Ohio CTE

Human Services

Business Operations/21st Century Skills: Learners apply principles of economics, business management, marketing and employability in an entrepreneur, manager and employee role to the leadership, planning, developing and analyzing of business enterprises related to the career field. 1

1 **Employability Skills: Develop career awareness and employability skills (e.g., face-to-face, online) needed for gaining and maintaining employment in diverse business settings.** 1.1

1 Identify the knowledge, skills and abilities necessary to succeed in careers. 1.1.1

2 Identify the scope of career opportunities and the requirements for education, training, certification, licensure and experience. 1.1.2

3 Develop a career plan that reflects career interests, pathways and secondary and postsecondary options. 1.1.3

4 Describe the role and function of professional organizations, industry associations and organized labor and use networking techniques to develop and maintain professional relationships. 1.1.4

5 Develop strategies for self-promotion in the hiring process (e.g., filling out job applications, résumé writing, interviewing skills, portfolio development). 1.1.5

6 Explain the importance of work ethic, accountability and responsibility and demonstrate associated behaviors in fulfilling personal, community and workplace roles. 1.1.6

7 Apply problem-solving and critical-thinking skills to work-related issues when making decisions and formulating solutions. 1.1.7

8 Identify the correlation between emotions, behavior and appearance and manage those to establish and maintain professionalism. 1.1.8

9 Give and receive constructive feedback to improve work habits. 1.1.9

10 Adapt personal coping skills to adjust to taxing workplace demands. 1.1.10

11 Recognize different cultural beliefs and practices in the workplace and demonstrate respect for them. 1.1.11

12 Identify healthy lifestyles that reduce the risk of chronic disease, unsafe habits and abusive behavior. 1.1.12

2 **Leadership and Communications: Process, maintain, evaluate and disseminate information in a business. Develop leadership and team building to promote collaboration.** 1.2

1 Extract relevant, valid information from materials and cite sources of information (e.g., medical reports, fitness assessment, medical test results). 1.2.1

Deliver formal and informal presentations. 1.2.2

Skip to main content

3 Identify and use verbal, nonverbal and active listening skills to communicate effectively. 1.2.3

4 Use negotiation and conflict-resolution skills to reach solutions. 1.2.4

5 Communicate information for an intended audience and purpose. 1.2.5

6 Use proper grammar and expression in all aspects of communication. 1.2.6

7 Use problem-solving and consensus-building techniques to draw conclusions and determine next steps. 1.2.7

8 Identify the strengths, weaknesses and characteristics of leadership styles that influence internal and external workplace relationships. 1.2.8

9 Identify advantages and disadvantages involving digital and/or electronic communications. 1.2.9

10 Use interpersonal skills to provide group leadership, promote collaboration and work in a team. 1.2.10

11 Write professional correspondence, documents, job applications and résumés. 1.2.11

12 Use technical writing skills to complete forms and create reports. 1.2.12

13 Identify stakeholders and solicit their opinions. 1.2.13

14 Use motivational strategies to accomplish goals. 1.2.14

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3 **Business Ethics and Law: Analyze how professional, ethical and legal behavior contributes to continuous improvement in organizational performance and regulatory compliance.** 1.3

1 Analyze how regulatory compliance affects business operations and organizational performance. 1.3.1

2 Follow protocols and practices necessary to maintain a clean, safe and healthy work environment. 1.3.2

3 Use ethical character traits consistent with workplace standards (e.g., honesty, personal integrity, compassion, justice). 1.3.3

4 Identify how federal and state consumer protection laws affect products and services. 1.3.4

5 Access and implement safety compliance measures (e.g., quality assurance information, safety data sheets [SDSs], product safety data sheets [PSDSs], United States Environmental Protection Agency [EPA], United States Occupational Safety and Health Administration [OSHA]) that contribute to the continuous improvement of the organization. 1.3.5

6 Identify deceptive practices (e.g., bait and switch, identity theft, unlawful door-to-door sales, deceptive service estimates, fraudulent misrepresentations) and their overall impact on organizational performance. 1.3.6

Skip to main content

7 Identify the labor and practice laws that affect employment and the consequences of noncompliance for both employee and employer (e.g., harassment, labor, employment, employment interview, testing, minor labor laws, Americans with Disabilities Act, Fair Labor Standards Acts, Equal Employment Opportunity Commission [EEOC], human trafficking) and interpret personal safety rights according to the employee Right-to-Know Plan. 1.3.7

