement sets out the culminating demonstration of learning and achievement that the student must reliably demonstrate before graduation.

The **elements of the performance** for each outcome define and clarify the level and quality of performance necessary to meet the requirements of the learning outcome. However, it is the performance of the vocational learning outcome itself on which students are evaluated. The elements of the performance are indicators of the means by which the student may proceed to satisfactory performance of the vocational learning outcome. The elements of the performance do not stand alone but rather in reference to the vocational learning outcome of which they form a part.

For **Training standards**, the **performance objectives** of each element of the performance consist of concise statements that further describe the element of performance

The Development of a Subject Specific Standard

Private Career College Subject Specific Standards must include vocational skills coupled with a broader set of essential employability skills. This combination is considered critical to ensuring that private career college graduates have the skills required to be successful upon graduation from the program and during working and personal activities.

The vocational standard component of the Subject Specific Standard is developed through a broad consultation process involving a range of stakeholders with a direct interest in the program area, including employers, professional associations, and program graduates working in the field, in addition to students, faculty, and administrators at the colleges.³

Updating the Subject Specific Standard

The Ministry of Training, Colleges and Universities undertakes reviews of the vocational standard of programs to ensure that standards remain appropriate and relevant to the needs of students and employers across the Province of Ontario.

³ Private career college subject specific standards include vocational standard and essential employability skills, while the public community college program standards include vocational standards, essential employability skills, as well as a general education component for programs of a typical duration of two semesters and above.

II. Vocational Standard

All graduates of Hairstylist programs must have achieved the twelve learning outcomes listed in the following pages, in addition to achieving the essential employability skills learning outcomes

Preamble

Graduates of the Hairstylist program will have attained a solid basis in the theory, principles and practices needed to enter this personal service profession. At all times, learners in the Hairstylist program will act in compliance with the pertinent legislation and established standards, policies and procedures in their roles and responsibilities as a hairstylist.

The Vocational Learning Outcomes in the PCC Training Standard derive from a common core of Vocational Learning Outcomes which also applies to programs delivered by Colleges of Applied Arts and Technology and Apprenticeship programs.

Graduates will be able to apply their skills to support successful salon operation, enhance work performance and further their career opportunities, while keeping pace with changing industry trends. In their work hairstylists will meet and adapt to client needs and expectations in the provision of haircutting and hairstyling services. Graduates will competently use a range of specialized tools and products in providing chemical texture, chemical waving and colour and lightening services, and working with hair additions.

Being able to effectively communicate verbally, electronically and in writing is a key requirement of graduates. In addition, graduates will contribute to the operation of a hair salon by performing work that requires high levels of accuracy and responsibility, including the legal and technical management of serving the public.

In the Province of Ontario, hairstylists have employment opportunities in practice settings, such as local salons. In addition, they may find employment opportunities within other organizations and agencies that require the knowledge and expertise of a hairstylist, such as suppliers and manufacturers.

Program duration

The duration of the program is 1500 hours. The suggested breakdown of the 1500 hours of training is 510 hours of theory and 990 hours of practical training, as per the following table:

Vocational Learning Outcome	THEORY HOURS	PRACTICAL HOURS	TOTAL
Ethics, Regulation and Policy	15	0	15
Health and Safety	30	30	60
Entrepreneurial Skills	45	45	90
Professional Development	15	0	15
Client Service	20	10	30
Preparatory Procedures and Treatments	25	65	90
Cut Hair	60	195	255
Style Hair	60	195	255
Permanent Wave Hair	45	120	165
Chemically Relax Hair	45	75	120
Colour and Lighten Hair	120	210	330
Hair Additions	30	45	75
Total	510	990	1500

Prerequisites:

Secondary school diploma or equivalent; or at least 18 years old; or is the holder of an admission requirement established by the Superintendent of Private Career Colleges for a specific program of instruction and additional program-specific requirements.

Synopsis of the Hairstylist Program Vocational Learning Outcomes

- 1. Ethics, Regulation and Policy**
*The graduate has reliably demonstrated the ability to **complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturer's specifications as applicable.***
- 2. Health and Safety**
*The graduate has reliably demonstrated the ability to **facilitate the provision of healthy and safe working environments and perform sanitization procedures in accordance with related health regulations and legislation.***
- 3. Entrepreneurial Skills**
*The graduate has reliably demonstrated the ability to **apply entrepreneurial skills to the operation and administration of a hair stylist business.***
- 4. Professional Development**
*The graduate has reliably demonstrated the ability to **adapt to various and changing technologies, applications and procedures in the hair styling industry, and develop and present a plan outlining future professional development.***
- 5. Client Service**
*The graduate has reliably demonstrated the ability to **develop and use client service strategies that meet and adapt to individual client needs and expectations.***
- 6. Preparatory Procedures and Treatments**
*The graduate has reliably demonstrated the ability to **select and administer preparatory procedures and/or treatments to the hair and scalp using individually selected products to meet the expectations of the client.***
- 7. Cut Hair**
*The graduate has reliably demonstrated the ability to **identify, select and use a variety of tools to cut hair according to the needs and expectations of the client.***
- 8. Style Hair**
*The graduate has reliably demonstrated the ability to **select and use standard and specialized techniques to effectively style wet and dry hair.***

- 9. Permanent Wave**
*The graduate has reliably demonstrated the ability to **perform a permanent wave using current and relevant methods according to hair type and style.***
- 10. Chemically Relax Hair**
*The graduate has reliably demonstrated the ability to **chemically relax hair by selecting and applying relevant knowledge of, and skills with, chemical products and techniques in order to meet the needs and expectation of the client.***
- 11. Colour and Lighten Hair**
*The graduate has reliably demonstrated the ability to **colour, lighten, tone, highlight and lowlight hair, and/or remove pigment to the level of colour desired.***
- 12. Hair Additions**
*The graduate has reliably demonstrated the ability to **compare and contrast fibre types, application procedures, specialized tools, and maintenance procedures when working with hair additions.***

Note: The learning outcomes have been numbered as a point of reference; numbering does not imply prioritization, sequencing, nor weighting of significance.

Learning Outcomes, Elements of the Performance, Performance Objectives

Learning Outcome – Ethics, Regulation and Policy

The graduate has reliably demonstrated the ability to:

- 1. complete all work in adherence to professional ethics, government regulations, workplace standards and policies, and according to manufacturer's specifications as applicable.**

Element of Performance

- 1.1 Adhere to professional ethics in the workplace.

Performance Objectives

- 1.1.1. Define professional ethics:
 - be courteous to clients
 - perform salon services at a high level of competency
- 1.1.2. Follow and interpret employer's code of professional conduct

Element of Performance

- 1.2 Comply with *Occupational Health and Safety Act (OHSA)* regulations, Workplace Hazardous Materials Information Systems (WHMIS) regulations, Material Safety Data Sheet (MSDS) information and manufacturer's safe use specifications.

Performance Objectives

- 1.2.1 Interpret and apply Occupational Health and Safety Act (OHSA) regulations
 - describe the legal responsibility of hairstylist for client safety and workplace
 - describe the employer and employee responsibilities
 - describe and apply methods of protecting self and others
 - washing hands
 - wearing gloves
 - following OSHA guidelines
- 1.2.2. Interpret and apply Workplace Hazardous Materials Information Systems (WHMIS) regulations:
 - describe the legal responsibility of the hairstylist and the employer
 - identify the labels of any hazardous materials (e.g. symbols to indicate hazardous materials, etc.)
 - read, interpret, understand and be capable of applying the information found in the applicable Material Safety Data Sheets to supplement the label with detailed hazard and precautionary information

- demonstrate safe use and disposal of hazardous materials by following MSDS

Element of Performance

- 1.3. Respect clients and colleagues without discrimination.

