



*Te Waihanga Ake Angitu - Creating More Success*



# STUDENT HANDBOOK

**HAIRDRESSING & BARBERING**

# 2024



**CREATING**  
Professional  
Hair Stylists



**INSPIRING**  
Growth &  
Learning



**MAXIMISING**  
Self  
Esteem



**SUPPORTING**  
Each  
Other





# ABOUT US

Hair to Train is owned by the Vivo Group and has over 25 years education experience and is renowned for delivering comprehensive, high quality training. Our graduates are sought after by the hairdressing and barbering industry.

The Hair to Train team are specialists in Hairdressing and Barbering education. Our educators are all fully qualified with extensive industry experience and stay commercially relevant by completing hours in local salons and barber shops and attending national and international training courses ensuring they are kept up to date with the latest fashions and techniques.

## vivo

Hair to Train is owned by The Vivo group and has direct access to the industry with 92 salons nationwide giving unprecedented access to work experience and employment pathways.



## MEET THE HAIR TO TRAIN TEAM



**HAYLEY KETTLE**  
Hairdressing Tutor



**PAULINE DICKINSON**  
Hairdressing Tutor



**TODD MADDEN**  
Barbering Tutor



**ANDREA TOMASI**  
Team Leader - Hairdressing  
and Barbering



**CHANE POTGIETER**  
Student Administrator



**TEPAERU NOOROA-PAEKAU**  
Compliance and Finance  
Administrator



**DONNA WATERSON**  
Director of Studies

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# WELCOME

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Welcome to Hair to Train!

This handbook is designed to help you familiarise yourself with your programme and the policies and procedures followed at Hair to Train.

We are very proud and excited that you have allowed us to be part of your journey in this fast moving and dynamic industry.

Hair to Train is a boutique hairdressing and barbering training academy in the Bay of Plenty. All the staff at Hair to Train wish you well with your training and are here to help you make the most of your time with us.

We deliver our training from our onsite academy hairdressing salon and barber shop which is located in the heart of Mount Maunganui.

Training within this commercial environment gives our students a real sense of the industry right from day one of their training.

We have many loyal clients who have been coming to our salons for many years, supporting our students to gain experience and expert tuition under the guidance of our professional tutors.

Hair to Train is registered and accredited by the New Zealand Qualifications Authority [NZQA] under the provisions of the Education and Training Act 2020 so we are authorised to provide education, training, and assessment against nationally recognised qualifications in Hairdressing and Barbering Levels 1-4.

We are a Category 2 provider, which means NZQA is confident in both Hair to Train's educational performance and self-assessment capability. These ratings can be found on the NZQA website. We are registered under our business name: Tauranga Hair Design Academy Limited.

The team at Hair to Train are looking forward to getting to know you and helping you to achieve your goals and create a successful future.

If you have any queries about anything in this handbook, please ask any of the tutors or our administration staff to clarify.



# OUR VISION

*Te Waihanga Ake Angitu*

**CREATING SUCCESSFUL FUTURES**



## OUR MISSION



**CREATING**  
PROFESSIONAL HAIR  
STYLISTS & BARBERS



**INSPIRING**  
GROWTH &  
LEARNING



**MAXIMISING**  
SELF ESTEEM



**SUPPORTING**  
EACH OTHER

# YOUR WELLBEING

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**At Hair to Train, it is important that you are**

- Safe both physically and mentally
  - Respected for who you are
    - Supported in your learning and wellbeing
      - Have your say in decisions about services
        - Connected with your social and cultural networks





# GENERAL INFORMATION



## TERM TIMES

### TERM 1

#### STARTS

Tuesday 30 January 2024

#### FINISHES

Friday 12 April 2024

### TERM 2

#### STARTS

Monday 29 April 2024

#### FINISHES

Friday 5 July 2024

### TERM 3

#### STARTS

Monday 22 July 2024

#### FINISHES

Friday 27 September 2024

### TERM 4

#### STARTS

Monday 14 October 2024

#### FINISHES

Friday 13 December 2024



## TIMETABLE

Monday	9.00am 4.00pm*
Tuesday	9.00am 4.30pm
Wednesday	9.00am 4.30pm
Thursday	9.00am 4.30pm
Friday	9.00am 4.00pm*

\*This depends on your group, you either have Monday or Friday as self direct.



## BREAK TIMES\*

Morning Tea	10.30am 10.45am
Lunch	12.30pm 1.00pm
Afternoon	2.30pm 2.45pm

\*These break times may vary. Hot drinks are available during break periods.



## ADDRESS

5 Totara Street, Mount Maunganui  
Phone: 07 578 5747  
Salon and Barbershop: 07 777 0400

# FACILITIES

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## SALON & BARBER SHOP

Our salon and barbershop were purpose built in 2017. Both operate as commercial environments and we have regular clients who come in for our services. The salon and barber shop are well equipped for both hairdressing and barbering services and training activities.

## PRODUCTS

We stock the full professional product line from Goldwell and offer a 40% discount through Vivo's online shop to students to encourage you to use professional products.

## FACILITIES

Free lockers are available for students within the facility.

All tea, coffee, milk, and sugar are provided for students at break times and bread and breakfast spreads are available every morning until 9:00am.

## CAR PARKING

Student parking is available in the streets around our facility. We ask students not to park in our dedicated carparks as we like to save these for our clients.

Pay My Park is a free app available for Apple and Android and is a convenient and easy way to monitor and pay for your parking, if required.

