

Title	Apply knowledge of services and workflow in the salon environment		
Level	3	Credits	4

Purpose	<p>This unit standard is for people working and intending to work in positions in a salon environment.</p> <p>People credited with this unit standard are able to: assist with services and contribute to workflow in the salon environment; explain services and their timings in a salon; and explain workflow in a salon.</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.

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 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.

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, Fair Trading Act 1986, Health and Safety in Employment Act 1992, Hazardous Substances and New Organisms Act 1996, Human Rights Act 1993, and Smoke-free Environments Act 1990; enterprise fire and emergency policies and procedures; Health (Registration of Premises) Regulations 1966, and Fire Safety and Evacuation of Buildings Regulations 2006.

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

Stylist refers to any salon operator who is working on clients within the salon environment.

- 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 whenever relevant.
- 4 Assessment against outcome 1 of this unit standard will include evidence collected over a period of 10 consecutive scheduled working days. The 10 consecutive scheduled working days should allow for, but not include, valid absences.

Outcomes and performance criteria

Outcome 1

Assist with services and contribute to workflow in the salon environment.

Range ten consecutive days.

Performance criteria

- 1.1 Needs of co-workers involved in providing services to clients are identified and prioritised, and assistance is given in accordance with the procedures of the salon environment.

Range may include but is not limited to – preparing service area, preparing resources for services.
- 1.2 At times when co-workers involved in providing services to clients do not need assistance, tasks that require completion within the salon are identified, prioritised, and undertaken in accordance with the procedures of the salon environment.

Range may include but is not limited to – cleaning basins, doing laundry, sweeping, tidying dispensary.
- 1.3 Interruptions are handled in a manner that minimises disruption of services to clients in accordance with the procedures of the salon environment.
- 1.4 Assistance is sought from co-workers when required in a manner that minimises disruption of services to clients in accordance with the procedures of the salon environment.

Outcome 2

Explain services and their timings in a salon.

Range may include but is not limited to – permanent colour, highlighting using foils, cut and blow wave, wet shave, facial; a minimum of three services.

Performance criteria

- 2.1 Services are described in terms of ways co-workers can assist the stylist.
 Range may include but is not limited to – making the most of the parts of the service when the stylist can be undertaking other tasks.
- 2.2 Services are described in terms of how their timings affect the stylist’s bookings.
 Range may include but is not limited to – the timing of any parts of the service when the stylist can be undertaking other tasks.

Outcome 3

Explain workflow in a salon.

Performance criteria

- 3.1 Factors that should be considered when prioritising work tasks in a salon are explained in accordance with the procedures of the salon environment.
 Range factors may include but are not limited to – whether there are clients waiting for service, what stage of their service clients are up to within the salon, whether any co-workers need assistance, instructions from employer or senior co-workers; a minimum of three factors.
- 3.2 The types of interruptions that may occur in a salon are described in terms of how they can be managed with minimal disruption to salon workflow and services.
 Range includes but is not limited to – phone calls, arrival of product representatives, late arrival of clients; a minimum of three types of interruptions.

Replacement information	This unit standard, unit standard 25435, 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 2011
Revision	2	19 November 2010	31 December 2026
Review	3	19 March 2015	31 December 2026
Review	4	29 June 2023	31 December 2026

Consent and Moderation Requirements (CMR) reference

0020

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.