Element of Performance

- 1.4. Apply ethical practices to all professional relationships.

Learning Outcome – Health and Safety

The graduate has reliably demonstrated the ability to:

- 2. Facilitate the provision of healthy and safe working environments and perform sanitization procedures in accordance with related health regulations and legislation.**

Element of Performance

- 2.1. Comply with *Occupational Health and Safety Act (OHSA)* regulations, Workplace Hazardous Materials Information Systems (WHMIS) regulations, Material Safety Data Sheet (MSDS) information and manufacturer's safe use specifications.

Performance Objectives

- 2.1.1. Interpret and apply Occupational Health and Safety Act (OHSA) regulations
 - describe the legal responsibility of hairstylist for client safety and workplace
 - describe the employer and employee responsibilities
 - describe and apply methods of protecting self and others
 - washing hands
 - wearing gloves
 - following OSHA guidelines
- 2.1.2. Interpret and apply Workplace Hazardous Materials Information Systems (WHMIS) regulations:
 - describe the legal responsibility of the hairstylist and the employer
 - identify the labels of any hazardous materials (e.g. symbols to indicate hazardous materials, etc.)
 - read, interpret, understand and be capable of applying the information found in the applicable Material Safety Data Sheets to supplement the label with detailed hazard and precautionary information
 - demonstrate safe use and disposal of hazardous materials by following MSDS

Element of Performance

- 2.2 Describe the characteristics and classifications of bacteria and viruses to protect self and others in the workplace.

Performance Objectives

- 2.2.1 Define bacteria
- 2.2.2 Distinguish between pathogenic and non-pathogenic types of bacteria
- 2.2.3 Distinguish the three types of infectious micro-organisms
- 2.2.4 Distinguish the active and inactive (spore-forming) stages of bacteria growth and reproduction
- 2.2.5 Distinguish between bacterial infections and viruses
- 2.2.6 Differentiate the ways that different bacteria spread
- 2.2.7 Distinguish parasites from one another

Element of Performance

- 2.3. Implement methods of sanitation, disinfection, infection control and materials disposal to maintain a safe, organized and sanitary workplace.

Performance Objectives

- 2.3.1 Describe and distinguish the three steps of decontamination: sanitation, disinfection and sterilization for:
 - salon and work space surfaces
 - salon implements such as scissors, combs
 - multi use items such as towels, capes
 - electrical equipment such as hair clippers, dryers
- 2.3.2 Apply strategies for decontamination using protective and specialized equipment according to regulation, including:
 - PPE (personal protective equipment)
 - high-pressure steam
 - autoclaves
 - chemical products
- 2.3.3 Describe and apply methods of disposal for:
 - disposable items such as: neck strips, cotton, paper towels
 - anything containing blood
 - blades used in razors or any other sharp implement
 - items used for protection of self, such as gloves
- 2.3.4 Use decontamination products following manufacturer's recommendations, including:
 - disinfectants (antiseptics) such as Quats, phenolics, alcohol, bleach, fumigants,
 - mixing procedures
 - safe storage

Element of Performance

- 2.4 Identify and assess an emergency situation and apply safety equipment for the protection of self and others.

Performance Objectives

- 2.4.1 Recognize an emergency situation in a salon
- 2.4.2 Assess an emergency situation
- 2.4.3 Describe strategies that can be implemented in an emergency situation following workplace/legal policies, using WHMIS, MSDS and OSHA guidelines
- 2.4.4 Describe the safety equipment used for emergency situations as well as:
 - location
 - emergency contact numbers

Element of Performance

- 2.5 Assess and demonstrate the fundamentals of electrical safety within the workplace.

Performance Objectives

- 2.5.1 Describe the fundamentals of electrical safety within the salon, including:
 - voltage, amperage, wattage, resistance
- 2.5.2 Apply electrical safety within the salon, including:
 - use of blow dryers, curling irons, flat irons, hood dryers and other electric tools and equipment used for hair services
- 2.5.3 Inspect and maintain electrical equipment, including:
 - cords
 - electrical outlets
 - switches
 - filters
 - equipment and tool holders
 - safe storage

Element of Performance

2.6 Maintain hygiene, health and well-being.

Performance Objectives

- 2.6.1 Present a professional outward appearance by adhering to personal grooming habits, including:
 - daily cleansing of hair, nails, skin and body
 - laundered clothes
 - use of deodorants and other personal grooming products
- 2.6.2 Recognize factors that impact health and well being, such as:
 - nutrition
 - stress
 - sleep
- 2.6.3 Demonstrate a positive attitude to remain motivated and to stimulate a healthy mind for learning and success

Element of the Performance

2.7 Maintain effective body posture and positioning during service.

Performance Objectives

- 2.7.1 Practice posture and ergonomics when administering services, to reinforce a healthy body
- 2.7.2 Recognize ergonomically correct cutting positions
- 2.7.3 Adapt holding and use of tools and implements to avoid muscle stress
- 2.7.4 Practice effective body position

Element of the Performance

2.8 Operate and maintain equipment in accordance with manufacturers' specifications.

Learning Outcome – Entrepreneurial Skills

The graduate has reliably demonstrated the ability to:

- 3. apply entrepreneurial skills to the operation and administration of a hair stylist business.**

Element of Performance

- 3.1. Describe the fundamentals of salon business operation and organization.

Performance Objectives

- 3.1.1. Prepare sheets for daily accounting procedures
- 3.1.2. Reconcile daily financial records using a checklist.
- 3.1.3. Prepare time sheets or schedules:
 - employee schedules
 - appointment book
- 3.1.4. Perform banking transaction, including:
 - daily deposits
 - bank reconciliations
- 3.1.5. Describe inventory control procedures:
 - create inventory spread sheets
 - monitor inventory turnover
 - forecast future inventory requirements
 - use inventory management software
- 3.1.6. Create a business plan:
 - create floor plan (including pictures of furniture, colour scheme)
 - choose desired location
 - analyse demographics of chosen location
 - develop budget
 - create sales forecast
- 3.1.7. Determine insurance requirements:
 - describe malpractice/liability insurance
 - explain importance of insurance
 - explain insurance requirements for sub-contractors and renters
- 3.1.8. Describe provincial and federal legislation relevant to business operation and staffing, including:
 - applicable provincial sales taxes
 - employee/employer remittance
 - Ontario Employment Standards such as statutory holidays, maternity leave, vacation pay
- 3.1.9. Execute procedural calculations for salon for:
 - commission, hourly, rental
 - daily productivity

Element of Performance

- 3.2. Describe roles and responsibilities associated with employees and apprentices.

Performance Objectives

- 3.2.1. Complete training agreement
- 3.2.2. Review training documents such as the National Occupational Analysis (NOA), training standards
- 3.2.3. Legal responsibilities, health and safety, Ontario employment standards

Element of Performance

- 3.3. Perform customer service duties including greeting, reception duties, appointment management and financial transactions.