## IT SYSTEMS

You will learn how to use our salon management and point of sale system Kitomba, which is a well-known system used in many commercial salons. Talk to us if you need a device. We may be able to give you access to a Chromebook.

## SMOKE FREE ENVIRONMENT

Our salons are completely smoke free and we do not allow students to smoke in the immediate vicinity outside our building. This includes vaping.

# TE TIRITI O WAITANGI

Hair to Train incorporates cultural values and focuses on a holistic approach that acknowledges the physical, spiritual, mental, and whanau dynamics of a person as a whole. It is our goal to ensure our learning environment, student support initiatives, teaching, and learning practices meet the educational needs of our Maori learners.

Hair to Train is committed to being responsive to Māori as Tangata Whenua (Māori – People of the land), recognising the Treaty of Waitangi as New Zealand's founding document.

## ARTICLE ONE - KAWANATANGA

The principle of kawanatanga stems from article 1 of Te Tiriti o Waitangi and is used to describe the concept of governance.

For Hair to Train, it relates to our obligation to provide good governance for the Academy as a whole and to act reasonably and in good faith. As an expression of New Zealand's Treaty relationship, good governance extends to all dealings with Māori people and practices, including Hair to Train's Māori staff, students, and stakeholders.

## ARTICLE TWO - TINO RANGATIRATANGA

The principle of rangatiratanga recognises Māori autonomy and self-determination, as guaranteed in Article 2.

For Hair to Train this relates to ensuring we nurture and maintain Māori stakeholder relationships to ensure Māori influence in decision making. Hair to Train will ensure that there is Māori representation in student leadership positions and supports events where Tikanga Māori (Māori culture practice) prevails and where students and staff can engage with

matauranga (Māori knowledge), Te Reo Māori (Māori language), and Tikanga Māori (Māori culture practice).

## ARTICLE THREE - ORITETANGA

The principle of oritetanga from article 3 of Te Tiriti o Waitangi guarantees equity between Māori individuals and other New Zealanders.

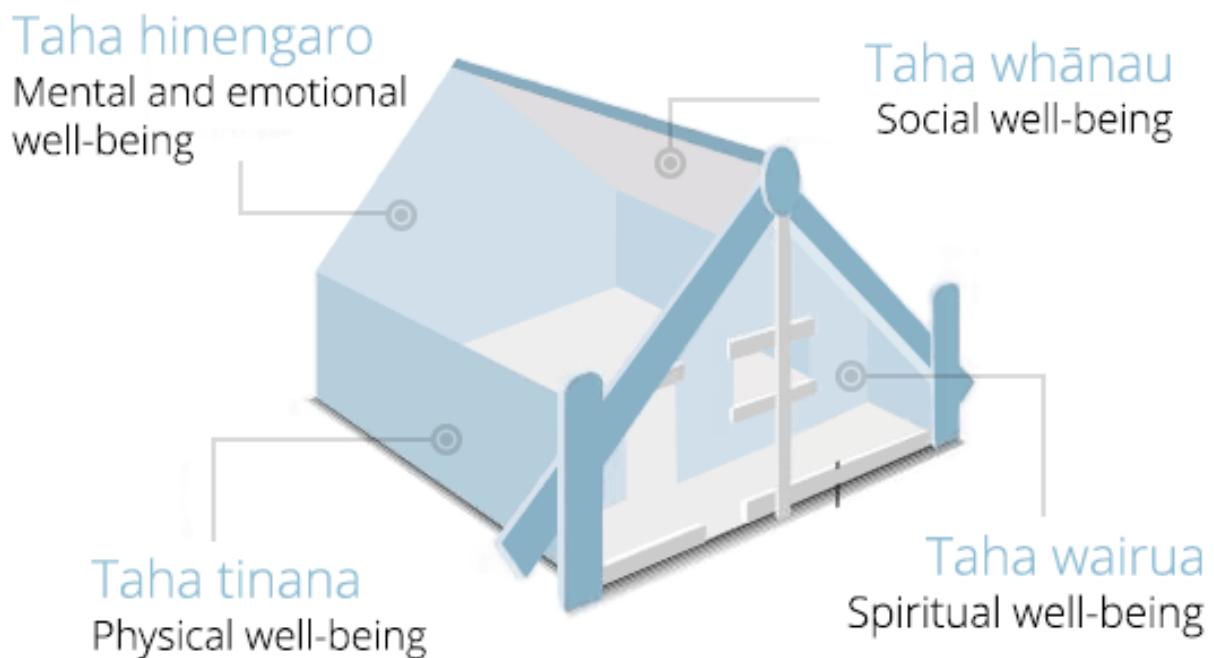
Hair to Train prides itself on an all-inclusive environment where all students gain equal opportunities to succeed. Hair to Train also understands that Māori learners' success is wider than individual gain, therefore whanau and community engagement and wrap-around support are maintained to ensure individual success. The concept tuakana teina is nurtured to ensure Māori learner success. This wrap-around support ensures our Māori students are supported and excel in achievement.



# TE WHARE TAPA WHĀ

Health is a state of physical, mental, spiritual, and social well-being, not just the absence of sickness.

Hair to Train follows the model of Te Whare Tapa Whā - The four cornerstones (or sides) of Māori health. This model of well-being has been adopted by Hair to Train and is applied to all staff and students.



With its strong foundations and four equal sides, the symbol of the wharenuī (meeting house) illustrates the four dimensions of Māori well-being.

Should one of the four dimensions be missing or in some way damaged, a person or a collective may become 'unbalanced' and subsequently unwell. Each dimension needs nurturing to maintain health and well-being.

