

<b>Title</b>	<b>Converse and interact to create and maintain an atmosphere suitable for a barber shop</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is for people working, or intending to work, as a commercial barber who will often work independently as sole-charge or senior barbers within a barber shop.</p> <p>People credited with this unit standard are able to converse and interact to create and maintain an atmosphere suitable for a barber shop.</p>
----------------	--

<b>Classification</b>	Beauty Services > Barbering
-----------------------	-----------------------------

<b>Available grade</b>	Achieved
------------------------	----------

---

## Guidance Information

### 1 Definitions

*Atmosphere suitable for a barber shop* refers to the welcoming, convivial, professional and friendly setting considered by industry to be a characteristic of successful commercial barber shops.

*Conversation and interactions* in this unit standard refer to the overall discussion and banter in a barber shop, that is typically audible and open to all people present, and is often (but not always) centred around and lead by the barber or barbers in the shop. It includes all conversation and interactions within the workplace, not just those the candidate is directly involved in.

*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 workplace requirements.

### 3 Range

Conversation and interactions must be demonstrated over a continuous period of four weeks.

---

## Outcomes and performance criteria

### Outcome 1

Converse and interact to create and maintain an atmosphere suitable for a barber shop.

Range may include but is not limited to conversation and interactions with – clients, peers, staff, suppliers.

### Performance criteria

- 1.1 Initiate and maintain conversation and interactions to create a welcoming, convivial, professional and friendly atmosphere within the barber shop.
- 1.2 Converse and interact to ensure topics are appropriate for all people present.
- Range may include but is not limited to – consideration of people’s cultural, religious, and political views and backgrounds.
- 1.3 Converse and interact in a manner that appropriately includes all people present.
- 1.4 Converse and interact in a manner that ensures the privacy of all people present is maintained.
- 1.5 Conduct business conversation and interactions privately and discreetly when necessary to not interrupt the client experience and to ensure confidentiality.
- Range business conversation and interactions may include but are not limited to – client sales transactions, client consultation, transactions with suppliers.

<b>Planned review date</b>	31 December 2024
----------------------------	------------------

### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 September 2013	31 December 2022
Review	2	24 October 2019	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0020
--	------

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.