Performance Objectives

- 3.3.1. Execute customer service duties, including
 - answering phone
 - greeting client by name
 - completing financial transactions
- 3.3.2. Describe the benefits of good customer services, such as:
 - upselling
 - client retention
 - creating a valuable salon experience
- 3.3.3. Practice salon policies to answer, resolve or re-direct inquiries and/ or concerns
- 3.3.4. Describe appointment management practices, including:
 - booking services
 - time management
 - pre-booking techniques
 - use of electronic calendars
- 3.3.5. Demonstrate pre-booking techniques
- 3.3.6. Document services rendered on client card according to privacy act
- 3.3.7. Complete client financial transactions:
 - maintain and balance a float
 - execute credit and debit transactions
 - mentally calculate change for clients
- 3.3.8. Use checklist to reconcile daily financial records

Element of Performance

- 3.4. Develop marketing, promotional and sales strategies for salon products and services.

Performance Objectives

- 3.4.1. Create template for marketing plan
- 3.4.2. Determine and recommend home maintenance products
- 3.4.3. Inform client of current salon promotions
- 3.4.4. Inform client of related salon services available
- 3.4.5. Recommend future services to be rendered
- 3.4.6. Demonstrate closing techniques for retail products

Element of Performance

- 3.5. Describe the features, advantages and benefits of products and services to be rendered for hair and scalp.

Performance Objectives

- 3.5.1. Differentiate between features and benefits of retail products
- 3.5.2. Interpret and communicate product knowledge
- 3.5.3. Recommend retail products and services
- 3.5.4. Communicate additional costs and client maintenance requirements

Element of Performance

- 3.6. Apply effective communication skills to establish professional rapport with client and co-workers.

Performance Objectives

- 3.6.1. Practice active listening techniques
- 3.6.2. Interpret non-verbal communication
- 3.6.3. Speak clearly and concisely
- 3.6.4. Demonstrate constructive feedback techniques

Element of Performance

- 3.7. Apply conflict resolution techniques to the operation and administration of a hairstyling business.

Performance Objectives

- 3.7.1. Assess situation
- 3.7.2. Recognize an escalating situation
- 3.7.3. Demonstrate problem solving techniques
- 3.7.4. Negotiate solutions
- 3.7.5. Identify alternative options
- 3.7.6. Document incident

Element of Performance

- 3.8. Apply effective time management and organizational skills.

Performance Objectives

- 3.8.1. Define time management
- 3.8.2. Prioritize services through effective time management
- 3.8.3. Develop time management skills and strategies:
 - determine relevance to profession
 - identify priorities
 - identify time allocation for services

Element of the Performance

- 3.9 Adhere to professional ethics in the workplace.

Performance Objectives

- 3.9.1 Define professional ethics:
 - be courteous to clients
 - perform salon services at a high level of competency
- 3.9.2 Follow and interpret employer's code of professional conduct

Learning Outcome – Professional Development

The graduate has reliably demonstrated the ability to:

- 4. adapt to various and changing technologies, applications and procedures in the hair styling industry, and develop and present a plan outlining future professional development.**

Element of Performance

- 4.1. Cultivate a professional image to comply with client and employer expectations.

Performance Objectives

- 4.1.1. Define professional image
- 4.1.2. Describe self-esteem, self-image and its projection
- 4.1.3. Define personality and attitude, and their influence in the workplace
- 4.1.4. Apply dress code concepts

Element of Performance

- 4.2. Develop career goals and success strategies.

Performance Objectives

- 4.2.1. Describe the importance of goal settings and identify its impact
- 4.2.2. Define goal setting techniques, short term and long term
- 4.2.3. Develop personal and professional goals
- 4.2.4. Benchmark and evaluate goals
- 4.2.5. Describe the basic guidelines for success including motivation and self-management

Element of Performance

- 4.3. Identify learning resources and opportunities to promote professional competence and skill development.

Performance Objectives

- 4.3.1. Create a professional development plan with support from mentors, suppliers, co-workers, professional associations, etc.
- 4.3.2. Define “Professional Development” and the importance of attending seminars, workshops and conferences
- 4.3.3. Identify means of keeping pace with new trends and their adaptations
- 4.3.4. Identify means of networking

Element of Performance

- 4.4. Identify areas for professional growth and development by assessing constructive feedback relating to one's own performance, strengths and limitations

Performance Objectives

- 4.4.1. Identify strategies to develop and implement ongoing self evaluation
- 4.4.2. Describe performance appraisal evaluations and their positive role
- 4.4.3. Define constructive criticism and describe its relevance in professional growth and development
- 4.4.4. Identify resources to maintain current knowledge and competence in the profession

Element of the Performance

- 4.5. Use effective time management skills to prioritize services.

Element of the Performance

- 4.6 Research, recognize and reproduce current trends for cutting and styling hair, permanent wave services, chemical texture services, colour and lightening services and hair additions.

Performance Objectives

- 4.6.1 Use multi-media resources to research current trends, such as:
 - magazines
 - internet
- 4.6.2 Identify current trends and techniques for cutting and styling hair, permanent wave and chemical texture services, colour and lightening techniques and hair additions
- 4.6.3 Describe how these looks are created:
 - list the features and benefits of the product/technique in relation to that of the client
 - describe the procedural steps to replicate the current styles
- 4.6.4 Apply networking strategies to research current trends.

Learning Outcome – Client Service

The graduate has reliably demonstrated the ability to:

- 5. develop and use client service strategies that meet and adapt to individual client needs and expectations.**

Element of Performance

- 5.1. Conduct an efficient and effective client consultation.

Performance Objectives

- 5.1.1. Establish professional rapport with client
- 5.1.2. Determine service plan to be recommended
- 5.1.3. Elicit salon service needs and preferences from client
- 5.1.4. Summarize needs and preferences for client
- 5.1.5. Recommend service solution and establish price
- 5.1.6. Obtain client consent
- 5.1.7. Document client information in salon records

Element of the Performance

- 5.2. Apply relevant knowledge of anatomy to the design and performance of client services.

Performance Objectives

- 5.2.1 Describe the anatomical features of the head as they relate to client services
- 5.2.2 Analyze visual attributes of the client, such as head, face and body size and shape

Element of the Performance

5.3 Describe the properties of the hair and scalp.

Performance Objectives

5.3.1 Identify structures of skin

5.3.2 Define functions of skin

5.3.3 Identify structure of hair

5.3.4 Define stages of hair growth

5.3.5 Analyse physical attributes of client's hair:

- diameter
- density and distribution
- colour
- curl
- condition
- growth pattern
- cowlick and whorl

5.3.6 Analyze relationships between hair services and client attributes

Learning Outcome – Preparatory Procedures and Treatments

The graduate has reliably demonstrated the ability to:

- 6. select and administer preparatory procedures and/or treatments to the hair and scalp using individually selected products to meet the expectations of the client.**

Element of Performance

- 6.1. Explain the basic chemical properties of products.

Performance Objectives

- 6.1.1 Define pH
- 6.1.2 Define the properties of water and its interaction with hair

Element of Performance

- 6.2 Identify types, conditions and disorders of hair and scalp, and make recommendations and referral to physicians as required.

Performance Objectives

- 6.2.1 Analyze hair condition
- 6.2.2 Select shampoos, conditioners and treatments based on hair analysis
- 6.2.3 Describe types of hair loss and available treatment methods, such as alopecia
- 6.2.4 Describe and differentiate common hair and scalp conditions and diseases
- 6.2.5 Recommend treatment for hair and scalp conditions and diseases
- 6.2.6 Identify scalp conditions and diseases that require referral to a doctor

Element of Performance

- 6.3 Analyze hair and scalp using predisposition, hair porosity, hair elasticity and various strand tests.