Reference: Te Whare Tapa Whā model has been adopted by the Ministry of Education for the New Zealand Curriculum from Professor Sir Mason Durie's Whaiora: Māori Health Development. Auckland: Oxford University Press, 1994, page 70.

**Your health and well-being are our top priority.**

Please know you can approach any staff at Hair to Train in confidence at any time to chat.

*He mea nui Koe*

*You are important*

## TAHA TINANA - PHYSICAL WELL-BEING

Taha tinana is about your body: how it feels, what it does, and how you look after it.

Look after your taha tinana by getting active, eating well, and knowing what to do when something isn't right.

## TAHA HINENGARO - MENTAL AND EMOTIONAL WELL-BEING

Your taha hinengaro is about your mind: how you feel, how you think, and how you communicate.

In Te Whare Tapa Whā, mental wellness isn't possible if the other parts of wellbeing are broken because it depends on the strength of your connections with others, with nature, and with the spiritual and physical parts of you.

Look after your taha hinengaro by doing things that make you happy, and by knowing what feelings are normal and when to get help.

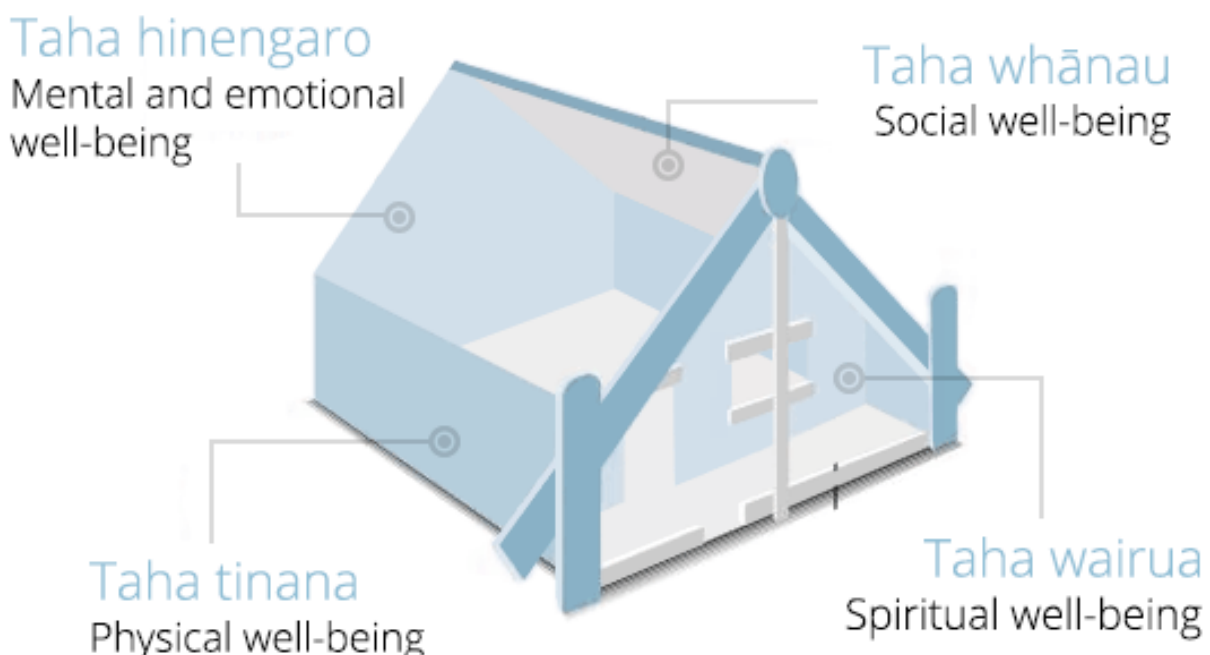
## TAHA WAIRUA - SPIRITUAL WELL-BEING

Taha wairua is about the things that give you meaning. For some, it's about religious faith or a spiritual connection to the universe and ancestors but it can also be about learning to celebrate your own story: who you are, what you believe, where you belong, and where you're going.

## TAHA WHĀNAU - SOCIAL WELL-BEING

Taha whānau is about the people who matter: your family, your friends, and the people you spend time with at school, at work, or in your community.

It's about knowing you belong and understanding how the things that are unique and great about you are part of something bigger. Happiness science across cultures shows that having strong, healthy connections with other people is one of the best ways to improve your wellbeing and building relationships that make you happy doesn't have to be hard.



# WHIRIA NGĀ RAU

Hair to Train follows the framework of Whiria Ngā Rau.

The framework has four rau (leaves) that form the harakeke (flax bush). This framework is designed so that the taura (students) and Hair to Train can use the principals of the four rau to build partnerships together. More thorough information on Whiria Ngā Rau can be found in the student resource hub in iQualify.