8 Verify compliance with computer and intellectual property laws and regulations. 1.3.8

9 Identify potential conflicts of interest (e.g., personal gain, project bidding) between personal, organizational and professional ethical standards. 1.3.9

4 **Knowledge Management and Information Technology: Demonstrate current and emerging strategies and technologies used to collect, analyze, record and share information in business operations.** 1.4

1 Use office equipment to communicate (e.g., phone, radio equipment, fax machine, scanner, public address systems). 1.4.1

2 Select and use software applications to locate, record, analyze and present information (e.g., word processing, e-mail, spreadsheet, databases, presentation, Internet search engines). 1.4.2

3 Verify compliance with security rules, regulations and codes (e.g., property, privacy, access, accuracy issues, client and patient record confidentiality) pertaining to technology specific to the industry pathway. 1.4.3

4 Use system hardware to support software applications. 1.4.4

5 Use information technology tools to maintain, secure and monitor business records. 1.4.5

6 Use an electronic database to access and create business and technical information. 1.4.6

7 Use personal information management and productivity applications to optimize assigned tasks (e.g., lists, calendars, address books). 1.4.7

8 Use electronic media to communicate and follow network etiquette guidelines. 1.4.8

5 **Global Environment: Evaluate how beliefs, values, attitudes and behaviors influence organizational strategies and goals.** 1.5

1 Describe how cultural understanding, cultural intelligence skills and continual awareness are interdependent. 1.5.1

2 Describe how cultural intelligence skills influence the overall success and survival of an organization. 1.5.2

3 Use cultural intelligence to interact with individuals from diverse cultural settings. 1.5.3

4 Recognize barriers in cross-cultural relationships and implement behavioral adjustments. 1.5.4

Skip to main content

5 Recognize the ways in which bias and discrimination may influence productivity and profitability. 1.5.5

6 Analyze work tasks for understanding and interpretation from a different cultural perspective. 1.5.6

7 Use intercultural communication skills to exchange ideas and create meaning. 1.5.7

8 Identify how multicultural teaming and globalization can foster development of new and improved products and services and recognition of new opportunities. 1.5.8

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6 **Business Literacy: Develop foundational skills and knowledge in entrepreneurship, financial literacy and business operations.** 1.6

1 Identify business opportunities. 1.6.1

2 Assess the reality of becoming an entrepreneur, including advantages and disadvantages (e.g., risk versus reward, reasons for success and failure). 1.6.2

3 Explain the importance of planning your business. 1.6.3

4 Identify types of businesses, ownership and entities (i.e., individual proprietorships, partnerships, corporations, cooperatives, public, private, profit, not-for-profit). 1.6.4

5 Describe organizational structure, chain of command, the roles and responsibilities of the organizational departments and interdepartmental interactions (e.g., following physician's orders). 1.6.5

6 Identify the target market served by the organization, the niche that the organization fills and an outlook of the industry. 1.6.6

7 Identify the effect of supply and demand on products and services. 1.6.7

8 Identify the features and benefits that make an organization's product or service competitive. 1.6.8

9 Explain how the performance of an employee, a department and an organization is assessed. 1.6.9

10 Describe the impact of globalization on an enterprise or organization. 1.6.10

11 Describe how all business activities of an organization work within the parameters of a budget. 1.6.11

12 Describe classifications of employee benefits, rights, deductions and compensations. 1.6.12

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7 **Entrepreneurship/Entrepreneurs: Analyze the environment in which a business operates and the economic factors and opportunities associated with self-employment.** 1.7

1 Compare and contrast the four types of business ownership (i.e., individual proprietorships, partnerships, corporations, cooperatives). 1.7.1

Skip to main content

Explain the role of profit as the incentive to entrepreneurs in a market economy. 1.7.2

3 Identify the factors that contribute to the success and failure of entrepreneurial ventures. 1.7.3

4 Assess the roles of nonprofit and for-profit businesses. 1.7.4

5 Develop a business plan. 1.7.5

6 Describe life cycles of an entrepreneurial business and an entrepreneur. 1.7.6

7 Create a list of personal strengths, weaknesses, skills and abilities needed to be successful as an entrepreneur. 1.7.7

