

# Cosmetology (COSM) 1010 Chemical Texture Services

# HYBRID COURSE SYLLABUS

**Spring Semester 2023**

## Course information

Credit Hours/Minutes: 3/4500

Campus/Class Location: Vidalia Campus, Main Building Room 312

Class Meets: Hybrid 67% /Face to face 33% Monday-Thursday 8:00- 9:45

Course Reference Number (CRN):40097

Preferred Method of Contact: [aconey-ricks@southeasterntech.edu](mailto:aconey-ricks@southeasterntech.edu)

## Instructor contact information

Instructor Name: Althea Coney-Ricks

Email Address: [Althea](mailto:Althea) Coney-Ricks [aconey-ricks@southeasterntech.edu](mailto:aconey-ricks@southeasterntech.edu)

Campus/Office Location: Vidalia Campus/ Room 311-B

Office Hours: Monday-Thursday 7:00 A.M.-8:00 A.M. & 3:00 P.M.-5:00 P.M.

Phone: 912-538-3203

**This course is taught in a hybrid format. Hybrid classes require students to complete a portion of the required contact hours traditionally by attending classes on campus while completing the remaining portion online at the student’s convenience with respect to the instructor’s requirements.**

## Southeastern technical college’s (STC) Catalog and Handbook

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College’s [Catalog and Handbook](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php) (<http://www.southeasterntech.edu/student-affairs/catalog-handbook.php>).

## REQUIRED TEXT

13th Edition Milady Standard Cosmetology Bundle; Includes: Hard Cover Textbook, Exam Review, Haircutting simulation & MindTap; ISBN: 9781305942349

## REQUIRED SUPPLIES & SOFTWARE

1st Semester Southeastern Tech Cosmetology kit, black uniform, and black leather close-toed shoes. Other items may be necessary.

Note: Although students can use their smartphones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor Georgia Virtual Technical Connection (GVTC) provides technical support for issues relating to the use of a smartphone or tablet so students are advised to not rely on these devices to take an online course.

**Students should not share login credentials with others and should change passwords periodically to maintain security.**

## COURSE DESCRIPTION

Provides instruction in the chemistry and chemical reactions of permanent wave solutions and relaxers, application of permanent waves and relaxers. Precautions and special problems involved in applying permanent waves and relaxers will be emphasized.

## MAJOR COURSE COMPETENCIES

Topics include permanent wave techniques, chemical relaxer techniques, chemistry, physical and chemical change, safety procedures, permanent wave and chemical relaxer application procedures, hair analysis, scalp analysis, permanent wave procedures (in an acceptable time frame), relaxer application (in an acceptable time frame), and Hazardous Duty Standards Act Compliance.

## PREREQUISITE(S)

COSM 1000 Introduction to Cosmetology

## COURSE OUTLINE

1. Permanent Wave Techniques
2. Chemical Relaxer Techniques
3. Chemistry-Physical and Chemical Change
4. Safety Procedures
5. Application Procedures (manikin)
6. Hair Analysis
7. Scalp Analysis
8. Permanent Wave Procedures (acceptable time frame)
9. Relaxer Application (acceptable time frame)
10. Hazardous Duty Standards Act Compliance

## GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

## STUDENT REQUIREMENTS

Students are responsible for policies and procedures included in the Southeastern Technical College Catalog and Handbook. Students are expected to complete all performance exercises, tests, and assignments within the scheduled time as shown on the course lesson plan. Students who miss a test will be assigned a grade of zero. At the end of the semester, students must have an AVERAGE of 70 or higher on the Theory exams, an AVERAGE of 70 or higher on the Performance exams, and an overall average of 70 or better in order to take the final exams. If the average is below 70 for theory, performance, or overall exams, students will be unable to take final exams and a grade of D will be assigned for the course. No scores will be rounded (up or down). All final averages will be recorded as is (i.e. a 69.9 is a 69.9). Students are required to be on time for all Written and Performance Exams. **Late admittance will not be allowed under any circumstances.**

Students must bring all required materials to class per assignments for the day and must be dressed in black uniform and black leather, closed-toe shoes. When a student fails to bring required materials to class, the following will circumstances will be followed:

* 1st offense: student will not be allowed to participate in the activity and will have to do another assignment as directed by the instructor.
* 2nd offense: student will be assigned a zero for the activity.
* 3rd offense: student will be dismissed, receive a tardy or absence as appropriate, and receive a zero for the assignment. A student not wearing their student ID and/or required uniform will be dismissed from class, given a tardy or absence, until they return.

