

Title	Create appointments and maintain appointment systems and records in the salon environment		
Level	3	Credits	5

Purpose	<p>This is a practically based unit standard for people who create and maintain appointment systems and records in a salon environment.</p> <p>People credited with this unit standard are able to: demonstrate background knowledge required for creating appointments; create appointments for services; and maintain appointment systems and records in the salon environment.</p>
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Classification	Beauty Services > Salon Skills
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Available grade	Achieved
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Guidance Information

1 Definitions

Co-workers may include but are not limited to salon assistants, apprentices, senior operators, receptionists, supervisors, salon trainers, and managers.

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

Salon refers to a hairdressing salon, barbershop, or beauty salon where the salon is registered under the Health (Registration of Premises) Regulations 1966 and has paying clients.

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

Procedures of the salon environment refer to the documented and/or accepted work practices within that salon environment. 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 8 and 9 of the Health (Hairdressers) Regulations 1980;

Health and Safety in Hairdressing: An Evaluation of Health and Safety Management Practices in the Hairdressing Industry (Wellington: Department of Labour, 2007) available at <http://www.dol.govt.nz/PDFs/hairdressing.pdf>;

Material Safety Data Sheets (MSDSs);

Privacy Act 1993, Consumer Guarantees Act 1993; Health and Safety at Work Act 2015, Hazardous Substances and New Organisms Act 1996, Human Rights Act 1993, and Smoke-free Environments Act 1990; fire and emergency policies and procedures; and Health (Registration of Premises) Regulations 1966, and Fire Safety and Evacuation of Buildings Regulations 2006.

2 Salon requirements must be adhered to for all aspects of this unit standard.

- 3 Performance of all outcomes in this unit standard that include interaction with clients and/or co-workers (either face-to-face, by phone, or by email) must display communication that is clear, polite and friendly, and body language that is appropriate and professional.
- 4 It is recommended that candidates seeking credit for this unit standard have some prior knowledge of the products and services available within their salon environment. This knowledge could be gained through completion of Unit 25438, *Apply knowledge of services and workflow in the salon environment*, and Unit 2758, *Select and recommend hair products*.

Outcomes and performance criteria

Outcome 1

Demonstrate background knowledge required for creating appointments in the salon environment.

Performance criteria

- 1.1 The opening hours of the salon are identified.
- 1.2 The staff roster for the salon is explained in terms of who is available at what times.
- Range includes but is not limited to – start and finish times, allowances for lunch breaks.
- 1.3 The personnel of the salon are described in terms of roles, responsibilities and capabilities.
- 1.4 Factors that can alter the time-frame for salon services are identified and explained in terms of their effect on the time-frame.
- Range factors may include but are not limited to – length of hair, hair type, chemical services, design and styling requirements; services may include but are not limited to – permanent colour, eyelash tint, facial, cut and blow wave, wetshave; effect on time-frame for a minimum of five services.
- 1.5 The prices of salon services are identified, and factors that can alter the prices of salon services are identified and explained in terms of their effect on the price.
- Range factors may include but are not limited to – length of hair, hair type, chemical services, design and styling requirements; services may include but are not limited to – permanent colour, eyelash tint, facial, cut and blow wave, wetshave; effect on price for a minimum of five services.

Outcome 2

Create appointments for services in the salon environment.

Range includes but is not limited to – face to face, by phone;
may include – email, text.

Performance criteria

2.1 Details of required services are established through clear communication with the client.

Range clear communication includes but is not limited to – use of open-ended questions.

2.2 Any factors that may alter the time-frame for services are identified.

Range methods for identifying factors may include but are not limited to – questioning, active listening, observation.

2.3 Suitable appointment times and a suitable stylist are identified in terms of the salon's opening hours, the staff roster, the personnel of the salon, and existing appointments.

2.4 An appointment time is agreed with the client.

2.5 Client is advised of an estimated time-frame and price for the services.

Range includes consideration of factors that can alter the time-frame and/or price of the services.

2.6 For chemical services, an allergy test is given or posted to the client for completion prior to the appointment in accordance with the procedures of the salon environment.

Range may include – skin test for on-scalp colour services.

2.7 Appointment is recorded in appointment system in accordance with the procedures of the salon environment.

Range may include but is not limited to – manual systems, computer-based systems.

2.8 Confirmation of the appointment is provided to the client in accordance with the procedures of the salon environment.

Range methods of confirmation may include but are not limited to – appointment card, text message, email, phone call.

Outcome 3

Maintain appointment systems and records in the salon environment.

Performance criteria

- 3.1 Client details are updated in accordance with the procedures of the salon environment.

Range may include but is not limited to – at the time of making the appointment, immediately prior to the client’s arrival for his/her appointment, at the completion of the services.
- 3.2 Requested changes to appointment times are negotiated with the client, and recorded in accordance with the procedures of the salon environment.
- 3.3 The client’s arrival for his/her appointment is recorded in accordance with the procedures of the salon environment.
- 3.4 The procedures of the salon environment are followed if a client does not arrive for his/her appointment.

Range may include but is not limited to – details recorded in appointment system, client is contacted, client is offered the opportunity to re-book.
- 3.5 At the end of the appointment, the completion of the sale is actioned and recorded in the appointment system in accordance with the procedures of the salon environment.

Range completion of the sale may include but is not limited to – advising client of final price for services, taking and recording payment, offering the opportunity to re-book, recommending and/or up-selling products.

Replacement information	This unit standard, unit standard 25438, unit standard 28843, and unit standard 28844 have been replaced by unit standard 33231 and unit standard 33232.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 March 2009	31 December 2019
Review	2	21 July 2016	31 December 2026
Review	3	29 June 2023	31 December 2026

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>.