## WHAKAPAKARI -

### STRENGTHENING STUDENT VOICES

- Encourage taura to have a say
- Create a safe space where taura feel empowered to have a voice
- Receive and pass on knowledge from previous cohorts of taura

## AKORANGA -

### LEARNING FROM EACH OTHER

- Use taura (student) voice to influence decision making
- Encourage taura to learn with and from each other
- Work openly and transparently to know what is expected of each other
- Ensure feedback is received from diverse taura and respond promptly
- Evaluate feedback to identify gaps in action

## MAHITAHĪ -

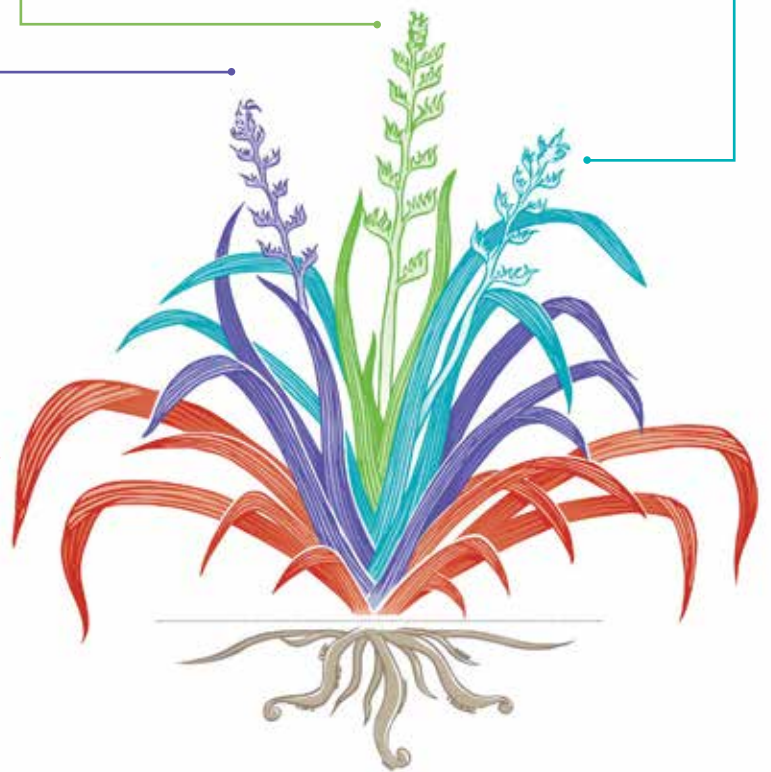
### WORKING TOGETHER

- Follows the principle of tuakana-teina (older teaching younger)
- Works together with agencies and community organisations when addressing priorities
- The student cultural and leadership team meets regularly to then work with Hair to Train to develop ideas and solutions
- Hair to Train has an open-door culture
- Gives practical effect to Te Tiriti o Waitangi

## WHAKAWHANAUNGATANGA -

### BUILDING CONNECTIONS WITH EACH OTHER

- Continue to build relationships with taura and their communities to find common ground
- Involve and listen to diverse taura when decision making
- Honour Te Tiriti o Waitangi



# COMPLAINTS PROCEDURE

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Learners are reminded that staff are here to help - to assist them to learn, to enter their chosen career, and to help with any problems. If learners have any questions or problems, they are encouraged to talk to a staff member early – and not let things build up. In the event that a learner wishes to make a complaint the following process should be followed:

## STEP 1

Submission of Learner Complaint Form to Director of Studies

Any learner who considers they have grounds for a complaint may submit the Learner Complaint Form (AC FO.39) to the Director of Studies.

## STEP 2

Time within Which Complaint Must Be Submitted

The complaint form shall be submitted within 30 days of the alleged action, so as to enable the Director of Studies to remedy the complaint rapidly and as near as possible to the point of origin. If the complaint is not submitted within the above time period the Director of Studies shall not be obliged to consider the learner's complaint.

## STEP 3

Director of Studies Response

If the Director of Studies is not prepared to give the remedy sought and the parties have not otherwise settled the complaint, the Director of Studies shall (within 14 days of receiving the learner's written statement) give the learner a written response setting out:

- The Director of Studies' view of the facts; and,
- The reasons why the Director of Studies is not prepared to grant the remedy sought.

## STEP 4

Referral of Complaint to Government Agency

If the learner is not satisfied with the Director of Studies' written response or the Director of Studies fails to provide a written response (within the specified 14 day period) then the matter may be referred to one of the following agencies:

- NZQA
- Tertiary Education Dispute Resolution

# PROGRAMME INFORMATION

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The aim of all our programmes is for our students to develop competency in both the theory and practical skills required by the hairdressing and barbering industry.

Industry requirements are foremost in all aspects of the learning. We maintain very close links with local businesses in both the delivery of the programme and for students' work experience.

Vivo Hair and Skin Group own Hair to Train and own over 92 salons nationwide, this may give you the opportunity to pathway into these salons.

Our salon and barbershop are creative, fun, and a professional learning environment where we all share our knowledge, support, and encourage each other to achieve goals and for you to reach your full potential within the hairdressing and barbering industry.





# PROGRAMME INFORMATION

## NZ CERTIFICATE IN HAIRDRESSING - LEVEL 3

DELIVERY: JANUARY 2024

The purpose of this qualification is to provide the hairdressing industry with people who have obtained sufficient knowledge, practical skills, and attitudes to perform limited salon and client services that contribute to the effective operation of a salon.

This qualification is intended for people who may have no prior knowledge or experience in hairdressing and who wish to learn hairstyling and colouring tasks and basic hair cutting techniques.



### GRADUATES OF THIS QUALIFICATION WILL BE ABLE TO:

- Communicate and interact appropriately with clients, peers, and supervisors within the salon, and undertake reception duties such as making appointments to support the profitability of a salon.
- Apply hairdressing theory and practice to perform limited scope client consultations, including hair and scalp analysis.
- Apply and remove shampoo, conditioner, and treatments, and remove colour from clients' hair and scalp.
- Recommend home hair care products to meet a range of client needs.
- Apply knowledge of hair shape, form, texture, and direction to perform hair styling tasks using a range of techniques and styling tools.
- Use and maintain cutting tools to demonstrate basic cutting techniques.
- Follow instructions to undertake a range of colouring services and de-colouring services and assist with chemical reformation services.
- Meet the personal hygiene, presentation, health, safety, and environmental requirements of a salon.

