

Title	Consult with client for barbering services and analyse hair and scalp conditions		
Level	3	Credits	20

Purpose	<p>This unit standard is for people in the barbering industry who will consult with a client and analyse the hair and scalp.</p> <p>People credited with this unit standard are able to: consult with client to determine barbering service parameters; complete hair and scalp analysis for required barbering service; and agree course of action for requested service.</p>
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Classification	Beauty Services > Barbering
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Available grade	Achieved
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Guidance Information

- 1 Definitions**

Legislative requirements refer to the obligations of the employer and/or employee under the Health and Safety at Work Act 2015 and Health (Hairdressers) Regulations 1980.

Workplace means barbering salon.

Workplace requirements mean the practices prescribed by management as being the quality standards for client contact and work organisation for a particular barber shop, salon or other business that may also perform barbering services.
- 2** In this unit standard all work must comply with legislative requirements and must ensure optimum hair condition and maximum client comfort at all times.

Outcomes and performance criteria

Outcome 1

Consult with client to determine barbering service parameters.

Performance criteria

- 1.1** Carry out the consultation in a friendly, engaging, and time-effective manner.

Range includes but is not limited to – body language, physical contact.
- 1.2** Ask questions that demonstrate empathy to identify client’s wants and/or needs.

- 1.3 Analyse the client's wants and/or needs in accordance with workplace requirements, and make suggestions for services and products to meet client's needs.
- 1.4 Use questioning to elicit information on previous chemical treatments which may affect proposed service.
- 1.5 Use questioning to elicit information on client's life style, personality and home hair care routine.
- Range any one of – fashion, professional, casual, sporty.
- 1.6 Carry out visual examination of client's features, stature, and body proportions in terms of requirements of requested service.

Outcome 2

Complete hair and scalp analysis for required barbering service.

Performance criteria

- 2.1 Examine the scalp in terms of requirements of requested service in accordance with workplace requirements.
- Range scalp irregularities, scalp condition.
- 2.2 Identify hair type in terms of requirements of requested service in accordance with workplace requirements.
- Range porosity, elasticity, texture, density, length, growth patterns, percentage of grey, product build-up.
- 2.3 Identify natural hair tendencies in terms of requirements of requested service in accordance with workplace requirements.
- Range presence of curl, hairline, facial growth, nape growth, crowns, natural partings, thinning.
- 2.4 Identify hair and scalp conditions in accordance with legislative requirements.
- Range contagious, non-contagious.
- 2.5 Identify damaged hair in terms of requirements of requested service in accordance with workplace requirements.
- Range physical, chemical.

Outcome 3

Agree course of action for requested service.

Performance criteria

3.1 Advise the client of factors that may influence achievement of requested service.

Range client's wants and/or needs, hair and scalp analysis, lifestyle analysis, fixed factors and variable factors, chemical treatments, time factors, probable price, proposed outcomes, home hair care, follow-up services and maintenance.

3.2 Explain the proposed course of action and final result step-by-step in non-technical terms in accordance with workplace requirements, and obtain the client's approval.

Planned review date	31 December 2024
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 January 2003	31 December 2022
Review	2	20 February 2009	31 December 2022
Review	3	24 October 2019	N/A

Consent and Moderation Requirements (CMR) reference	0020
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact NZ Hair and Beauty Industry Training Organisation Inc support@hito.org.nz if you wish to suggest changes to the content of this unit standard.