Performance Objectives

- 6.3.1 Apply and analyze the results of a patch test to determine potential allergic reaction to salon products
- 6.3.2 Determine the level of hair porosity
- 6.3.3 Determine the degree of hair elasticity
- 6.3.4 Determine the result of chemical services such as colouring, lightening, as well as-texturing services using strand tests
- 6.3.5 Document hair analysis results and update the client's record for future reference

Element of Performance

6.4 Perform preliminary hair and scalp services.

Performance Objectives

- 6.4.1 Describe safety and sanitary requirements that apply to draping a client
- 6.4.2 Demonstrate draping techniques for common salon services
- 6.4.3 Describe procedures for shampooing, conditioning and treating hair
- 6.4.4 Perform procedures for shampooing, conditioning and treating hair
- 6.4.5 Describe scalp treatment procedures
- 6.4.6 Apply scalp treatment products
- 6.4.7 Demonstrate scalp massage techniques
- 6.4.8 Demonstrate brushing techniques

Element of Performance

6.5 Select and recommend products and services based on function and composition.

Performance Objectives

- 6.5.1 Determine pH of products and its effect
- 6.5.2 Define the functions of common ingredients in hair care products
- 6.5.3 Recommend hair care products for home and salon use

Learning Outcome – Cut Hair

The graduate has reliably demonstrated the ability to:

- 7. identify, select and use a variety of tools to cut hair according to the needs and expectations of the client.**

Element of Performance

- 7.1 Interpret consultation results to determine type of cutting design to be performed.

Performance Objectives

- 7.1.1 Determine facial shape and bone structure of head
- 7.1.2 Identify prominent or irregular features
- 7.1.3 Interpret hair analysis in terms of:
 - texture
 - elasticity
 - growth patterns
- 7.1.4 Apply knowledge of reference points and areas of the head for execution of the hair cut design

Element of Performance

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

Performance Objectives

- 7.2.1 Differentiate between the different elevations used to cut hair (0, 45, 90)
- 7.2.2 Describe the outcome of the finished cut when using over-directed elevation
- 7.2.3 Describe and demonstrate consistent tension and moisture on the hair when cutting
- 7.2.4 Identify horizontal, vertical and diagonal lines and angles used in hair cutting

Element of Performance

- 7.3 Compare the results achieved from the use of stationary and traveling guides.

Performance Objectives

- 7.3.1 Differentiate between a stationary guide and a traveling guide
- 7.3.2 Identify the outcome when using a traveling guide
- 7.3.3 Identify the outcome when using a stationary guide

Element of Performance

- 7.4 Select tools and apply techniques to achieve desired cutting results.

Performance Objectives

- 7.4.1 Demonstrate the use of shears, razors, clippers, trimmers and texturizing shears
- 7.4.2 Describe the purpose of maintaining consistent tension on the hair during cutting service and demonstrate correct technique
- 7.4.3 Adapt cutting procedure to accommodate face shape, density, texture, natural growth and wave patterns
- 7.4.4 Perform procedural steps for cutting service to assure accuracy in design
- 7.4.5 Demonstrate effective cross checking for evenness of cut
- 7.4.6 Perform visual inspection for design shape, form and texture

Element of Performance

- 7.5 Describe procedures for non-elevated and elevated haircuts on wet and dry hair.

Performance Objectives

- 7.5.1 Apply client information to design a specific cut
- 7.5.2 Apply knowledge of reference points, head surface changes and areas of the head for execution of the design
- 7.5.3 Demonstrate effective body positioning and tool manipulation
- 7.5.4 Design cutting procedure
- 7.5.5 Complete procedural steps to finish cut
- 7.5.6 Cross check hair to ensure evenness

Element of Performance

- 7.6 Trim facial hair and cut superfluous hair.

Element of Performance

7.7 Perform elevated and non-elevated haircuts on wet and dry hair.

Performance Objectives

- 7.7.1 Describe types of elevated and non-elevated haircuts, including:
 - tapers
 - fades
 - flat tops
 - blunt cuts
 - layered
- 7.7.2 Demonstrate combing and sectioning techniques
- 7.7.3 Determine and establish guideline and cutting design patterns
- 7.7.4 Adapt cutting procedure to accommodate face shape, density, texture, natural growth and wave patterns
- 7.7.5 Perform procedural steps for cutting service to assure accuracy in design
- 7.7.6 Demonstrate effective cross checking for evenness of cut
- 7.7.7 Perform visual inspection for design shape, form and texture

Element of Performance

7.8 Customize cuts using detailing and texturing techniques on wet and dry hair.

Performance Objectives

- 7.8.1 Determine area of the head that requires texturizing service
- 7.8.2 Determine area of the head that requires detailing
- 7.8.3 Select tools to texturize hair
- 7.8.4 Select tools to detail hair cut
- 7.8.5 Demonstrate the steps to texturize hair
- 7.8.6 Demonstrate the steps to detail hair
- 7.8.7 Inspect with visual and tactile techniques to ensure completion of service
- 7.8.8 Cross check for evenness of cut

Learning Outcome – Style Hair

The graduate has reliably demonstrated the ability to:

- 8. select and use standard and specialized techniques to effectively style wet and dry hair.**

Element of Performance

- 8.1 Interpret consultation results to determine type of styling design to be performed.

Performance Objectives

- 8.1.1 Choose hairstyle according to facial shape, bone structure of head, as well as prominent and irregular features
- 8.1.2 Choose hairstyling method according to length, texture, porosity, elasticity, density and natural growth patterns
- 8.1.3 Prepare client for selected hair styling service

Element of Performance

- 8.2 Describe the use of the various tools for wet, thermal and dry hairstyling.

Performance Objectives

- 8.2.1 Explain the use and features of the various styling implements, including:
 - rollers
 - pin curl clips
 - blow dryer
 - diffuser
 - curling iron
 - flat iron
 - styling brushes

Element of Performance

8.3 Define the foundational elements of design.

Performance Objectives

8.3.1 Describe the following design elements:

- form
- line
- shape
- texture
- colour

8.3.2 Describe and apply design principles:

- repetition
- proportion
- balance
- rhythm
- emphasis
- harmony

Element of Performance

8.4 Select and use hair styling products for wet, thermal and dry hairstyling.

Performance Objectives

8.4.1 Identify and describe the features of hair styling products for wet, thermal and dry styling

8.4.2 Select and apply product according to desired result and hair type

Element of Performance

8.5. Determine and demonstrate base control of tool placement for desired outcome.

Performance Objectives

8.5.1 Define the three base controls used in hair styling:

- on base
- off base
- half base

8.5.2 Describe the volume achieved as a result of each base control

8.5.3 Analyze hair distribution and its effects on the final result of the style

8.5.4 Explore the various tool positions and placements, and the effects that are created:

- spiral
- croquinole
- barrel curls

Element of Performance

- 8.6. Style wet hair using blow dryers, brushes, finger methods, diffuser, hood dryer, rollers, pin curls, braiding and finger waves.

Performance Objectives

- 8.6.1 Perform brushing techniques to style hair, including:
 - round brush techniques
 - vent brush
- 8.6.2 Demonstrate tool and hand manipulation techniques
- 8.6.3 Examine the various comb-out techniques
- 8.6.4 List the safety practices to ensure client comfort, such as securing pins and rollers
- 8.6.5 Use moulding and shaping techniques, such as:
 - finger waves
 - pin curls
- 8.6.6 Perform visual inspection
- 8.6.7 Determine timing process, including required drying time

Element of Performance

- 8.7. Thermal-set hair using blow dryers, hood dryers, curling irons, flat irons, and rollers.