# PROGRAMME STRUCTURE

## NZ CERTIFICATE IN HAIRDRESSING

### LEVEL 3

REF: 2411

#### MODULE 1: RECEPTION & CUSTOMER CARE

Undertake reception duties, effective customer service skills, and be proficient in making appointments and maintaining records for clients in a professional manner to support the profitability of a salon.

UNIT STANDARD	TITLE	LEVEL	CREDITS
25435 Version 3	Create appointments and maintain appointment systems and records in the salon environment	3	5
			5

#### MODULE 2: CONSULTATION

Consult with a client to establish their wants and needs then make recommendations and give advice to meet those needs. Analyse hair and scalp conditions and recommend a suitable solution.

UNIT STANDARD	TITLE	LEVEL	CREDITS
28848 Version 2	Apply knowledge of common hair and scalp conditions to complete a limited scope consultation	3	4
2878 Version 6	Apply knowledge of hair and scalp conditions to analyse and select corrective treatments for the hair and scalp	4	2
			6

#### MODULE 3: BASIN TREATMENTS

Perform basin treatments including shampoo, conditioner, treatments, and the removal of colour effectively and efficiently ensuring client comfort.

UNIT STANDARD	TITLE	LEVEL	CREDITS
2866 Version 7	Shampoo hair and scalp	3	4
2869 Version 7	Apply treatments to hair and scalp	2	2
25789 Version 3	Apply oxidative colouring products to, remove them from, hair and scalp	2	5
			11

**MODULE 4: RETAIL SALES**

Recommend home haircare products relevant to hair type, condition, and salon services.

UNIT STANDARD	TITLE	LEVEL	CREDITS
28838 Version 2	Apply knowledge of a professional range of hair products to complement salon services	4	4
			<b>4</b>

**MODULE 5: STYLING**

Apply knowledge of hair shape, form, texture, and direction to perform hair styling tasks using a range of techniques and styling tools.

UNIT STANDARD	TITLE	LEVEL	CREDITS
25078 Version 3	Finger wave hair	3	5
2870 Version 7	Blow dry hair into elementary styles	3	10
2879 Version 7	Blow wave hair into complex styles	3	10
2880 Version 6	Set hair for complex styles	3	10
25792 Version 3	Dress long hair into elementary styles	3	8
			<b>43</b>

**MODULE 6: CUTTING**

Use and maintain cutting tools to demonstrate basic cutting techniques for both men's and women's foundation cuts.

UNIT STANDARD	TITLE	LEVEL	CREDITS
28837 Version 2	Apply underpinning knowledge and skills to cut hair to a guideline	3	10
25790 Version 3	Select, maintain, and demonstrate safe handling of hairdressing equipment and hand-held tools	3	4
Cutting Techniques Course 1 Version 1	Women's haircuts 4 Basic structures Scissor and Razor Techniques – slicing, chipping, feathering	3	5
Men's Cutting & Finishing Services Course 2 Version 1	Men's taper cuts Men's clipper cuts Scissor over comb technique Outlining techniques	3	4
			<b>23</b>

**MODULE 7: COLOURING AND CHEMICAL REFORMATION**

Follow instructions to undertake a range of colouring services and de-colouring services and assist with chemical reformation services.

UNIT STANDARD	TITLE	LEVEL	CREDITS
25791 Version 3	Demonstrate knowledge of the neutralising process and its effect on the hair shaft	2	3
28835 Version 2	Demonstrate knowledge of the fundamentals of colour for use in hairdressing, and the use of non-oxidative colour	2	2
28839 Version 2	Apply knowledge of chemical reformation techniques to assist with salon services	4	8
Colour Techniques Course 3 Version 1	Retouch Foiling Balayage Colour Techniques Bleach and Tone Theory knowledge including health and safety of bleach Knowledge of Decolouring	3	10
			<b>23</b>

**MODULE 8: HEALTH & SAFETY**

Meet the personal hygiene, presentation, health, safety, and environmental requirements of a salon.

UNIT STANDARD	TITLE	LEVEL	CREDITS
28843 Version 2	Demonstrate knowledge of personal health and hygiene, and self-styling, for working in a salon	3	2
28845 Version 3	Demonstrate safe and professional practice in the salon environment	3	3
			<b>5</b>

**TOTAL****NEW ZEALAND CERTIFICATE IN HAIRDRESSING LEVEL 3****120  
CREDITS**

# PROGRAMME INFORMATION

## NZ CERTIFICATE IN HAIRDRESSING

DELIVERY JANUARY 2024

## PROFESSIONAL STYLIST - LEVEL 4

The purpose of this qualification is to provide the hairdressing industry with professional hairstylists who have obtained the knowledge and practical skills to independently perform salon and client services that contribute to the effective operation of a commercial salon.

This qualification is intended for people with prior knowledge of hairstyling and colouring tasks and basic hair cutting techniques, who wish to develop skills and knowledge to become a professional hairstylist.

Graduates will be recognised by industry as professional hairstylists, able to provide integrated fashion services, and capable of operating under broad guidance.



### GRADUATES OF THIS QUALIFICATION WILL BE ABLE TO:

- Provide client consultation, diagnosis, care, and advice to establish a plan for future hair treatment services and home hair care as a professional stylist.
- Apply hairdressing theory and practice to safely and professionally complete a broad range of integrated, current, fashion services to meet client requirements, including cutting, styling, colouring, colour correction, and chemical reformation.
- Manage multiple integrated client hairdressing services in a timely manner to support a salons profitability.