8 Explain pathways used to become an entrepreneur. 1.7.8

9 Conduct a self-assessment to determine entrepreneurial potential. 1.7.9

10 Describe techniques for obtaining experience (e.g., apprenticeship, co- operative [co-op] education, work placement, internship, job shadowing) related to an entrepreneurial objective. 1.7.10

11 Identify initial steps in establishing a business (e.g., limited liability company [LLC], tax ID, permits, insurance, licensing). 1.7.11

12 Identify resources available to entrepreneurs (e.g., Small Business Administration, mentors, information resources, educational opportunities). 1.7.12

13 Protect intellectual property and knowledge (e.g., copyright, patent, trademark, trade secrets, processes). 1.7.13

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8 **Operations Management: Plan, organize and monitor an organization or department to maximize contribution to organizational goals and objectives.** 1.8

1 Forecast future resources and budgetary needs using financial documents (e.g., balance sheet, demand forecasting, financial ratios). 1.8.1

2 Select and organize resources to develop a product or a service. 1.8.2

3 Analyze the performance of organizational activities and reallocate resources to achieve established goals. 1.8.3

4 Identify alternative actions to take when goals are not met (e.g., changing goals, changing strategies, efficiencies). 1.8.4

5 Use inventory and control systems to purchase materials, supplies and equipment (e.g., Last In, First Out [LIFO]; First In, First Out [FIFO]; Just in Time [JIT]; LEAN). 1.8.5

6 Identify the advantages and disadvantages of carrying cost and Just-in- Time (JIT) production systems and the effects of maintaining inventory (e.g., perishable, shrinkage, insurance) on profitability. 1.8.6

7 Collect information and feedback to help assess the organization's strategic planning and policymaking processes. 1.8.7

8 Identify routine activities for maintaining business facilities and equipment. 1.8.8

9 Develop a budget that reflects the strategies and goals of the organization. 1.8.9

0 Analyze how business management and environmental management systems (e.g., health, safety) contribute to continuous improvement and sustainability. 1.8.10

Skip to main content

9 **Financial Management: Use financial tools, strategies and systems to develop, monitor and control the use of financial resources to ensure personal and business financial well-being.** 1.9

1 Create, analyze and interpret financial documents (e.g., budgets, income statements). 1.9.1

2 Identify tax obligations. 1.9.2

3 Review and summarize savings, investment strategies and purchasing options (e.g., cash, lease, finance, stocks, bonds). 1.9.3

4 Identify credit types and their uses in order to establish credit. 1.9.4

5 Identify ways to avoid or correct debt problems (e.g., collection agency payments and post-collection agency payments). 1.9.5

6 Explain how credit ratings and the criteria lenders use to evaluate repayment capacity affect access to loans. 1.9.6

7 Review and summarize categories (types) of insurance and identify how insurances can reduce financial risk. 1.9.7

8 Identify income sources and expenditures. 1.9.8

9 Compare and contrast different banking services available through financial institutions. 1.9.9

10 Identify the role of depreciation in tax planning and liability. 1.9.10

10 **Sales and Marketing: Manage pricing, place, promotion, packaging, positioning and public relations to improve quality customer service.** 1.10

1 Identify how the roles of sales, advertising and public relations contribute to a company's brand. 1.10.1

2 Determine the customer's/client's needs and identify solutions and potential community resources. 1.10.2

3 Communicate features, benefits and warranties of a product or service to the customer/client. 1.10.3

4 Identify the company policies and procedures for initiating product and service improvements. 1.10.4

5 Monitor customer/client expectations and determine product/service satisfaction by using measurement tools. 1.10.5

6 Discuss the importance of correct pricing to support a product's or service's positioning in the marketing mix. 1.10.6

7 Describe the importance and diversity of distribution channels (i.e., direct, indirect) to sell a product. 1.10.7

8 Use promotional techniques to maximize sales revenues (e.g., advertising, sales promotions, publicity, public relations). 1.10.8

9 Describe how product mix (e.g., product line, product items) maximizes sales revenues, market, share and profit margin. 1.10.9

Skip to main content

10 Demonstrate sales techniques. 1.10.10

11 Principles of Business Economics: Examine and employ economic principles, concepts and policies to accomplish organizational goals and objectives. 1.11

1 Identify the economic principles that guide geographic location of an industry's facilities (e.g., relative scarcity, price, quantity of products and services). 1.11.1

2 Identify the difference between monetary and nonmonetary incentives and explain how changes in incentives cause changes in behavior. 1.11.2