## COVID-19 MASK REQUIREMENT

Regardless of vaccination status, students are highly encouraged to wear masks or face coverings while in a classroom or lab at Southeastern Technical College.  Masking may be implemented in some program areas (i.e. Health Sciences and Cosmetology) where students, faculty, and clients are in close proximity and social distancing cannot be maintained.  This measure is being implemented to reduce COVID-19 related health risks for everyone engaged in the educational process.  Masks or face coverings must be worn over the nose and mouth, in accordance with the Centers for Disease Control and Prevention (CDC).

## COVID-19 Signs and symptoms

We encourage individuals to monitor for the signs and symptoms of COVID-19 prior to coming on campus.

If you have experienced the symptoms listed below or have a body temperature 100.4°F or higher, we encourage you to self-quarantine at home and contact a primary care physician’s office, local urgent care facility, or health department for further direction. Please notify your instructor(s) by email and do not come on campus for any reason.

|  |
| --- |
| **COVID-19 Key Symptoms** |
| Fever or felt feverish |
| Chills |
| Shortness of breath or difficulty breathing (not attributed to any other health condition) |
| Cough: new or worsening, not attributed to another health condition |
| Fatigue |
| Muscle or body aches |
| Headache |
| New loss of taste or smell |
| Sore throat (not attributed to any other health condition) |
| Congestion or runny nose (not attributed to any other health condition) |
| Nausea or vomiting |
| Diarrhea |
|  |
| **In the past 14 days, if you:** |
| Have had close contact with or are caring for an individual diagnosed with COVD-19 at home (not in healthcare setting), please do not come on campus and contact your instructor (s). |

## Covid-19 Self-Reporting Requirement

Students, regardless of vaccination status, who test positive for COVID-19 or who have been exposed to a COVID-19 positive person, are required to self-report using <https://www.southeasterntech.edu/covid-19/>. Report all positive cases of COVID-19 to your instructor and [Stephannie Waters](mailto:Stephannie%20Waters), Exposure Control Coordinator, [swaters@southeasterntech.edu](mailto:swaters@southeasterntech.edu), 912-538-3195.

## ATTENDANCE GUIDELINES Cosmetology

Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and also interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of “F” (Failing 0–59) and face financial aid repercussions in upcoming semesters.

Instructors are responsible for determining whether missed work may be made up and the content and dates for makeup work are at the discretion of the instructor.

Attendance is counted from the first scheduled class meeting of each semester. To receive credit for a course a student must attend at least 90% of the scheduled instructional time. All work missed due to tardiness or absences must be made up at the convenience of the instructor. Any student attending less than the required scheduled instructional time (90%) may be dropped from the course as stated below in the Withdrawal Procedure.

Tardy means arriving after the scheduled time for instruction to begin. Early departure means leaving before the end of the scheduled time. Three (3) tardies or early departures equal one (1) absence for the course.

**For this class, which meets 4 days a week for 10 weeks, the maximum number of days a student may miss is 4 days during the semester.**

**Additional Provisions**

**Health Science and Cosmetology Programs**

Requirements for instructional hours within Health Science and Cosmetology programs reflect the rules of respective licensure boards and/or accrediting agencies. Therefore, these programs have stringent attendance policies. Each program’s attendance policy is published in the program’s handbook and/or syllabus which specifies the number of allowable absences. All provisions for required make-up work in the classroom or clinical experiences are at the discretion of the instructor.

## STUDENTS WITH DISABILITIES

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

Swainsboro Campus: [Daphne Scott](mailto:dscott@southeasterntech.edu) [dscott@southeasterntech.edu](file:///\\stc-share-vid\shared$\Academic%20Affairs\INSTRUCT\SYLLABI%20and%20LESSON%20PLANS\FY21\Syllabi%20Templates\Summer%20202116%20Syllabi%20Templates\dscott@southeasterntech.edu) 478-289-2274, Building 1, Room 1210.

Vidalia Campus: [Helen Thomas](mailto:hthomas@southeasterntech.edu) ([hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu)), 912-538-3126, Building A, Room 165

## **Specific Absences**

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

## **PREGNANCY**

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please make arrangements with the appropriate campus coordinator.

