

40900**Perform commercial barbering operations**

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| Kaupae Level | 4 |
| Whiwhinga Credit | 15 |
| Whāinga Purpose | <p>This skill standard is for people who want to apply legislative and compliance requirements and operational processes relevant to a commercial barbering environment.</p> <p>This skill standard aligns with the New Zealand Certificate in Commercial Barbering (Level 4) [Ref: 2115].</p> |

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

| Hua o te ako Learning outcomes | Paearu aromatawai Assessment criteria |
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| 1. Apply business systems and practices in a commercial barbering environment. | a. Develop strategies for establishing and maintaining a client base. |
| | b. Apply legislative and compliance requirements for a commercial barbershop. |
| | c. Identify costs associated with the operation of a barbershop and explain their impact on a barbershop's income. |
| | d. Outline a barber's Key Performance Indicators (KPIs) and how meeting KPIs affects income. |
| | e. Describe how personal actions can impact on a barber and barbershop's profitability. |
| 2. Apply processes for barbershop operations. | a. Manage client interactions and provide advice on timeframes and costs for services. |
| | b. Use client booking system to manage client timings. |
| | c. Use payment and sales systems for services and retail products. |
| | d. Manage barbering supplies and retail stock as required. |
| | e. Complete banking tasks as required. |
| | f. Demonstrate culturally appropriate behaviour when applying processes with clients. |

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Assessment must take place in a realistic commercial barbering environment and in accordance with workplace requirements.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

- Legislative and compliance requirements.
- Relevant industry publications and codes of conduct.
- Workplace policies and procedures.
- Adhering to workplace, suppliers and manufacturers' instructions for the safe use of equipment, materials and product.
- Consistently maintaining effective, hygienic and safe working methods.
- Understanding of commercial timeframes, costings, services, profits, expenses.
- Key Performance Indicators (KPIs) including meeting service timings, selling, client re booking, meeting targets and impact on profits.
- Operational costs including staff, training, wages, productivity, rent, rates, marketing, utilities, consumables, laundry, products, equipment and servicing.
- Generating income and sales, setting service pricing, building clientele, commission, relationships with suppliers and clients, employment options.
- Financial responsibilities and business systems – different types of booking systems, technology for payment, point of sale systems (EFTPOS), cash, banking and account systems, tax systems, including personal tax and Goods and Service Tax (GST).
- Marketing and promotions, including social media.
- Roles and responsibilities.
- Professional standards including all relevant health, safety and hygiene obligations.
- Communication and professional behaviour – smile, tone of voice, body language, positioning in relation to client, clear instructions, appropriate physical contact, conversation skills, active listening, humour, positive language, manaakitanga, whanaungatanga.
- Encouraging self-care, setting professional boundaries, and knowing how to refer clients to professionals for help, protecting the barber and the client.
- Completing service – Product use and recommendations, retail sales, payment.

Rauemi | Resources

Legislation, regulations and/or industry standards relevant to this skill standard include but are not limited to:

- Relevant legislation including [Health and Safety at Work Act 2015](#), [Privacy Act 2020](#), [Consumers Guarantee Act 1993](#), and [Human Rights Act 1993](#).
- [Public Health Guidance for Hairdressers and Barbers 2025](#).
- Relevant industry publications.
- Organisational policies and procedures.

Pārongo Whakaū Kounga | Quality assurance information

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| Ngā rōpū whakatau-paerewa Standard Setting Body | Toi Mai Workforce Development Council |
| Whakaritenga Rārangi Paetae Aromatawai DASS classification | Service Sector > Beauty Services > Barbering |
| Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR | 0099 |

| Hātepe Process | Putanga Version | Rā whakaputa Review Date | Rā whakamutunga mō te aromatawai Last date for assessment |
|---|-----------------------------|--------------------------------------|---|
| Rēhītatanga Registration | 1 | 30 October 2025 | N/A |
| Kōrero whakakapinga Replacement information | N/A | | |
| Rā arotake Planned review date | 31 December 2030 | | |

Please contact Toi Mai Workforce Development Council at qualifications@toimai.nz to suggest changes to the content of this skill standard.