3 Use economic indicators to identify economic trends and conditions (e.g., inflation, interest rate fluctuations, and unemployment rates). 1.11.3

4 Determine how the quality, quantity and pricing of goods and services are affected by domestic and international competition in a market economy. 1.11.4

5 Analyze factors that affect currency and exchange rates. 1.11.5

6 Explain how financial markets and government policies influence interest rates (credit ratings/debt ceiling), trade deficits and unemployment. 1.11.6

7 Describe how economic performance and culture are interdependent. 1.11.7

8 Identify the relationships between economy, society and environment that lead to sustainability. 1.11.8

9 Describe how laws and regulations influence domestic and international trade. 1.11.9

Human Body System: Learners will analyze and explain the various forms, and functions associated with body systems and alterations from a normal state. Particular emphasis is given to disorders of the hair, skin, and scalp. 2

1 The Human Body: Describe the various human body systems and their functions 2.1

1 Describe the function and components of the respiratory system and pulmonary ventilation and factors influencing respiratory rates. 2.1.1

2 Describe nerve tissue and the nervous system, including regions of the brain and their function. 2.1.2

3 Describe the musculoskeletal system, including skeletal, cardiac and smooth muscle, and various bone structures. 2.1.3

4 Describe the immune system and the lymphatic system's role in immunity. 2.1.4

5 Describe the sensory system, related structures and functions. 2.1.5

6 Describe the endocrine system, its structures and the role of hormones. 2.1.6

7 Describe the integumentary system, related structures and functions. 2.1.7

8 Describe the difference between pathology and physiology. 2.1.8

2 Disorders of the Skin, Glands, Hair and Scalp: Identify and explain the various disorders and procedures associated with the skin, hair, glands, and scalp. 2.2

1 Identify and describe diseases and disorders of the skin and glands. 2.2.1

Describe procedures for the skin disorders. 2.2.2

Skip to main content

3 Explain the composition and structure of the hair follicle.(e.g., structure, shape, distribution and growth). 2.2.3

4 Complete a hair analysis and describe the qualities of hair. 2.2.4

5 Describe the various contagious and non-contagious disorders of the hair and scalp. 2.2.5

6 Explain corrective hair and scalp procedures. 2.2.6

7 Describe appropriate scalp manipulations and their respective functions. 2.2.7

Health and Safety Interventions: Students analyze the impact of hygiene and bacteriology on personal care services and how to demonstrate safe practices in accordance with federal, state and local regulations. Students gain general knowledge in infection control, prevention, and reducing risk of injury. 3

1 **Environmental Interventions: Create and maintain a safe and sanitary environment.** 3.1

1 Use standard precaution guidelines, recommended by the Centers for Disease Control and Prevention. 3.1.1

2 Identify and remove environmental and electrical hazards to decrease the risk of falls, injury, or ingestion of dangerous materials (e.g., clutter, equipment, throw rugs, spills, plants, hazardous chemicals). 3.1.2

3 Demonstrate chemical and electrical safety and their application to the work environment. 3.1.3

4 Determine the risk of burns resulting from equipment, liquids, chemicals and fire. 3.1.4

5 Implement disaster preparedness response to fire, tornado, emergency evacuation, hazardous material spill, infant/child abduction, bomb threat, violent person, active shooter, missing adult and loss of power. 3.1.5

6 Identify risk factors of exposure to hazardous materials (i.e., chemical, radiologic, microbial) and provide safety precautions. 3.1.6

7 Account for all instruments, supplies and equipment. 3.1.7

8 Perform the safe operation, packing and cleaning of equipment. 3.1.8

9 Prepare and dispense solutions made from concentrates according to manufacturers' directions. 3.1.9

10 Explain the need for appropriate working heights of chairs, stools, footrests, work areas and equipment. 3.1.10

11 Properly position clients to safely deliver service. 3.1.11

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2 **Principles of Infection Control: Use principles of infection control to prevent the growth and spread of pathogenic microorganism's, infection, and ensure client safety.** 3.2

1 Identify the different types and classifications of bacteria. 3.2.1

2 Explain bacteria growth and its relationship to diseases and infection. 3.2.2

3 Describe the chain of infection and mechanisms for the spread of infection. 3.2.3

Implement methods of controlling or eliminating microorganisms and the importance of practices that hinder the spread of infection (e.g., hand washing, disinfecting care areas). 3.2.4

