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| Title | Provide service and care in a salon environment | | |
| Level | 2 | Credits | 4 |

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| Purpose | <p>This is a practical unit standard for people who will provide service to clients in a salon environment.</p> <p>People credited with this unit standard can, in a salon environment:</p> <ul style="list-style-type: none"> • greet a client arriving, • care for a client having a service, and • farewell a client who is leaving. |
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| Classification | Beauty Services > Salon Skills |
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| Available grade | Achieved |
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Guidance Information

1 Definitions

Expectations of the salon environment refer to the documented and/or accepted work practices within that salon. They may include instructions from senior co-workers.

Operator refers to any salon worker or stylist who is or will be working on clients within the salon environment.

Salon refers to a hairdressing salon registered under the Health (Registration of Premises) Regulations 1966.

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;
- The New Zealand Association of Registered Beauty Professionals, *Code of Ethics for Members of The New Zealand Association of Registered Beauty Professionals Inc.* (Auckland, NZ), and The New Zealand Association of Registered Beauty Professionals, *Health and Hygiene Guidelines for Beauty Professionals and Training Establishments* (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*;
- Safety Data Sheets (SDS);
- Privacy Act 2020, 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.

Senior co-workers may include but are not limited to senior operators, supervisors, salon trainers, and managers.

- 2 Salon requirements and expectations of the salon environment must be adhered to for all aspects of this unit standard.
- 3 Care of the client includes visits for a minimum of four different services including at least one chemical service.

Outcomes and performance criteria

Outcome 1

Greet a client arriving at a salon environment.

Performance criteria

- 1.1 The client is greeted on arrival, the purpose of their visit established, and action taken.

Range includes – introduction of self;
may include – appointment made or confirmed, handshake, storing the clients coat and/or belongings, seating the client, offering reading material, offering beverage.
- 1.2 The operator is advised of the client's arrival immediately in an appropriate manner and the client's waiting period established.
- 1.3 Initial client requirements are established.

Range establishing requirements may include but is not limited to – checking the client history, discussing with the operator;
requirements may include but are not limited to – sourcing of products, shampooing.

Outcome 2

Care for a client having a salon service.

Performance criteria

- 2.1 The client is seated comfortably as appropriate for the required service and initial client requirements.

Range one of – work station, shampoo basin.
- 2.2 The client is protected for the required service in accordance with any manufacturer's instructions and the expectations of the salon environment.

Range must include but is not limited to – requirements in line with Health (Hairdressers) Regulations 1980.

2.3 The client is informed politely of any waiting period as identified by the operator and action is taken.

Range may include – offering beverage, offering reading material.

2.4 Client comfort and protection is checked and maintained during service.

2.5 Cultural awareness is demonstrated as required in accordance with the expectations of the client.

Outcome 3

Farewell a client leaving a salon environment.

Performance criteria

3.1 The client's belongings are retrieved from storage and returned in the same condition they were received.

3.2 The client's payment for the service is taken.

3.3 The client is given the opportunity of booking future services.

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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 | 28 February 1997 | 31 December 2016 |
| Revision | 2 | 22 January 2003 | 31 December 2016 |
| Review | 3 | 22 March 2005 | 31 December 2016 |
| Review | 4 | 22 August 2008 | 31 December 2016 |
| Review | 5 | 18 June 2014 | 31 December 2025 |
| Revision and Rollover | 6 | 26 September 2019 | 31 December 2025 |
| Review | 7 | 29 June 2023 | N/A |

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| 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.