

<b>Title</b>	<b>Demonstrate knowledge of professional behaviour and legal requirements for a salon</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<p>This unit standard is for people working and intending to work in positions involving customer contact in a salon environment.</p> <p>People credited with this unit standard are able to demonstrate knowledge of: professional behaviour expected within a salon; and legal requirements related to working in a salon.</p>
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<b>Classification</b>	Beauty Services > Salon Skills
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<b>Available grade</b>	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.

*Professional code of ethics* may include but is not limited to the NZ Association of Hairdressers Inc. Code of Ethics, which can be accessed at [www.nzhairdressing.org.nz](http://www.nzhairdressing.org.nz); and the Hairdressing Industry Standards, which can be accessed at <http://www.hito.org.nz>.

*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 6 and 7 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>;
- 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; and 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.

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

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of professional behaviour expected within a salon.

#### Performance criteria

- 1.1 Professional code of ethics is identified and summarised.
- Range includes but is not limited to – industry publication, salon or enterprise document.
- 1.2 Own professional ethics are identified and explained.
- Range may include but is not limited to – cultural safety, personal practice.
- 1.3 Professional behaviours that contribute to a safe and supportive salon environment for staff and clients from different cultural groups are identified.
- Range Māori, Pacific Island, and one other cultural group.

### Outcome 2

Demonstrate knowledge of legal requirements related to working in a salon.

#### Performance criteria

- 2.1 The Privacy Act 1993 is explained in terms of its relevance for working in a salon.
- Range includes the definitions of *agency* and *personal information*, and explanation of privacy principles 5, 9 and 10.
- 2.2 Section 5 of the Smoke-free Environments Act 1990 is explained in terms of its relevance for working in a salon.
- 2.3 The Consumer Guarantees Act 1993 is explained in terms of its relevance for working in a salon.
- Range includes the guarantees in respect of goods under sections 6, 7, and 8, and the guarantees in respect of services under sections 28 and 29.
- 2.4 The Fair Trading Act 1986 is explained in terms of its relevance for working in a salon.

2.5 Regulations governing the specific salon environment are explained in terms of their purpose, the responsibilities they require of a person working in a salon, and the potential consequences if they are breached.

Range regulations governing the specific salon environment may include but are not limited to – Health (Hairdressers) Regulations 1980, Health (Registration of Premises) Regulations 1966, local government regulations.

<b>Replacement information</b>	<p>This unit standard, unit standard 25435, unit standard 25438, and unit standard 28843 have been replaced by unit standard 33231 and unit standard 33232.</p> <p>This unit standard, unit standard 28843, and unit standard 28845 replaced unit standard 20929.</p>
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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	19 March 2015	31 December 2026
Review	2	29 June 2023	31 December 2026

<b>Consent and Moderation Requirements (CMR) reference</b>	0020
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.