

<b>Title</b>	<b>Converse and interact with clients and operators in a salon environment</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<p>This unit standard is for entry level learners who will converse and interact with clients in a salon environment.</p> <p>People credited with this unit standard are able to, in a salon environment: demonstrate appropriate conversation; converse and interact to meet the expectations of clients and operators; and converse and interact with an operator working with clients.</p>
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<b>Classification</b>	Beauty Services > Salon Skills
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<b>Available grade</b>	Achieved
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### Guidance Information

#### 1 Definitions

*Salon* refers to a hairdressing salon, barber shop, or beauty salon where the salon is registered under the Health (Registration of Premises) Regulations 1966, or is subject to the Code of Practice for Beauty Therapy Clinics, Spas and Training Establishments.

*Salon environment* may be a workplace and/or training salon.

*Expectations of the salon environment* refer to the documented and/or accepted work practices within that salon. They may include instructions from senior co-workers.

*Salon requirements* refer to industry and legislative requirements relevant to the type of salon, for example those contained in:

- Sections 6 and 7 of the Health (Hairdressers) Regulations 1980;
- The New Zealand Association of Registered Beauty Therapists, *Code of Ethics for Members of The New Zealand Association of Registered Beauty Therapists Inc.* (Auckland, NZ), and The New Zealand Association of Registered Beauty Therapists, *Health and Hygiene Guidelines* (Auckland, NZ), both available from <http://www.beautynz.org.nz>;
- Australian/New Zealand Standard AS/NZS ISO 31000:2018, *Risk management – Guidelines*;
- AS/NZS 4804:2001 *Occupational Health and Safety Management Systems - General guidelines on principles, systems and supporting techniques*;
- Material Safety Data Sheets (MSDSs);
- Building Act 2004, Privacy Act 1993, Consumer Guarantees Act 1993; Fair Trading Act 1986, Health and Safety at Work Act 2015, Hazardous Substances and New Organisms Act 1996, Human Rights Act 1993, and Smoke-free Environments Act 1990; enterprise fire and emergency policies and procedures; and Health (Registration of Premises) Regulations 1966, and Fire and

Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018.

*Operator* refers in this unit standard to any salon worker or stylist who is or will be working on clients within the salon environment.

*Senior co-workers* may include but are not limited to senior operators, supervisors, salon trainers, and managers.

- 2 Salon requirements must be adhered to for all aspects of this unit standard.
- 3 Assessment against this unit standard will include evidence collected over a period of five consecutive scheduled working days. The five consecutive scheduled working days should allow for, but not include, valid absences.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate appropriate conversation in a salon environment.

Range may include but is not limited to – local news, fashion, product information.

### Performance criteria

- 1.1 Identify and discuss conversation topics with clients in accordance with the expectations of the salon environment.
- 1.2 Express opinions with consideration for views of others in accordance with the expectations of the salon environment.

### Outcome 2

Converse and interact to meet the expectations of clients and operators in a salon environment.

Range eye contact, facial expression, voice, language, recognising and responding to verbal and non-verbal cues;  
may include – telephone communication.

### Performance criteria

- 2.1 Acknowledge clients on arrival and departure with courtesy and respect in accordance with the expectations of the salon environment.
- 2.2 Initiate conversation with clients using open-ended questions in accordance with the expectations of the salon environment.
- 2.3 Establish rapport with operators and clients in accordance with the expectations of the salon environment.

- 2.4 Conduct conversation with clients and operators using active listening skills and paraphrasing to clarify when necessary in accordance with the expectations of the salon environment.
- 2.5 Use appropriate tone of voice during conversation with clients and operators and maintain the confidentiality of the client/operator relationship in accordance with the expectations of the salon environment.

### Outcome 3

Converse and interact with an operator working with clients in a salon environment.

#### Performance criteria

- 3.1 Interrupt an operator working with courtesy and respect in accordance with the expectations of the salon environment.
- 3.2 Undertake self-inclusion in a client/operator conversation when appropriate in accordance with the expectations of the salon environment.

<b>Planned review date</b>	31 December 2021
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 November 2005	31 December 2016
Review	2	26 November 2007	31 December 2016
Review	3	18 June 2014	N/A
Revision and Rollover	4	26 September 2019	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:support@hito.org.nz) if you wish to suggest changes to the content of this unit standard.