Skip to main content

5 Use personal protective equipment (PPE) when encountering body fluids, potential of splashing, or respiratory droplets. (e.g., sneezing, coughing) 3.2.5

6 Perform various decontamination techniques and procedures. 3.2.6

7 Dispose of refuse and biodegradable materials, according to manufacturers' directions and state and federal requirements. 3.2.7

8 Implement effective draping and client protection techniques. 3.2.8

9 Apply principles of decontamination (e.g. sanitize, disinfect, and sterilize.) 3.2.9

Hair and Skin Services: Students will learn to apply and analyze shampoo, rinse and conditioning services to clients. Students will Perform hair analysis, cutting and styling services. Concepts and application of chemical waving, lightening, and coloring will be performed on clients. 4

1 **Perform Shampooing and Conditioning Services. Students will describe and perform various hair services including shampooing, conditioning and procedures of the scalp.** 4.1

1 Explain the function of shampoo, rinse and conditioning services. 4.1.1

2 Compare and contrast product composition and product features and select for each service. 4.1.2

3 Evaluate the hair's chemical composition and structure 4.1.3

4 Apply and rinse shampoo thoroughly through the clients scalp. 4.1.4

5 Apply and rinse treatment or conditioner based on manufacturer's guidelines. 4.1.5

6 Perform necessary procedural adjustments to accommodate different types and textures of hair. 4.1.6

7 Complete the proper manipulation based on scalp analysis and client assessment. 4.1.7

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2 **Chemical Texturing. Students will explain and demonstrate the procedures and techniques used in permanent waving, chemical relaxing, and curl reforming services.** 4.2

1 Describe the chemical and physical changes associated with perms and other chemical treatments. 4.2.1

2 Based on the composition and current state of hair and scalp, evaluate possible reactions to various chemical treatments (e.g., permanent wave, relax). 4.2.2

3 Differentiate between waving solution and neutralizer, and alkaline and acid-based perm. 4.2.3

4 Explain chemical waving or hair relaxing procedures and daily care. 4.2.4

5 Describe special problems associated with chemical waving or chemical hair relaxing procedures. 4.2.5

6 Contrast the various implements (e.g., rods, clips) used in chemical procedures. 4.2.6

7 Perform sectioning, blocking and wrapping techniques. 4.2.7

Complete the strand testing procedure. 4.2.8

Apply knowledge of possible adverse chemical reactions to the skin. 4.2.9

Skip to main content

10 Apply the proper chemicals required for a permanent wave or chemical relaxer. 4.2.10

11 Apply the processing solution for the appropriate time to achieve desired results. 4.2.11

12 Blot, shampoo and/or neutralize all chemical solutions. 4.2.12

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3 **Hair Coloring: Students will define the law of color and identify the natural and artificial tone and level to perform a hair color technique.** 4.3

1 Explain color theory, “Law of Color,” chemistry of color, and their implications for hair procedures. 4.3.1

2 Compare and contrast between temporary, semi-permanent, demi permanent and permanent hair color treatment. 4.3.2

3 Explain the special characteristics and percentages of gray, white, and salt and pepper hair. 4.3.3

4 Compare and contrast the chemicals used in hair coloring and select for the intended functions. 4.3.4

5 Identify potential problems that may be encountered during a hair coloring procedure and explain corrective measures. 4.3.5

6 Use color swatch or chart to determine the most appropriate level and shades of color. 4.3.6

7 Analyze hair texture, density, elasticity, porosity, condition and scalp for hair color or lightening applications. 4.3.7

8 Perform an FDA mandated skin test. 4.3.8

9 Select and assemble all needed materials. 4.3.9

10 Divide the hair into appropriate sections to visualize the scalp for proper application of product. 4.3.10

11 Describe techniques and procedures for hair color application. 4.3.11

12 Discuss the daily care of hair coloring treatments. 4.3.12

13 Perform a strand test. 4.3.13

14 Safely apply appropriate color, toner, and/or bleach according to manufacturer's guidelines. 4.3.14

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4 **Hair Styling Services. Students will use form and texture, combined with direction and movement to create a hair style for natural and artificial hair.** 4.4

1 Describe the various types of human and synthetic hairpiece materials. 4.4.1

2 Recognize and select various artificial hair techniques. 4.4.2

3 Measure and demonstrate a client for an appropriately fitted wig or hairpiece (e.g., shape, block, adjust). 4.4.3

Clean and store wigs and hairpieces care procedures (e.g., styling, cleaning, storing). 4.4.4