Performance Objectives

- 8.7.1 Perform brushing and combing techniques
- 8.7.2 Demonstrate tool and hand manipulation techniques
- 8.7.3 Examine and perform the various comb-out techniques, including back combing and back brushing
- 8.7.4 List the safety practices to ensure client comfort:
 - protecting scalp with comb when using thermal tools
 - directing air flow away from scalp
- 8.7.5 Perform visual inspection
- 8.7.6 Determine timing process

Element of Performance

8.8. Perform formal hair styling service on medium to long hair.

Performance Objectives

- 8.8.1 Perform brushing and combing techniques
- 8.8.2 Demonstrate tool and hand manipulation techniques
- 8.8.3 Demonstrate updo techniques:
 - chignon
 - twists
 - knots
 - rolls
 - overlaps
- 8.8.4 Identify the hair placement and securing options for long hair design pinning
- 8.8.5 Use ornamentation or hair attachments to enhance hairstyle:
 - bridal hair
 - attaching veils
 - placing tiaras
- 8.8.6 Apply styling and finishing products
- 8.8.7 Perform visual inspection

Learning Outcome – Permanent Wave Hair

The graduate has reliably demonstrated the ability to:

- 9. perform a permanent wave using current and relevant methods according to hair type and style.**

Element of Performance

- 9.1. Describe the effect of each of the permanent wave processes on all layers of the hair.

Performance Objectives

- 9.1.1 Identify the three layers of the hair
- 9.1.2 Differentiate between the physical and chemical action on the hair
- 9.1.3 Describe the chemical reformation action of permanent wave products on the three layers of hair
- 9.1.4 Describe the neutralizing process for permanent wave service in relation to the hair

Element of Performance

- 9.2. Perform preparatory steps for permanent wave service procedure.

Performance Objectives

- 9.2.1 Analyze hair and scalp
- 9.2.2 Identify length, texture, porosity, elasticity, density and natural growth patterns
- 9.2.3 List the safety issues that result from existing scalp abrasions or disorders
- 9.2.4 Identify desired hair texture
- 9.2.5 Determine the product and service based on analysis of hair and client feedback
- 9.2.6 Perform a strand test to determine strength of product and timing of service
- 9.2.7 Prepare client for permanent wave service

Element of Performance

- 9.3 Interpret consultation results to determine type of permanent wave service to be performed.

Element of Performance

- 9.4 Explain and apply the relevant knowledge for the selection of permanent wave solutions, wave tools and application methods.

Performance Objectives

- 9.4.1 Identify types of permanent wave solutions
- 9.4.2 Identify and describe the features of permanent wave products:
- list the function of each permanent wave product
 - compare and contrast an acid wave perm solution and an alkaline wave perm solutions
 - identify chemical hazards associated with permanent wave products
- 9.4.3 Recommend strategies for correcting inconsistent curl results

Element of Performance

- 9.5 Use permanent wave tools and perform application methods.

Performance Objectives

- 9.5.1 Identify various permanent wave tools and describe their different curl outcomes
- 9.5.2 Apply various end paper methods to secure ends
- 9.5.3 Demonstrate wrapping patterns
- 9.5.4 Demonstrate proper tool position to compliment each wrap method

Element of Performance

9.6 Perform procedural steps to complete permanent wave service.

Performance Objectives

- 9.6.1 Locate and follow manufacturer's directions for preparation of permanent wave service
- 9.6.2 Demonstrate pre-service treatments/hair preparation
- 9.6.3 Select tools for service
- 9.6.4 Section and sub-section hair for control during service
- 9.6.5 Demonstrate hand and tool manipulation techniques
- 9.6.6 Apply protective cream
- 9.6.7 Apply specific permanent wave product to achieve the desired outcome
- 9.6.8 Time process
- 9.6.9 Perform visual inspection
- 9.6.10 Demonstrate rinsing and blotting techniques
- 9.6.11 Apply neutralizing product
- 9.6.12 Select and apply finishing product according to manufacturer's specifications

Learning Outcome – Chemically Relax Hair

The graduate has reliably demonstrated the ability to:

- 10. chemically relax hair by selecting and applying relevant knowledge of, and skills with, chemical products and techniques in order to meet the needs and expectation of the client.**

Element of Performance

- 10.1. Describe the effect of each of the chemical texture processes on all layers of the hair.

Performance Objectives

- 10.1.1 Identify the three layers of the hair
- 10.1.2 Differentiate between the physical and chemical action on the hair
- 10.1.3 Describe the chemical reformation action on the three layers of hair through use of chemical texture products, including:
 - chemical hair relaxers
 - curl reformation products
- 10.1.4 Describe the neutralizing process for each chemical texture service in relation to the hair and their effects on the 3 layers of the hair

Element of Performance

- 10.2 Perform preparatory steps for chemical texture service procedure.

Performance Objectives

- 10.2.1 Analyze hair and scalp
- 10.2.2 Identify length, texture, porosity, elasticity, density and natural growth patterns
- 10.2.3 List the safety issues that result from existing scalp abrasions or disorders
- 10.2.4 Identify desired hair texture (curl or straight)
- 10.2.5 Determine the product and service based on analysis of hair and client feedback
- 10.2.6 Perform a strand test to determine strength of product and timing of service
- 10.2.7 Prepare client for chemical texture service

Element of Performance

- 10.3 Interpret consultation results to determine type of chemical texture service to be performed.

Element of Performance

- 10.4 Explain and apply the relevant knowledge for the selection of chemical relaxing products, tools and application methods.

Performance Objectives

- 10.4.1 Identify the various types of relaxers, including:
- sodium hydroxide (lye)
 - ammonium thioglycolate
 - no-lye relaxers
- 10.4.2 Identify and describe the features of relaxing products:
- list the function of each relaxing product
 - describe the advantages and disadvantages of various relaxing products
 - align the varying strengths of chemical relaxers with their results
- 10.4.3 Choose the appropriate chemical relaxer based on the analysis of the client's hair
- 10.4.4 Identify the stages of reduction for overly curly hair
- 10.4.5 Describe the function of the relaxation test.

Element of Performance

- 10.5 Identify the tools and equipment required for a chemical relaxing procedure.

Performance Objectives

- 10.5.1 Distinguish between the four basic methods of application:
- virgin relaxer application
 - relaxer retouch application
 - partial relaxer
 - curl diffusion

Element of Performance

10.6 Perform procedural steps to complete chemical texture services.

Performance Objectives

- 10.6.1 Locate and follow manufacturer's directions for preparation of chemical texture service
- 10.6.2 Demonstrate pre-service treatments/hair preparation
- 10.6.3 Select appropriate tools for service
- 10.6.4 Section and sub-section hair for control during service
- 10.6.5 Demonstrate hand and tool manipulation techniques
- 10.6.6 Apply protective cream
- 10.6.7 Apply specific chemical texture product as per desired outcome
- 10.6.8 Time process
- 10.6.9 Perform visual inspection
- 10.6.10 Apply neutralizing product
- 10.6.11 Demonstrate rinsing and blotting techniques
- 10.6.12 Select and apply finishing product according to manufacturer's specifications

Learning Outcome – Colour and Lighten Hair

The graduate has reliably demonstrated the ability to:

- 11. colour, lighten, tone, highlight and lowlight hair, and/or remove pigment to the level of colour desired.**

Element of Performance

- 11.1. Explain the principles and inter-relationship between colours.

