

<b>Title</b>	<b>Provide client service and care and assist the operator to prepare for service in a beauty salon or clinic</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 in the beauty therapy industry.</p> <p>People credited with this unit standard are able to provide client service and care and assist the operator to prepare for service in a beauty salon or clinic.</p>
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<b>Classification</b>	Beauty Services > Beauty Therapy
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Definitions
 

*Operator* refers to any salon operator who is working on clients within the salon or clinic.

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

*Salon or clinic requirements*, for the purposes of this unit standard, refer to any policies, procedures, and requirements of the company and/or workplace involved, and any ethical codes of relevant professional management, which collectively provide a standard that applies to all competent performances in this unit standard.

*Service to follow* may include but is not limited to – manicure, facial, massage.

*Workstation* refers to beauty therapy treatment areas within the beauty salon or clinic.
- 2 All work must comply with legislative and salon or clinic requirements. Legislative requirements include but are not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Health and Safety at Work Act 2015, Privacy Act 1993, Health Act 1956, and their subsequent amendments.
- 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.
- 4 Assessment against this unit standard must not be in the form of a role-play or simulation and will take place within the beauty salon or clinic where the candidate is employed or on work experience or in training.
- 5 In all dealings with clients, personal presentation, including personal hygiene, must at all times be of a standard that complies with salon or clinic requirements.

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## Outcomes and performance criteria

### Outcome 1

Provide client service and care and assist the operator to prepare for service in a beauty salon or clinic.

### Performance criteria

- 1.1 Greet client in a timely, discreet, and courteous manner, and store their coat and/or belongings.
- 1.2 Consult the operator to determine the service to follow.
- Range includes but is not limited to – client name, technique and/or treatment.
- 1.3 Ask the client to complete a client information form according to the service to follow.
- Range includes but is not limited to – answering any client queries about the client information form, referring any client questions to the operator when necessary.
- 1.4 Usher the client to a workstation according to the service to follow.
- 1.5 Collect resources and make them available for the operator at the workstation.
- Range may include but is not limited to – product, client information form, tools, equipment.
- 1.6 When requested by the operator, give the client a moisturising hand and/or foot effleurage prior to the service to follow.
- Range pre-compress, application of product, effleurage massage movements, removal of excess product.
- 1.7 Retrieve the client's coat and/or belongings from storage and return them in the same condition they were received.
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<b>Planned review date</b>	31 December 2023
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	20 October 2011	31 December 2020
Review	2	29 November 2018	N/A

**Consent and Moderation Requirements (CMR) reference**

0035

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.