# PROGRAMME STRUCTURE

NZ CERTIFICATE IN HAIRDRESSING

REF: 2413

PROFESSIONAL STYLIST - LEVEL 4

<b>MODULE 1: CLIENT SERVICES</b>			
Provide client consultation, diagnosis, care, and advice to establish a plan for future hair treatment services and home hair care as a professional hairstylist.			
UNIT STANDARD	TITLE	LEVEL	CREDITS
2755 Version 6	Undertake a consultation and an in-depth hair and scalp analysis for a chemical service	4	15
28840 Version 1	Undertake in-depth consultation with a client to create and promote a plan to implement restyling	4	10
			<b>25</b>

<b>MODULE 2: PROFESSIONAL STYLIST</b>			
Apply hairdressing theory and practice to safely and professionally complete a broad range of integrated, current, fashion services to meet clients' requirements including cutting, colouring, colour correction and chemical reformation			
UNIT STANDARD	TITLE	LEVEL	CREDITS
2889 Version 6	Bleach and tone hair	4	10
2892 Version 7	Permanently wave hair	3	12
19792 Version 4	Select and apply permanent hair colour	4	10
13466 Version 5	Demonstrate knowledge of identification and correction of a permanent wave problem	4	4
13467 Version 5	Identify colour problems in the hair and explain colour correction	5	2
28841 Version 2	Create a portfolio of fashion work that reflects current hair fashion trends	4	10
28842 Version 1	Cut hair into fashion cuts with a razor	4	10
Integrated Cutting & Styling Course 1 Version 1	This course will focus on the candidate's ability to use a variety of foundation forms to create integrated haircuts that include finishing the cut by blow drying, setting or hair-up styling.	4	18
			<b>76</b>

**MODULE 3: COMMERCIALY FIT**

Manage multiple integrated client hairdressing services in a timely manner to support salon's profitability.

UNIT STANDARD	TITLE	LEVEL	CREDITS
28846 Version 2	Demonstrate knowledge of costs and financial KPIs for a salon	4	5
Integrated Services and Commercial Viability Course 2	This course will focus on a candidate's ability to run a column and adhere to a viability criteria (\$120 Average Client Spent, 20 clients per week) over a 4-week period. All services are to be included as well as rebooking client services, upselling of additional services and	5	16
			<b>21</b>

**TOTAL****NEW ZEALAND CERTIFICATE IN HAIRDRESSING  
PROFESSIONAL STYLIST LEVEL 4****122  
CREDITS**

# PROGRAMME INFORMATION

## NZ CERTIFICATE IN COMMERCIAL BARBERING

LEVEL 4

DELIVERY: JANUARY 2024

The purpose of the programme is to provide the barbering industry with qualified barbers who can work independently as standalone operators in a commercial environment.

Graduates will be recognised by industry as qualified barbers. They will also be capable of contributing to barber shop operations when required



### GRADUATES OF THIS QUALIFICATION WILL BE ABLE TO:

- Apply underpinning barbering theory and practice to safely and professionally complete barbering cuts and services, and provide client consultation, care, and advice as a commercial barber.
- Communicate with clients, peers, staff, and suppliers as a commercial barber, in a culturally appropriate manner.
- Apply knowledge of health and safety requirements to contribute to commercial barber shop operations.





# PROGRAMME STRUCTURE

## NZ CERTIFICATE IN COMMERCIAL BARBERING

### LEVEL 4

REF: 2115

<b>MODULE 1: PROFESSIONAL STANDARDS</b>			
Perform client consultations, including hair and scalp analysis using effective customer service skills.			
UNIT STANDARD	TITLE	LEVEL	CREDITS
19808 Version 3	Select and maintain barbering tools and equipment	3	4
31946 Version 1	Demonstrate knowledge of skin and hair for barbering	3	5
28018 Version 2	Demonstrate knowledge of removing product build-up from hair	3	4
10645 Version 4	Describe the development of barbering	3	3
28845 Version 3	Demonstrate safe and professional practice in the salon environment	3	3
28848 Version 2	Apply knowledge of common hair and scalp conditions to complete a limited scope consultation	3	4
			<b>23</b>

**MODULE 2: CUTTING SKILLS**

Hair cutting including beards and moustaches, shaving and styling services in a safe and professional manners and that meet the expectations of the industry

UNIT STANDARD	TITLE	LEVEL	CREDITS
2886 Version 5	Design and shape beards and moustaches	3	7
10648 Version 4	Complete a haircut using barbering techniques	4	30
10647 Version 5	Wet Shave facial hair using a cut throat razor	4	20
			<b>57</b>

**MODULE 3: COMMERCIAL REQUIREMENTS**

Perform barbering services in a commercial environment whilst maintaining professional behaviour.

UNIT STANDARD	TITLE	LEVEL	CREDITS
10650 Version 5	Perform barbering services in a commercial barbering workplace	4	30
28017 Version 2	Converse and interact to create and maintain an atmosphere suitable for a barber shop	4	5
19805 Version 3	Blow dry hair using barbering techniques	2	5
			<b>40</b>

**TOTAL**

**NEW ZEALAND CERTIFICATE IN  
COMMERCIAL BARBERING**

**120  
CREDITS**

# TUITION FEES

## PAYMENT TERMS

All tuition fees must be paid in full on, or before the first eight days of your training programme, which equates to the end of your second week of training.