**Swainsboro Campus:** [Daphne Scott](mailto:dscott@southeasterntech.edu) [dscott@southeasterntech.edu](file:///\\stc-share-vid\shared$\Academic%20Affairs\INSTRUCT\SYLLABI%20and%20LESSON%20PLANS\FY21\Syllabi%20Templates\Summer%20202116%20Syllabi%20Templates\dscott@southeasterntech.edu) 478-289-2274, Building 1, Room 1210.

**Vidalia Campus:** [Helen Thomas](mailto:hthomas@southeasterntech.edu) ([hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu)), 912-538-3126, Building A, Room 165

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery **MAY NOT** be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

## Withdrawal Procedure

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of “W” (Withdrawn) is assigned for the course(s) when the student completes the withdrawal form.

Students who are dropped from courses due to attendance after drop/add until the 65% point of the semester will receive a “W” for the course.

Important – Student-initiated withdrawals are not allowed after the 65% point. Only instructors can drop students after the 65% point for violating the attendance procedure of the course. Students who are dropped from courses due to attendance after the 65% point will receive either a “WP” (Withdrawn Passing) or “WF” (Withdrawn Failing) for the semester.

Informing your instructor that you will not return to his/her course, does not satisfy the approved withdrawal procedure outlined above.

There is no refund for partial reduction of hours. Withdrawals may affect students’ eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be accessed due to the withdrawal. A grade of “W” will count in attempted hour calculations for the purpose of Financial Aid.

## **MAKEUP GUIDELINES** (Tests, quizzes, homework, projects, etc.)

When a student is tardy for or misses a test, a grade of zero is assigned until the makeup test is taken.  Make-up tests must be taken on the assigned makeup day at the discretion of the instructor. An 11-point penalty will be assessed for all make-up tests. Only one (1) make-up test will be given per student.

Students are required to be on time for all Written and Performance Exams. Late admittance will not be allowed. Make-up exams are not given for Mock State Board Exams, Mid-Term Exams, Semester Review Exams, or Final Exams. No makeup tests are given for performance tests. Unannounced quizzes are subject to be given on any day**.**A gradeof zero will be assigned for any missed assignments, performance labs, or quizzes**.** Any zeroes recorded will be included in the final score calculation.

**CELL PHONE USAGE AND OTHER ELECTRONIC DEVICES: School Policy**

The use of cell phones, pagers, CD players, and/or similar devices is not permitted in the classroom/lab facilities. The use of these devices during class or lab time will result in disciplinary action and could lead to dismissal**.  Instructor Policy**: In cases of emergency, permission to put your phone on vibrate must be cleared with your instructor, but the phone should not be answered while inside the classroom.  Therefore, it is best to put them away and out of sight.  **When a student violates this policy, 10 points will be deducted from the most recent test score.  On the 3rd offense, the student will be dismissed from class and receive an absence for the day.**

## ACADEMIC DISHONESTY POLICY

The Southeastern Technical College Academic Dishonesty Policy states that all forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the Southeastern Technical College Catalog and Handbook.

## Procedure for Academic Misconduct

The procedure for dealing with academic misconduct and dishonesty is as follows:

1. **First Offense**

Student will be assigned a grade of "0" for the test or assignment. The instructor keeps a record in course/program files and notes as a first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

1. **Second Offense**

The student is given a grade of "WF" (Withdrawn Failing) for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of a second offense. The Registrar will input the incident into Banner for tracking purposes.

1. **Third Offense**

The student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of a third offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

## **STATEMENT OF NON-DISCRIMINATION**

## As set forth in the student catalog, Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, veteran status, or citizenship status (except in those special circumstances permitted or mandated by law).

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

| **American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer** | **Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer** |
| --- | --- |
| Helen Thomas, Special Needs Specialist  Vidalia Campus  3001 East 1st Street, Vidalia  Office 165 Phone: 912-538-3126  Email: [Helen Thomas](mailto:hthomas@southeasterntech.edu)  [hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu) | Lanie Jonas, Director of Human Resources  Vidalia Campus  3001 East 1st Street, Vidalia  Office 138B Phone: 912-538-3230  Email: [Lanie Jonas](mailto:ljonas@southeasterntech.edu)  [ljonas@southeasterntech.edu](mailto:ljonas@southeasterntech.edu) |

## accessibility Statement

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

## GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College’s website.

## **ACCESS TO TECHNOLOGY**

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College (STC) Website](http://www.southeasterntech.edu/) ([www.southeasterntech.edu](http://www.southeasterntech.edu/)).

