

Title	Demonstrate knowledge of the client journey in a salon		
Level	2	Credits	2

Purpose	<p>This unit standard is for entry level learners who wish to work in a salon.</p> <p>People credited with this unit standard are able to demonstrate knowledge of the client journey 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

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 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>;
- 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.

Client journey refers to the total experience of the client within a salon when visiting for a particular service or services. It encompasses all interactions and experiences of the client from the moment of arrival at the salon, to the moment of departure. It includes interactions with different types of workers within the salon (eg, receptionist, operator) before, during, and after the actual service(s). It refers to the client's journey through the different areas of the salon, and through the different phases of the service(s).

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

- 2 Salon requirements must be adhered to for all aspects of this unit standard.
- 3 Assessment will relate to knowledge of commercial salons.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the client journey in a salon.

Range evidence is required for the client journey relating to four separate services relevant to the type of salon.

Performance criteria

- 1.1 Explain the client journey in terms of its phases and service points.

Range service points include but are not limited to – client interaction with operator, client interaction with other salon staff.
- 1.2 Describe the client journey in terms of the accepted industry timeframes for each phase.
- 1.3 Explain the client journey in terms of where each phase takes place within the salon.
- 1.4 Explain the client journey in terms of ways it can be enhanced and supported by salon staff.

Planned review date	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	18 June 2014	N/A
Revision and Rollover	2	26 September 2019	N/A

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>.

Comments on this unit standard

Please contact NZ Hair and Beauty Industry Training Organisation Inc support@hito.org.nz if you wish to suggest changes to the content of this unit standard.