The fee for your course kit must also be paid in full on, or before the eighth day of your programme.

Hair to Train reserves the right to suspend enrolment for students who have tuition fees or equipment accounts in arrears.

Your programme fees include your initial stationery, protection of fees, hook on fees and payments for credits achieved during your programme, which are reported to NZQA.

All fees are GST inclusive.

## DOMESTIC STUDENTS

Eligible domestic students have approximately 60% of their programme fees funded directly by the Government, through the Tertiary Education Commission [TEC].

The remaining student component of the fee may also be funded through the Government's Fees Free scheme.

Otherwise, a student loan through StudyLink can be obtained, or a student can choose to pay the student component directly themselves.

## STUDENT FEE PROTECTION

All student fees (both for domestic and international students) are held in trust in compliance with Sections 355 & 356 of the Education and Training Act 2020.

Your fees are held in a trust account with the Public Trust and are proportionally paid to us over the duration of your programme.

## TUITION FEES FOR 2024

Including GST are as follows:

Hairdressing, Level 3, Year 1: \$7968.00

Hairdressing, Level 4, Year 2: \$7968.00

Barbering Level 4, Year 1: \$8767.00

Programme Hairdressing Kit Fee: \$912.00\*

Programme Barbering Kit Fee: \$1000.00\*

\*May be subject to change

# WITHDRAWAL & REFUND POLICY

## WITHDRAWAL & REFUND POLICY

Any student who wishes to withdraw from their programme will receive a full refund less \$500.00, if:

- You withdraw within the first eight (8) days of training (withdrawal period) This is at the end of the second week of your programme.
- You notify the Student Administrator in writing of your wish to withdraw before the end of the withdrawal period.

This will ensure a full refund of all fees paid minus the \$500.00 administration fee. Hair to Train will notify the Public Trust that you have met the requirements of the withdrawal and refund policy. The Public Trust will pay the balance of your student fee trust account to the relevant loan provider or directly to you. You may retain ownership of your programme kit if you have paid for it.

Students who wish to withdraw from their programme after the withdrawal period (first eight days) are liable for all tuition fees.

This withdrawal and refunds policy and the protection of fees policy will be outlined further in your induction and you will be required to sign documents to ensure you understand these important policies.

## FEES FREE FUNDING

Domestic students may be eligible for Fees Free funding, which covers the student component of their fee as well as the TEC (Government funded) component of the fee.

To be eligible for fees free funding you must meet the residency criteria and prior study and training criteria:

- You have been enrolled in a school in or after 2019, other than as an adult learner.
- You have not undertaken more than half of a year of equivalent full time tertiary education at level 3 or above on the NZ Qualifications Framework.

Further information on Fees Free funding is available [www.feesfree.govt.nz](http://www.feesfree.govt.nz)

## STUDYLINK

If you are applying for a student loan, StudyLink will pay your fees directly to the Public Trust, where your fees are held in a trust account.

Go to [www.studylink.govt.nz](http://www.studylink.govt.nz) for further information.

## DIRECT PAYMENT

If you are not applying for a student loan, nor eligible for Fees Free, you will be invoiced directly by us. Your fees will still be held in a trust account at the Public Trust.

# RECOGNITION OF PRIOR LEARNING

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## RECOGNITION OF PRIOR LEARNING

Upon enrolment in a Hair to Train programme you will be asked for information on any prior learning you have undertaken.

If you can provide evidence that you have already achieved any of the unit standards covered in your programme, we will recognise this prior learning and your fees and assessment requirements may be reduced to reflect your prior learning, in agreement with you.

Your prior learning achievements must be the same versions of the unit standards covered in our programme.

However, if you are unable to demonstrate competence to the required level in the areas of your prior learning you will be required to repeat the learning.

You may be charged for the repeated learning, as the TEC does not fund repeated learning. Where relevant, these charges will be discussed and agreed with you.

## COURSE KIT

Your course kit will include all the personalised tools and equipment that you need, to learn hairdressing and barbering skills at Hair to Train.

A list of all the individual items included in your kit will be provided to you when you receive your kit. You will be responsible for looking after your course kit and using it properly.

If you lose or damage any items you will have to pay extra to replace them.

# EXPECTATIONS OF STUDENTS

## PERSONAL PRESENTATION

As you are entering the fashion industry it is important to treat your training days as workdays and maintain your personal presentation as such. A high standard of personal presentation is expected of all students.

Students are required to wear tidy and clean clothes and must be professionally dressed at all times.

## UNIFORM

The academy has a 'black clothing' expectation and all students are expected to abide by this.

Clothes must be clean.

Shoes must be closed in, as our industry Health Regulations require, and must be tidy, clean and in good repair. No slippers, jandals or ugg boots are allowed.

Underwear must not be visible.

## GROOMING

Nails must be clean and well-manicured. If polish is worn it must not be chipped.

All hair and makeup must be done before class commences and must be maintained throughout the day.

Males must be neatly shaven with moustaches and beards trimmed.

Hygiene and cleanliness must be your first priority and maintained throughout the day, ensuring you look and smell fresh. At all times avoid bad breath,

smokers breath and body odour, as you will be standing close to clients and others.

## PLEASE REMEMBER

This is the beauty industry and your presentation should reflect this.

It is unacceptable for any student to come to Hair to Train with ungroomed hair.

No stilettos/heels to be worn in the salon areas only wedge or flat footwear allowed.