## Technical college system of georgia (tcsg) GUARANTEE/WARRANTY STATEMENT

*The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.*

## GRADING POLICY

| **Assessment/Assignment** | **Percentage** |
| --- | --- |
| Assignments | 20% |
| Theory Exams | 25% |
| Final Theory Exam | 25% |
| Performance Exams | 15% |
| Final Performance Exam | 15% |

## grading scale

| **Letter Grade** | **Range** |
| --- | --- |
| A | 90-100 |
| B | 80-89 |
| C | 70-79 |
| D | 60-69 |
| F | 0-59 |

**COSM 1010 Chemical Texture Services**

**Spring Semester 2023 Lesson Plan**

| **Date/Week** | **Chapter/Lesson** | **Content** | **Assignments & Tests Due Dates**  **All assignments due on Wednesday @ 11:00 p.m.** | **Competency Area** |
| --- | --- | --- | --- | --- |
| Week 1  January  9-12 | 20 | Chemical Texture Services | **Hybrid:** Read pages 597-609, MindTap assignments, watch Hair Structure and Chemistry of Permanent Waving, and sectioning videos.  **Class:** Begin sectioning techniques | 1, 3-8, 10  A,C |
| Week 2  January  17-19 | 20 | Chemical Texture Services | **Hybrid:** Read pages 609-617 & 629-646, MindTap assignments, watch Chemical Composition of Hair video  **Class:** Timed sectioning, wrapping patterns, and perm techniques | 1, 3-8, 10  A, C |
| Week 3  January  23-26 | 20 | Chemical Texture Services | **Hybrid:** Read and Review pages 597-617  **Class:** Practice perm wrap procedures, **Chapter 20-A Exam Tuesday, January 24** | 1, 3-8, 10  A, C |
| Week 4  Jan 30-  Feb  2 | 20 | Chemical Texture Services | **Hybrid:** Read pages 617-628 & 647-667, MindTap assignments, watch Chemistry of Perms vs. Relaxers and Chemical Curl Restructuring Virgin Relaxer videos.  **Class:** Basic perm wrap performance test, wrapping patterns and techniques | 1, 3-8, 10  A, C |
| Week 5  February  6-9 | 20 | Chemical Texture Services | **Hybrid:** Review pages 617-628, MindTap assignments  **Class:** Chemical Relaxer techniques, Perm wrapping, and techniques | 2-7, 9-10  A, C |
| Week 6  February  13-16 | 20 | Chemical Texture Services | **Hybrid:** Read pages 617-628 & 647-667  **Class:** Brick lay, Curvature, and Soft Curl perm procedures, **Chapter 20-B Exam Thursday, February 16** | 1-10  A, C |
| Week 7  February  20-23 | 20 | Chemical Texture Services | **Hybrid:** Review Pages 597-667, Watch Spiral Perm video  **Class:** Curvature perm, spiral perm, and relaxer techniques | 1-10  A, C |
| Week 8  Feb 27-  March  2 | 20 | Chemical Texture Services | **Hybrid:** Review pages 597-667, Watch Piggy Back Perm video  **Class:** Spiral Perm, Piggy Back Perm, and relaxer techniques | 1-10  A, C |
| Week 9  March  6-9 | 20 | Chemical Texture Services | **Hybrid:** Review pages 597-667  **Class:** State Board Perm and Relaxer performance test, | 1-10  A, C |
| Week 10  March  13-16 | 20 | Chemical Texture Services | **Hybrid:** Review for Final Written Exam  **Class: Final Written and Performance Exams** | 1-10  A, C |
| Week 11  March  20-23 |  |  | **FINALS** |  |

**The instructor reserves the right to change the syllabus and/or lesson plans as necessary**

**Competency Areas: (will vary for each course/taken from state standards)**

1. Permanent Wave Techniques
2. Chemical Relaxer Techniques
3. Chemistry-Physical and Chemical Change
4. Safety Procedures
5. Application Procedures (manikin)
6. Hair Analysis
7. Scalp Analysis
8. Permanent Wave Procedures (acceptable time frame)
9. Relaxer Application (acceptable time frame)
10. Hazardous Duty Standards Act Compliance