Skip to main content

5 Compare and contrast various hair styles in relation to texture, direction, and movement. 4.4.5

6 Describe how various waves, curls and braids contribute as major components of styling hair. 4.4.6

7 Compare and contrast the various hair styling implements (e.g., rollers, clips) to the desired styles. 4.4.7

8 Perform thermal styling techniques and their respective applications. 4.4.8

9 Complete a finished style comb-out. 4.4.9

10 Perform “wet set” using principles of design (i.e. hair sculpturing, rollers and fingerwaves). 4.4.10

11 Apply braiding techniques to natural and artificial hair. 4.4.11

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5 Haircutting: Students will cut hair to create various forms and shapes while demonstrating the proper use of equipment. 4.5

1 Describe and demonstrate the use of razors, shears and clippers. 4.5.1

2 Describe sectioning, angles, lines and elevation. 4.5.2

3 Divide hair in to sections according to desired haircut. 4.5.3

4 Apply the use of razors, shears and clippers to achieve the desired results. 4.5.4

5 Apply the use of lines and angles to obtain the desired results. 4.5.5

6 Edge and clean neckline to the appropriate shape and length. 4.5.6

7 Evaluate haircut for proportion and balance. 4.5.7

Nail and Facial Services. Students will examine the nails and recognize common disorders and diseases. Students will apply techniques for various facial services for clients. Students will also apply face, arm, and hand massage techniques for clients. 5

1 Nail Care. Students will perform basic and advanced nail care services for clients. 5.1

1 Explain the nail growth process, nail structure and various nail shapes 5.1.1

2 Identify nail diseases and disorders and treatment. 5.1.2

3 Explain the theory of basic arm, hand and foot manipulations 5.1.3

4 Identify health conditions that prohibit the safe use of massage 5.1.4

5 Clean and prepare the natural nail by removing nail polish and cleaning under the free edge 5.1.5

6 Soften, trim and care for cuticles. 5.1.6

7 Shape, smooth, and buff the natural nail. 5.1.7

8 Perform proper techniques for foot care, including sanitizing and soaking. 5.1.8

9 Explain and demonstrate arm, hand, and foot massage procedures. 5.1.9

10 Compare and contrast artificial nail products and select for client needs. 5.1.10

11 Prepare the natural nail for the application of an artificial nail product. 5.1.11

Skip to main content

2 Implement knowledge of angles, curves and relationship to size and select the correct size and type of artificial nails. 5.1.12

13 Correctly apply artificial material to the natural nail following safety protocol. 5.1.13

14 Apply artificial applications to the free edge of the natural nail and or to the full natural nail. 5.1.14

15 Shape and buff the artificial nail to the proper consistency by applying knowledge of angles and shapes to mold into a natural looking nail 5.1.15

16 Properly polish the nail with a base, color and topcoat to make a smooth even shade to the nail. 5.1.16

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2 **Skin Care Services: Students will perform facial services including hair removal, facial massage, and makeup procedures** 5.2

1 Describe facial manipulations, massage and their respective benefits 5.2.1

2 Describe the purposes and procedures for applying packs and masks 5.2.2

3 Describe the various equipment available for facial services and their respective applications. 5.2.3

4 Perform basic facial procedures. 5.2.4

5 Compare and contrast hair removal methods 5.2.5

6 Analyze facial features and face shape. 5.2.6

7 Perform methods of hair removal 5.2.7

8 Explain the principles of color harmony and corrective makeup for each facial shape. 5.2.8

9 Apply procedures for eyebrow shaping and lash applications. 5.2.9

Barbering: The Application of barbering techniques is applied to clients. Students will analyze the fundamentals of barbering and shaving in order to provide client services. 6

1 **Barbering: Students will explain and apply barbering concepts to clients. Students will learn the principles of shaving and apply these principles to perform client services.** 6.1

1 Discuss the differences between barbering and cosmetology. 6.1.1

2 Describe elementary chemistry relating to barbering decontamination. 6.1.2

3 Examine the hair texture, grain of beard and skin analysis. 6.1.3

4 Describe the purpose and complete procedures for honing and stropping. 6.1.4

5 Perform shaving procedures and cutting strokes. 6.1.5

6 Describe mustache and beard design. 6.1.6

7 Perform shaving, mustache and beard services. 6.1.7