Performance Objectives

- 11.1.1 Explain the law of colour
- 11.1.2 Identify the primary, secondary and tertiary colors on the colour wheel
- 11.1.3 Identify the neutral positioning on the colour wheel
- 11.1.4 Explain the Level System of colour identification
- 11.1.5 Identify the underlying pigment of each level of colour
- 11.1.6 Identify tonal values within colours
- 11.1.7 Describe the results when adding warm tones to formulas
- 11.1.8 Describe the results when adding cool tones to formulas

Element of Performance

- 11.2. Explain the composition and chemical action of products used to alter hair colour.

Performance Objectives

- 11.2.1 Identify the layers of the hair being affected by colouring or lightening products
- 11.2.2 Identify non-oxidative colour products
- 11.2.3 Explain the effects of non-oxidative colour products on the hair structure
- 11.2.4 Identify the physical changes that occur during processing
- 11.2.5 Identify oxidative colour products
- 11.2.6 Explain the effects of oxidative colour products on the hair structure
- 11.2.7 Identify the physical changes that occur during processing

Element of Performance

- 11.3. Differentiate among all categories of colour and lightening products.

Performance Objectives

- 11.3.1 Categorize each of the colour products as non-oxidative or oxidative
- 11.3.2 Identify the features and benefits of products
- 11.3.3 Explain the purpose of using varying products
- 11.3.4 Describe the application procedure
- 11.3.5 Relate the chemical and physical changes that occur to the hair structure
- 11.3.6 Describe the limitations of performance of each category

Element of Performance

11.4 Differentiate each stage of decolourization.

Performance Objectives

11.4.1 Identify the levels of hair colour by number and name

11.4.2 Identify the levels from lightest to darkest

11.4.3 Pre-determine level of lightness to achieve

Element of Performance

11.5 Explain the influence of pigmentation in hair when formulating colour products.

Performance Objectives

11.5.1 Inspect hair for natural and artificial pigmentation

11.5.2 Inspect hair for percentage of grey hair (non-pigmented hair)

11.5.3 Explain the theory of replacing the required pigmentation of hair to achieve the level and tone desired, using

- colour fillers
- porosity equalizer

11.5.4 Adjust formulation of color product based on:

- pigmentation currently present in hair
- lack of pigmentation in hair

Element of Performance

11.6 Interpret client consultation information for selection of colour and lightening products.

Performance Objectives

11.6.1 Record client information

11.6.2 Perform pre-disposition test for service to determine possible allergic reaction

11.6.3 Use colour charts and resources to identify natural and desired color

11.6.4 Determine product and tools to perform services

11.6.5 Communicate results of test, service requirements and costs to client for approval

Element of Performance

11.7 Select colour and lightening products, tools and application methods.

Performance Objectives

11.7.1 Select product referencing test results, hair analysis and client needs

11.7.2 Determine application technique and placement of product

Element of Performance

11.8 Describe and apply the methods and procedural steps for a retouch application.

Performance Objectives

11.8.1 Identify area for application of product

11.8.2 Identify colour fading using colour charts and client records

11.8.3 Section hair in preparation for application

11.8.4 Locate line of demarcation to establish time frame of previous service

11.8.5 Apply formulated product to new growth without overlapping previously coloured hair

11.8.6 Cross check for consistent product placement and coverage

11.8.7 Time processing following manufacturer's specifications

11.8.8 Strand test during process for colour development using visual inspection technique

Element of Performance

11.9 Demonstrate procedural steps for colouring virgin hair lightener.

Performance Objectives

11.9.1 Section hair for application of product and service

11.9.2 Apply formulated product to hair shaft not to include porous ends and one centimetre away from the scalp

11.9.3 Cross check for consistent product placement and coverage

11.9.4 Identify color change during processing to establish time frame for application to scalp area and ends

11.9.5 Time process to complete service following manufacturer's specifications

Element of Performance

11.10 Demonstrate procedural steps for colouring virgin hair darker.

Performance Objectives

- 11.10.1 Section hair to prepare for application of product
- 11.10.2 Apply formulated product to entire strands of hair from scalp to ends
- 11.10.3 Cross check for consistent product placement and coverage
- 11.10.4 Time process following manufacturer's specifications
- 11.10.5 Strand test for color processing and completion

Element of Performance

11.11 Determine procedural steps for corrective service.

Performance Objectives

- 11.11.1 Determine formulas, application and processing time needed for service based on strand test and existing colour of hair, taking into account:
 - formulas
 - application time
 - processing time
 - strand testing to determine existing hair colour

Element of Performance

11.12 Demonstrate procedural steps for double process.

Performance Objectives

11.12.1 Demonstrate procedural steps to pre-lighten hair:

- mix lightening product according to manufacturer's specifications
- demonstrate sectioning and sub sectioning techniques
- select method of application such as retouch (new-growth) or virgin
- demonstrate hand and tool manipulation techniques
- time process according to manufacturer's specifications
- perform visual colour test
- demonstrate product removal techniques
- select and apply finishing product according to manufacturer's specifications

11.12.2 Demonstrate procedural steps for toner application on pre-lightened hair.

- mix toning product according to manufacturer's specifications
- demonstrate sectioning and sub-sectioning techniques
- apply toner mixture such as retouch or virgin application
- demonstrate hand and tool manipulation techniques
- time process according to manufacturer's specifications
- emulsify according to manufacturer's specifications
- perform visual colour test
- demonstrate product removal techniques
- select and apply finishing product according to manufacturer's specifications

Element of Performance

- 11.13 Demonstrate and apply procedural steps for highlight or low light application techniques.

Performance Objectives

- 11.13.1 Select method and mixing product according to manufacturer's specifications
- 11.13.2 Demonstrate sectioning and sub-sectioning techniques
- 11.13.3 Demonstrate application method such as foil or cap.
- 11.13.4 Demonstrate weaving and freehand application techniques.
- 11.13.5 Demonstrate hand and tool manipulation techniques.
- 11.13.6 Time process according to manufacturer's specifications.
- 11.13.7 Perform visual colour test.
- 11.13.8 Demonstrate product and equipment removal techniques.
- 11.13.9 Select and apply finishing product according to manufacturer's specifications

Learning Outcome – Hair Additions

The graduate has reliably demonstrated the ability to:

- 12 Compare and contrast fibre types, application procedures, specialized tools, and maintenance procedures when working with hair additions.**

Element of Performance

- 12.1 Describe function, performance and uses of various fibre types.

Performance Objectives

- 12.1.1 synthetic fibre
- 12.1.2 natural fibre
- 12.1.3 natural hair types, including:
 - remy
 - yaki
 - Chinese
 - Indian
 - European

Element of Performance

- 12.2 Interpret consultation results to determine type of hair addition service to be performed.

Performance Objectives

- 12.2.1 Determine addition type
- 12.2.2 Determine fibre type
- 12.2.3 Determine attachment method
- 12.2.4 Determine length of addition
- 12.2.5 Match addition to natural hair based on:
 - colour
 - density
 - texture
- 12.2.6 Determine alterations to be applied to addition according to design, such as:
 - colouring
 - cutting to shape
 - cutting to blend
 - styling

Element of Performance

- 12.3 Perform procedural steps to fit and apply selected hair additions such as wig, hair piece, weft or extensions.

