

4XXXX**Perform commercial barbering operations**

Kaupae Level	4
Whiwhinga Credit	15
Whāinga Purpose	<p>This skill standard is for people who want to learn legislative and compliance requirements and operational processes relevant to a commercial barbershop.</p> <p>This skills standard has been developed to align with the New Zealand Certificate in Commercial Barbering, Level 4 [Ref:2115].</p>

Hua o te ako me Paearu aromatawai Learning outcomes and assessment criteria Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Describe legislative and compliance requirements for a commercial barbershop.	a. Describe the legislation and compliance requirements that apply to the role of a barber.
	b. Describe the policies and procedures followed in a barbershop.
	c. Describe the importance of adhering to workplace, suppliers and manufacturers' instructions for the safe use of equipment, materials and products.
2. Describe business systems and practices for a commercial barbershop	a. Describe strategies for developing and maintaining a client base.
	b. Describe different types of systems for client bookings.
	c. Calculate costs associated with the operation of a barbershop
	d. Describe a barbers Key Performance Indicators (KPI) and their implications on a barbershop's income
	e. Describe how personal actions can impact on a barber and barbershops profitability.

3. Apply processes for barbershop operations.	a. Manage client bookings and advise on services, following organisational procedures.
	b. Apply payment and sales systems for services and retail products, following organisational procedures.
	c. Process stock and complete banking tasks, following organisational procedures.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

It is recommended that Skill Standard *4XXXX Perform Initial Barbering Techniques* has been achieved prior to assessing this standard.

Assessment must take place in a realistic commercial barbering environment.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

- Legislative and regulatory requirements.
- Relevant industry publications and codes of conduct.
- Organisational policies and procedures.
- Adhering to workplace, suppliers and manufacturers' instructions for the safe use of equipment, materials and product.
- Consistently maintaining effective, hygienic and safe working methods.
- Understanding of commercial timeframes, costings, services, profits, expenses, Key Performance Indicators (KPI).
- Generating income and sales, commission, relationships with suppliers and clients.
- Financial responsibilities and business systems - including booking systems, technology for payment, banking and account systems, tax systems, including personal tax and Goods and Service Tax (GST).
- Payment systems and platforms, cash, point of sale systems (EFTPOS), banking, internet payments, processing or taking credit card transactions.
- Marketing and promotions, including social media.
- Roles and responsibilities.
- Cultural and ethical considerations.
- Communication and professional behaviour - smile, tone of voice, body language, positioning in relation to client, enthusiasm, clear instructions, appropriate physical contact, rapport enhancing questioning and conversation skills, active listening, humour, positive language, manaakitanga, whanaungatanga. Including appropriate tikanga when engaging with Māori clients and colleagues. Greeting and seating clients.
- Completing service – Product use and recommendations, retail sales, payment.

Rauemi | Resources

- legislation including Health and Safety at Work Act 2015, Privacy Act 2020, Consumer Guarantees Act 1993, and Human Rights Act 1993,
- relevant industry publications,
- organisational policies and procedures

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toi Mai Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Service Sector > Beauty Services > Barbering
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0099

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	TBC	N/A
Kōrero whakakapinga Replacement information	TBC		
Rā arotake Planned review date	31 December 2029		

Please contact Toi Mai Workforce Development Council at qualifications@toimai.nz to suggest changes to the content of this skill standard.