**General Core Educational Competencies**

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

**Chemical Waving**

**20 minutes**

| **Task** | **Possible Points** | **Yes** | **No** | **Score** |
| --- | --- | --- | --- | --- |
|  | **100** |  |  |  |
| **Preparation** |  |  |  |  |
| Sanitizes hands | 4.76 |  |  |  |
| Sets up implements that are visibly clean & sanitary | 4.76 |  |  |  |
| **Demonstration of Chemical Waving** |  |  |  |  |
| Sections & subsections hair straight & evenly | 4.76 |  |  |  |
| Subsections hair no longer than length of rod | 4.76 |  |  |  |
| Subsections hair same width as diameter of rod | 4.76 |  |  |  |
| Wraps hair evenly & smoothly around rod | 4.76 |  |  |  |
| Distributes hair evenly across end paper | 4.76 |  |  |  |
| Extends end papers beyond hair ends | 4.76 |  |  |  |
| Places bands correctly | 4.76 |  |  |  |
| Uses same rod base placement throughout section | 4.76 |  |  |  |
| Wraps hair around rod at least 1 ½ times | 4.76 |  |  |  |
| **Demonstrate Saturation** |  |  |  |  |
| Applies cotton and/or protective cream at nape | 4.76 |  |  |  |
| Wears gloves during application of simulated product | 4.76 |  |  |  |
| Applies simulated product across entire rod safely | 4.76 |  |  |  |
| **Demonstrate Test Curl** |  |  |  |  |
| Unwraps rod at least 1 ½ turns & hair is held to relax | 4.76 |  |  |  |
| **Safety & Infection Control** |  |  |  |  |
| Removes rod correctly | 4.76 |  |  |  |
| Maintains towel & drape for protection throughout service | 4.76 |  |  |  |
| Disposes of soiled materials using infection control procedures | 4.76 |  |  |  |
| Disposes of items to be disinfected in properly labeled receptacle | 4.76 |  |  |  |
| Practices infection control procedures safely throughout service | 4.76 |  |  |  |
| Maintains work area in a safe manner throughout service | 4.76 |  |  |  |
| Completes all procedures according to instructions given | 4.76 |  |  |  |
| All tasks completed in time allotted | 4.76 |  |  |  |
| **Total** | 100 |  |  |  |

**Chemical Relaxing**

**Untimed**

| **Task** | **Possible Points** | **Yes** | **No** | **Score** |
| --- | --- | --- | --- | --- |
|  | 100 |  |  |  |
| **Preparation** |  |  |  |  |
| Sets up implements that are visibly clean & sanitary | 5.26 |  |  |  |
| Sanitizes hands | 5.26 |  |  |  |
| Applies protective cream | 5.26 |  |  |  |
| Wears gloves during application of simulated relaxer product | 5.26 |  |  |  |
| **Demonstration of Virgin Relaxer Application** |  |  |  |  |
| Subsections hair ¼ inch wide or less | 5.26 |  |  |  |
| Applies simulated product ½ from scalp | 5.26 |  |  |  |
| Applies simulated product up to but not including last 1 inch of hair | 5.26 |  |  |  |
| Completely covers subsections with simulated product | 5.26 |  |  |  |
| **Demonstrate Smoothing Relaxer Product** |  |  |  |  |
| Demonstrates smoothing of subsection in direction of hair growth & cuticle with moderate tension | 5.26 |  |  |  |
| **Safety & Infection Control** |  |  |  |  |
| Keeps perimeter skin free of product | 5.26 |  |  |  |
| Maintains neck strip or towel & drape for protection throughout service | 5.26 |  |  |  |
| Disposes of soiled materials using infection control procedures | 5.26 |  |  |  |
| Disposes of items to be disinfected in properly labeled receptacle | 5.26 |  |  |  |
| Practices infection control procedures safely throughout service | 5.26 |  |  |  |
| Maintains work area in a safe manner throughout service | 5.26 |  |  |  |
| Maintains client protection throughout service | 5.26 |  |  |  |
| Completes all procedures according to instructions given | 5.26 |  |  |  |
| **Total** | 100 |  |  |  |