Performance Objectives

- 12.3.1 Determine size or quantity of additions based on head measurements
12.3.2 Choose attachment method
12.3.3 Attach or fit to head:
- select products, tools and equipment required
 - alter additions
 - follow manufacturer's directions
 - perform visual inspection

Element of Performance

- 12.4 Describe and perform the procedural steps to colour hair additions.

Performance Objectives

- 12.4.1 Describe how hair colour and lightening theory and procedures are adapted to addition types and fibre types
12.4.2 Describe the procedures to colour hair additions
12.4.3 Prepare additions for colour application
12.4.4 Demonstrate product application and removal, ensuring protection of the integrity of the addition

Element of Performance

- 12.5 Cut and blend hair additions to desired shape, length and thickness.

Performance Objectives

- 12.5.1 Select tools and procedures to cut additions according to fibre type:
- razors
 - shears
 - texturizing shears
 - wig blocks
 - t-pins
- 12.5.2 Describe and demonstrate how the following cutting techniques and procedures are adapted for hair additions:
- combing techniques
 - sectioning techniques
 - thinning and texturizing techniques
 - layering techniques
 - simulating natural appearance
 - visual inspection for accuracy

Element of Performance

12.6 Perform the procedural steps to style additions.

Performance Objectives

- 12.6.1 Identify and select relevant styling tools, products and procedures according to fibre type
- 12.6.2 Demonstrate styling techniques and procedures that are specially adapted to additions:
 - securing addition to remain stationary during procedure
 - combing techniques
 - sectioning techniques
 - blending techniques
 - final finishing or fitting

Element of Performance

12.7 Describe maintenance and home care procedures of additions.

Performance Objectives

- 12.7.1 Describe wear and deterioration
- 12.7.2 Describe products, tools and equipment for repair
- 12.7.3 Describe how to re-attach or repair additions
- 12.7.4 Describe how to clean according to manufacturer's directions and fibre type
- 12.7.5 Describe home care procedures to client:
 - explain necessity for regular salon maintenance
 - explain how to clean addition according to fibre type and following manufacturer's directions
 - explain safe and effective brushing/combing/styling techniques

Element of Performance

12.8 Remove hair additions to maintain the integrity of the natural hair.

Performance Objectives

- 12.8.1 Describe precautions for removing hair addition
- 12.8.3 Describe detachment tools and products
- 12.8.3 Select product, tools and equipment for addition removal
- 12.8.4 Demonstrate procedures for-removing addition
- 12.8.5 Perform visual inspection of natural hair's integrity after removal

III. Essential Employability Skills

All graduates of PCC Hairstylist programs of instruction must have reliably demonstrated the essential employability skills learning outcomes listed on the following pages, in addition to achieving the vocational learning outcomes

Context

Essential Employability Skills (EES) are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning.

The teaching and attainment of these EES for students in, and graduates from, Ontario's private career colleges are anchored in a set of three fundamental assumptions:

- These skills are important for every adult to function successfully in society today.
- Our colleges are well equipped and well positioned to prepare graduates with these skills.
- These skills are equally valuable for all graduates, regardless of the level of their credential, whether they pursue a career path, or they pursue further education.

Skill Categories

To capture these skills, the following six categories define the essential areas where graduates must demonstrate skills and knowledge.

- Communication
- Numeracy
- Critical Thinking & Problem Solving
- Information Management
- Interpersonal
- Personal

Application / Implementation

In each of the six skill categories, there is a number of defining skills, or sub skills, identified to further articulate the requisite skills identified in the main skill categories.

The following chart illustrates the relationship between the skill categories, the defining skills within the categories, and learning outcomes to be achieved by graduates from all postsecondary programs of instruction that lead to an Ontario College credential.

EES may be embedded in vocational courses, or developed through discrete courses. However these skills are developed, all graduates with Ontario College credentials must be able to reliably demonstrate the essential skills required in each of the six categories.

SKILL CATEGORY	DEFINING SKILLS: Skill areas to be demonstrated by graduates:	LEARNING OUTCOMES: The levels of achievement required by graduates. The graduate has reliably demonstrated the ability to:
COMMUNICATION	<ul style="list-style-type: none"> • Reading • Writing • Speaking • Listening • Presenting • Visual literacy 	<ol style="list-style-type: none"> 1. <i>Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</i> 2. <i>Respond to written, spoken, or visual messages in a manner that ensures effective communication.</i>
NUMERACY	<ul style="list-style-type: none"> • Understanding and applying mathematical concepts and reasoning • Analyzing and using numerical data • Conceptualizing 	<ol style="list-style-type: none"> 3. <i>Execute mathematical operations accurately.</i>
CRITICAL THINKING & PROBLEM SOLVING	<ul style="list-style-type: none"> • Analysing • Synthesising • Evaluating • Decision making • Creative and innovative thinking 	<ol style="list-style-type: none"> 4. <i>Apply a systematic approach to solve problems.</i> 5. <i>Use a variety of thinking skills to anticipate and solve problems.</i>

INFORMATION MANAGEMENT	<ul style="list-style-type: none"> • Gathering and managing information • Selecting and using appropriate tools and technology for a task or a project • Computer literacy • Internet skills 	<p>6. <i>Locate, select, organize, and document information using appropriate technology and information systems.</i></p> <p>7. <i>Analyze, evaluate, and apply relevant information from a variety of sources.</i></p>
INTERPERSONAL	<ul style="list-style-type: none"> • Team work • Relationship management • Conflict resolution • Leadership • Networking 	<p>8. <i>Show respect for the diverse opinions, values, belief systems, and contributions of others.</i></p> <p>9. <i>Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals</i></p>
PERSONAL	<ul style="list-style-type: none"> • Managing self • Managing change and being flexible and adaptable • Engaging in reflective practices • Demonstrating personal responsibility 	<p>10. <i>Manage the use of time and other resources to complete projects.</i></p> <p>11. <i>Take responsibility for one's own actions, decisions, and consequences.</i></p>

Appendix A

Key Industry Terms

The following terms are commonly used in the Hairstylist programs outlined in this document. The list is not exhaustive.

Acidity	The state of being acidic, i.e. having a pH of below 7.0.
Activator	Chemical agent employed to start the action of chemical products on hair; an additive used to quicken the action or progress of a chemical. Another word for booster, accelerator, protenator or catalyst.
Adhere	To join together or unite two or more surfaces.
Alkaline	Having a pH of greater than 7.0.
Alopecia	Loss of hair, especially from the head, which either happens naturally or is caused by a disease.
Balayage (Baliage)	Freehand application of colour and/or lightener.
Barrier Cream	See “protective cream”.
Base Control	The position of the tool in relation to the base.
Base Cream	Oily cream used to protect the scalp during chemical relaxing services.
Bleach (Lightener)	Chemical product used to remove pigment from the hair.
Chemical Hair Relaxer	Also called straightener. Chemical hair relaxing is a process that rearranges the structure of curly hair into a straight or smoother form.
Chemical Service	Service which alters the structure of hair using chemicals; e.g. as in permanent wave, hair colouring, hair straightening.
Chemical texture service	Process using chemicals for services such as straightening, smoothing, relaxing or curling the hair.
Chemical waving	Process using chemicals to alter the structure of straight hair to curly hair.
Client Consultation	Visual and tactile assessment of the client’s hair followed by a verbal or written communication to determine and confirm desired result of styling service.
Client Record	A particular form used to record client and service information.
Colour Chart	Resource produced by manufacturers of hair colouring products used to select colour options.
Colour Contouring	Process used to shade or highlight the contours of a hairstyle with hair colour.

