Medical Esthetician

Salon Spa Business and Career Success

COURSE INFORMATION

COURSE NUMBER	TBD
TOTAL HOURS	80
THEORY	40
PRACTICAL	40
PREREQUISITES	None
CO-REQUISITES	None
ACADEMIC UNIT RESPONSIBLE FOR COURSE	Allied Health Education

STUDENTS, PLEASE NOTE

This course contains information that may be required to substantiate learning for professional recognition. It is your responsibility to retain a copy for your own use during your program and after graduation.

COURSE DESCRIPTION

This module outlines important aspects of successful salon business management and personal career success.

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COURSE OBJECTIVES

Following completion, the student will be able to:

1. Explain what clientele development is and the role it plays in the aesthetics business.
2. Apply interpersonal and customer service skills.
3. Explain how to handle customer complaints.
4. List the most effective ways to build a clientele.
5. Prepare an opening order for a new aesthetics.
6. Demonstrate the ability to work within assigned time frames to meet deadlines.
7. Produce professional research on esthetics product line.
8. Apply effective communication skills and problem-solving strategies to respond to customer complaints in the Esthetician practice setting.
9. Demonstrate the ability to book repeat appointments.
10. Demonstrate a client needs analysis and how to build a plan for service or product up-sell.

COMMON STUDENT LEARNING OUTCOMES

Upon successful completion of Anderson College programs, the student will:

Learn

Students will actively and independently acquire, apply, and adapt skills and knowledge to develop expertise and a broader understanding of the world as lifelong learners.

Think

Students will think analytically and creatively to explore ideas, make connections, draw conclusions, and solve problems.

Communicate

Students will exchange ideas and information with clarity and originality in multiple contexts.

Integrate

Students will demonstrate proficiency in the use of technologies in the broadest sense related to their field of study.

Act

Students will act purposefully, reflectively, and respectfully in diverse and complex environments.

EVALUATION

COLLEGE GRADING SYSTEM

Students must achieve a minimum of 70 % in theory and assignment portions within the course to be successful.

Students who achieve a failing grade of less than 70% may be eligible to write a supplemental examination to gain course credit. Remedial assistance will be required prior to writing the supplemental examination. Students will not progress in the program without achieving a passing grade in the course.

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COURSE EVALUATION

Attendance and Participation	10%
Assignment (2)	50%
Theory Test (2)	15%
Final Theory Exam	25%
TOTAL	**100%**

ASSESSMENT RATIONALE/ CRITERIA

Achievement of learning outcomes will be assessed through class participation, class work, group activity, assignment, tests, project, mid-semester examination, end of semester examination. Assessment will require students to demonstrate understanding and application of all the topics taught.

LEARNING MATERIALS

REQUIRED TEXTS

Milady's Standard: Fundamentals for Estheticians, 12th Ed. Delmar Learning

Milady's Standard: Fundamentals for Estheticians, Workbook, Delmar Learning

Milady's Standard: Nail Technology, 6th Ed, Delmar Learning

SUGGESTED READINGS

To be determined by the instructor

REFERENCE TEXTS AND MATERIALS

N/A

TEACHING/LEARNING STRATEGIES

Lectures on all the topics, power point presentations, video presentations, classwork, assignments, groupwork. All the students are expected to familiarise themselves with foundational knowledge prior to class. Personal study before and after classes and use of online resources are essential.

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COLLEGE POLICY STATEMENTS

Refer to the Anderson College Student Handbook for more information on the following policies.

ACADEMIC RESPONSIBILITY – STUDENTS

1. Each student must know the due dates for assignments, tests and examinations.
2. Each student must maintain their own academic record of work covered each Unit/term.
3. Each student must maintain paper and electronic copies of assignments for the academic year.
4. Each student must arrange academic discussion time with a faculty member to discuss progress.
5. Each student must perform self-evaluation on progress in the course.

PERSONAL CONDUCT – STUDENTS

1. Students must arrive on time for class and be prepared to work when the Instructor begins.
2. Students must be courteous to faculty and classmates.
3. Eating in classrooms and clinic is not allowed.
4. Cell phones, Text messengers and other electronic devices must be turned off during class time.

ACADEMIC ADVANCEMENT

At mid-point and at the end of each academic term, the members of the Faculty Team (FT) for the Medical Esthetician program meet to review the progress of all students. Following these meetings each student is advised orally and in writing of their status in the program.

Students experiencing difficulty will be counseled regarding assistance available to foster academic success.

At the end of each term, the Medical Esthetician Program Instructor and or Director of Education will make recommendations after deliberating on all relevant information. Decisions regarding each student may include (but are not limited to) the following. S/he has:

- Successfully completed all program requirements and can graduate.
- Successfully completed all requirements and is promoted to the next academic level in the program.
- Been granted supplemental privileges for courses not successfully completed and if successful will graduate or be promoted to the next academic level. **Supplemental privileges are not automatically granted and will be limited in number.**
- Not successfully completed all elements in the academic level but may remain in the program to repeat failed portions and continue toward program completion according to an individualized timetable.
- Experienced such difficulty that repetition of the entire academic level is required, and a space will be provided for the student in the program at the earliest opportunity if the student wants to return.
- Experienced such difficulty that the student is asked to leave the school and if s/he desires readmission must complete the admissions process in competition with other applicants.

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ATTENDANCE

Attendance is mandatory – The College reserves the right to determine whether absences are excused or unexcused (may affect student funding) and to request any medical evidence that may be required. Student tardiness is unacceptable, and students are expected to demonstrate professional behaviour at all times, in class or on a practicum. Students are entirely responsible for catching up on their own or for missed material and demonstrations. A doctor's note may be requested for each absence.

Absence from Missed Test/Assignment Due Protocol

Upon return to school, the student is to provide a doctor's note or approved excusable absence to the Instructor prior to admission to the make up test/submission of late assignments. Failure to submit an approved excuse within 5 school Units upon return, the student will receive a zero for all missed, tests and late assignments.

Absence from Class Protocol

The College monitors attendance closely. A student who is absent from a class more than 3 times in a term, will be identified at risk and required to submit a doctor's note or approved excusable absence to their instructor(s) and the Program Instructor prior to readmission to the class.

Make-Up Procedure

All students are expected to take exams at the scheduled time. Make-ups exams will be arranged only in recognized emergency cases. The instructor must be informed before or during the exam, to be eligible. Refer to the Anderson College Student Handbook for protocols. Quizzes are taken in class and at the time specified by the instructor. Late students will be given no extra time for the quiz. Quizzes given in the classroom cannot be made-up.

CHEATING AND PLAGIARISM

Any evidence of cheating will result in a failure for the course. Evidence of plagiarism will result in a failure for all students involved in the plagiarism. Plagiarism is turning in the work of someone else as if it was your own. When working on assignments in a group setting, students must submit their assignments using their own words. Identically worded assignments submitted by multiple students are acts of plagiarism.

MOBILE PHONES

Mobile phones are to be turned completely OFF while class is in session. Please use laptop computers responsibly. Web browsing, messaging, emailing, and recording are otherwise prohibited during class. Students who abuse the privilege of using their laptops will be asked to put it away for the duration of the class.

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