

Title	Provide salon support in a commercial environment		
Level	3	Credits	8

Purpose	<p>This is a practical based unit standard for learners working or intending to work in a salon environment.</p> <p>People credited with this unit standard are able to, in a salon environment:</p> <ul style="list-style-type: none"> • apply knowledge of personal hygiene, professional presentation and behaviour, and salon workplace requirements and procedures; • assist with salon services and contribute to workflow; and • create appointments for services.
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Classification	Beauty Services > Salon Skills
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Available grade	Achieved
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Guidance Information

1 Definitions

Legislative requirements refer to the obligations of the employer and/or employee under the Health and Safety at Work Act 2015 and Health (Hairdressers) Regulations 1980.

Salon refers to a hairdressing 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 procedures refer to the documents and/or accepted work practices within the salon environment. They may include instructions from senior co-workers.

Salon requirements refers to industry and legislative requirements relevant to the type of salon, for example those contained in section 6 and 7 of the Health (Hairdressers) Regulations 1980, Safety Data Sheets (SDS), Privacy Act 2020, Consumer Guarantees Act 1993, Fair Trading Act 1986, and 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 and Emergency New Zealand (Fire Safety, Evacuation Procedure, Evacuation Scheme) Regulations 2018.

Workplace requirements mean the practices prescribed by management as being the quality standards for client contact and work organisation for a particular salon.

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

- 3 All interactions with clients, employer and co-workers (either face-to-face, by phone, by email or via text message) must display communication that is clear, polite and friendly, and body language that is appropriate and professional.
- 4 Assessment against this unit standard will include evidence collected over a period of five consecutive scheduled working days.

Outcomes and performance criteria

Outcome 1

Apply knowledge of personal hygiene and professional presentation in a salon environment.

Performance criteria

- 1.1 Current fashion trends relevant to the type of salon services are demonstrated.
- 1.2 Industry expectations and salon requirements for personal hygiene are demonstrated.

Range includes but is not limited to – oral hygiene, hands, nails, body, feet, hair, body piercing, clothing, footwear.
- 1.3 Self-styling techniques and presentation are used to promote current trends.

Range may include but is not limited to – hair, clothing, make-up.

Outcome 2

Apply knowledge of professional behaviour within the salon environment.

Performance criteria

- 2.1 Professional code of ethics are identified and demonstrated.

Range includes but is not limited to – industry codes of ethics.
- 2.2 Own professional ethics are demonstrated to meet industry professional behaviour.

Range includes – cultural, safety, personal practice.
- 2.3 Professional behaviours and cultural awareness contributing to a safe and supportive environment for co-workers and clients are demonstrated.

Range must include – consideration of diversity, and physical and mental health.

Outcome 3

Apply knowledge of salon workplace requirements and procedures.

Performance criteria

- 3.1 Adherence to workplace requirements are demonstrated in terms of service ethic and professional standards in a commercial salon.
- Range includes but is not limited to – customer service, assisting other salon staff, verbal expression, body language, putting client needs first, client privacy.
- 3.2 Clear information and instructions are provided and presented in a manner appropriate to client and co-workers.
- 3.3 Interruptions are handled in a manner that minimises disruption of client services in accordance with salon procedures.
- 3.4 Confidential client information is treated with discretion and stored in accordance with the Privacy Act 2020.

Outcome 4

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

Performance criteria

- 4.1 Needs of co-workers involved in providing salon services to clients are identified, prioritised and assistance is given in accordance with the salon procedures.
- Range may include but is not limited to – preparing service areas, preparing resources for salon services.
- 4.2 When co-workers are providing services to clients and do not require assistance, tasks that require completion within the salon are identified, prioritised, and undertaken in accordance with the salon procedures.
- Range may include but is not limited to – cleaning, laundry, sweeping, other support duties.
- 4.3 Ways co-workers can assist a stylist are demonstrated.
- Range may include but is not limited to – supporting the stylist to undertake other tasks or duties.

Outcome 5

Create appointments for services in the salon environment.

Range includes but is not limited to – face-to-face, by phone, email, text.

Performance criteria

- 5.1 Appointment is recorded in appointment system in accordance with salon procedures.
- Range may include but is not limited to use of – manual system, computer-based system.
- 5.2 Details of required services are established through clear communication with the client.
- Range clear professional communication includes but is not limited to – use of open-ended questions.
- 5.3 Factors that may alter the timeframe for salon services are identified.
- Range methods for identifying may include but are not limited to – questioning, active listening and observation.
- 5.4 Appointment is confirmed in accordance with salon procedures.
- Range methods of confirmation may include but are not limited to – completed appointment card, text message, email, phone call.

Replacement information	This unit standard and unit standard 33232 replaced unit standard 25435, unit standard 25438, unit standard 28843, and unit standard 28844.
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Planned review date	31 December 2028
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	29 June 2023	N/A

Consent and Moderation Requirements (CMR) reference	0099
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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 Toi Mai Workforce Development Council qualifications@toimai.nz if you wish to suggest changes to the content of this unit standard.