Colour Deposit	The effect of a colour product in terms of its ability to add colour pigment to the hair.
Colour Formulation	Process of selecting colour and/or hydrogen peroxide to achieve desired colour, based on assessment.
Colour remover	Chemical product used to remove artificial colour from the hair.
Conditioning	Task of applying a product to hair to temporarily replenish hair condition.
Contour of Hairstyle	Outline of the finished hairstyle.
CPR	Cardio Pulmonary Resuscitation; the combined basic life support procedures of artificial circulation and respiration applied to sustain life in a person, who has stopped breathing and whose heart has stopped beating.
Curl Pattern	Movement of hair that is either natural or created.
Custom Colour	Combination of two or more colours, used to customize desired shade or tint.
Demarcation line	Boundary between hair that has been chemically altered and hair that has not been chemically altered.
Developer	Oxidizing agent used to create a change in hair colour.
Directional	Action of directing the hair forward or backward, to create a specific style.
Disinfect salon surfaces	Destroying or killing bacteria and a broad spectrum of fungi and viruses on salon surfaces; may be less effective with destroying spores.
Distribution	Process of dispersing hair over an area; or arranging and distributing hair directionally, in relation to its base parting.
Edging Technique	Cutting technique used to outline the sideburn and hairline area.
Elasticity	Ability of the hair to stretch and return to its original length.
Elevation	Term employed in hair cutting and styling, to indicate the angle or degree hair is held from the head.
Emulsifier	A thickening agent and/or binding agent added to products to change their physical composition (joins two or more ingredients together); e.g. for changing a lotion into a cream.
Filler	Preparation used to equalize porosity, or replace missing pigment in the hair.
Finger Wave	Loose wave made by dampening and shaping the hair without heat, using only fingers and comb.
Graduation	Haircut in which sub-sections of hair are cut in layers longer from the inner layer to the outer layer; a haircut displaying up-angle cutting.
Guideline	Hair strand used for a general shaping or cutting pattern; hair cut to a specific length, to serve as a guide for determining the length of the rest of the sections.

Hair Additions	May include wigs, hair pieces and extensions. Intended to disguise hair loss or enhance natural hair.
Hair Analysis	Examination of the general conditions of the hair: type, texture, density, breakage, oiliness, dryness, elasticity, porosity, quantity, wave pattern, growth pattern, length, colour, and chemical and medical history.
Hair Colour Level	The degree of lightness or darkness of hair colour.
Hair Cuticle	Outer layer of the hair, consisting of a single overlapping layer of transparent scale-like cells.
Hair Density	Number of hair strands in a given area; density may be thin, medium or thick.
Hair Ornamentation	Addition meant to enhance the hairstyle. May include a tiara, veil, flower, barrette or pin.
Hair texture	Thickness or diameter of the individual hair strands.
Hair type	Means of classifying hair; i.e. straight, wavy, curly and super curly.
Hair Volume	Amount or quantity of hair (e.g., bulk or mass); the lift, elevation, and height created by the formation of curls or waves in the hair.
Highlighting	Lightening or removing pigment in some hair strands to create lighter pieces of hair in relation to the base colour.
Highlighting or Low lighting Cap	Plastic or rubber head covering with punctured holes.
Lift	Process of lightening existing colour.
Lightening	Chemical process involving the lightening of natural pigment or artificial colour from the hair.
Manufacturer's Specifications	Directions and requirements outlined by a manufacturer in the product literature.
Moisture Level	Amount of hydration in the scalp or hair.
MSDS	Material Safety Data Sheet. A form outlining the properties of a particular substance. It provides workers with procedures for handling or working with a substance in a safe manner.
Natural fall	Natural movement of hair determined by the growth pattern.
Natural Level	The client's original hair colour.
New Growth	Part of the hair shaft between the scalp and the area of the hair that has previously received chemical treatment.
OHSA	Occupational Health and Safety Act.
On-scalp Bleach (Lightener)	Application using a liquid, cream, powder or gel form of lightener (bleach) that can be used directly on the scalp.
Overlapping	Applying a chemical solution beyond the limits of the new growth of hair.
Painted Method	Technique in hair colouring, in which the hair is darkened or lightened in thin strands with a brush.

Patch or Predisposition Test	Required test for determining allergy to a specific substance.
Pattern	Design layout to achieve desired result.
Perimeter	Outer line of a hairstyle or haircut; the silhouette line.
Permanent Colour	A product formulated to change the natural hair colour (may fade over a period of time).
pH (Potential of Hydrogen)	pH is a scale that measures the acidity or alkalinity of a substance. One through seven is acidic, seven through fourteen is alkaline.
Porosity	Ability of the hair to absorb moisture.
Preliminary strand test	Test to determine how hair will react to a formula and how long formula should be left on hair.
Pre-softening	Treating grey or resistant hair to allow for better penetration in chemical services.
Processing (hair)	Action of a chemical solution in permanent waving, hair straightening, or hair colouring.
Protective cream	Cream applied to the skin, to protect it against chemicals used during a perm, colour or straightening treatment.
Re-touch Application	Application of hair colour, lightener; or chemical hair relaxer to new growth hair.
Sanitize Salon facilities, tools and equipment	Cleaning and disinfecting salon facilities, tools and equipment to aid in preventing the growth of microbes and reducing the number of pathogens.
Section	Divide the hair by parting into separate areas for control.
Self-Activating Wave	Permanent wave using chemicals that release heat to create curls.
Semi-permanent Colour	A product formulated to temporarily change hair colour (4 to 6 weeks).
Sharps	Disposable cutting blades.
Slicing	Cutting technique to remove bulk or colouring technique used during foiling.
Smooth hair	A non-reactive chemical service to temporarily remove natural curl and seal the cuticle of the hair.
Soft Curl	Hairstyle using products or tools to change curly hair or straight hair into loose curls.
Stationary Guide Structure	A hair cutting guideline to which other hair is directed. Inter-related composition or arrangement of a finished hair design.
Sub-section	A smaller section within a larger section of hair, used to maintain control of the hair during a haircut or product application.
Superfluous Hair	Unwanted or excessive hair.
Tactile Inspection	Inspecting by touching.

Temporary Colour	Non-permanent colour made from preformed dyes that may be removed by shampooing.
Tension	Stress caused by stretching or pulling.
Test Curl	Method to pre-determine how the client's hair will react to permanent waving solution and neutralizer; process of testing the hair to determine curl formation during the permanent wave.
Texturizing	Cut for effect within the hair length.
Tint Back	Restoration of the hair to its original colour, or replacement of missing pigment in the hair before colouring to a darker shade.
Tone (noun)	The look of warmth or coolness of a colour.
Tone (verb)	To alter the warmth or coolness of a colour.
Towel-Blotting	Technique of gently pressing a towel over the hair to remove excess moisture or lotion.
Virgin Application	First application of a chemical process to natural hair.
Visual Inspection	Inspection by looking or observing.
Weaving Method	Technique accomplished by weaving separate strands of hair, to achieve an accented effect.
Weft	An amount of hair or fibre which is doubled over and Machine-Sewn along the top to create a long strand of hair; often used for hair extensions and weaving.
WHMIS	Workplace Hazardous Materials Information System.
Work Station	Area where the hairstylist performs related hairstyling functions.