### YES:

- skirts with hemlines to the knee
- smart trousers

### NO:

- tops with shoestring straps
- tight T shirts
- jeans or denim look clothes
- leggings, hats or caps, tights
- clothing that is ripped, has holes, or has frayed fabric, missing buttons
- exposed bra straps, low front tops, backless styles
- short skirts
- see through clothes
- exposed midriffs or backs.

## ATTENDANCE

It is Hair to Train's recommendation that you attend all classes to successfully complete your programme.

You need to attend a minimum of 90% of the programme to cover all the learning components of your certificate.

Your attendance is monitored daily.

You must notify us as soon as possible if you are unable to attend class, just as you would if you were at work.

You may send a Facebook message, email, text, or phone us if you are going to be late or absent. You must notify us directly, not through another student.

If you are absent for justifiable reasons, we will provide help and guidance for you to catch up where possible.

Students are expected to complete two hours self-directed study per week.

It is Ministry of Education policy that a student must pass 50% of their programme in order to be eligible for future student loans and allowances.

Continued lateness, absenteeism or leaving the premises without notification will not be tolerated and may, at the discretion of the Team Leader, result in a written warning. If, after two written warnings the situation persists you will be asked to leave your programme.

Students in Year 1 who do not achieve the 90% attendance requirement may not be accepted for the Year 2 programme.

Students below 85% attendance will not be allowed to be a model, until their attendance is above 85%

Your student loan allowances will also be affected if your attendance falls below 80% attendance, unless there are extenuating circumstances that prevent you attending.

## PUNCTUALITY

Students are required to be on time for all classes. This means:

- Arriving five/ten minutes prior to your start time
- Not exceeding break times
- Staying until your finish time

You are expected to be punctual and to abide by the times for your learning unless prior arrangements have been made with your tutor. This is a full time programme, so if you are unable to attend you may not complete your certificate.

Any students who arrive more than 15 minutes late will not be allocated clients.

Students who arrive late or leave early three times in one week will be marked as absent for a whole day.

## BEREAVEMENT / TANGIHANGA LEAVE

You are entitled to three days bereavement / tangihanga leave on the death of a spouse, parent, grandparent, child, godchild, brother, sister, parent in law, dependent or in any special case where a student is required to take responsibility for funeral or tangi arrangements.

## CUSTOMER SERVICE

You will learn great customer service skills and become a real professional with us.

Please ensure you:

- Greet clients with a smile
- Attend to clients immediately on arrival
- Call the client by their name
- Always provide a personalised service (we are a service industry)
- Follow professional consultation procedures
- Listen to the client's requests
- Listen to client's complaints
- Maximise client comfort at all times
- Ensure all conversations are courteous and tactful
- Avoid adopting a posture that could be offensive to the client
- Do not criticise other salons and staff
- Maintain a high standard of hairdressing workmanship
- Maintain high standards of hygiene and cleanliness in the workplace
- Maintain your own hygiene and cleanliness to a high standard
- Do not take the salon's regular clientele for granted
- Be aware of the salon's legal obligations
- Develop confidence in communication
- Be honest, dependable, and enthusiastic
- Keep client confidentiality and courtesy
- Show respect for the salon and salon equipment
- Develop a positive attitude to trade training
- Conform to the salon code of ethics.

## STANDARDS

Clients are always to be treated with the utmost respect and courtesy

A client consultation sheet is to be filled out by students, with assistance from the tutor if necessary, for every client

You are expected to record the names, addresses and telephone numbers of clients correctly and precisely

You must be in the salon, set up and ready for your clients prior to their appointment time.

## HAIR SERVICES

If you are receiving a hair service from another student, you must behave as a client

If you are providing a service to another student, it must be finished to the same level a client would receive.

## PROFESSIONALISM

A professional attitude and behaviour is required in all dealings with clients, staff, other students, and visitors to Hair to Train.

## GENERAL STANDARDS

You must act professionally, respectfully and with courtesy at all times with everyone on the premises.

You are not permitted to receive personal visitors during class time.

Eating food, sweets or chewing gum and drinking tea or coffee is not permitted in the salon or barber shop.

You must complete all your work at the end of each day and tidy up prior to leaving.

You are responsible for knowing where your equipment is at all times and keeping it clean and well maintained. Hair to Train is not responsible for your equipment and it may be removed if it isn't put away.

All work produced, including class work **MUST** be your own work. Cheating and plagiarism will not be tolerated.

Swearing will not be tolerated. It is unprofessional. Threatening, abusive or insulting actions, or language likely to cause offense to any person or group on the grounds of religion, colour, race, ethnic origin,



gender, sexuality, or age is also not tolerated. Disciplinary action will be taken if allegations of sexual harassment are substantiated.

Alcohol and/or non-prescribed drugs must NOT to be brought on to the premises and attending training under the influence of alcohol or drugs will be viewed as a serious breach of student rules and expectations. Please note that Hair to Train has the right to carry out random drug testing.

## **BREACH OF STUDENT RULES, REGULATIONS AND EXPECTATIONS**

Not abiding by any of Hair to Train's rules, regulations or student expectations may result in disciplinary action. Where a serious breach occurs, Hair to Train may instantly dismiss a student from training and they may forfeit the right to continue their programme.

## **ETHICAL PRACTICES AND PROCEDURES:**

### **EFTPOS**

The Eftpos is for client's use and must not be used by students to withdraw cash.

### **TELEPHONE**

The Hair to Train telephone is a business telephone and personal calls by students are not permitted (except in emergency situations).

Students are not permitted to make or receive any personal calls or emails to or from Hair to Train, unless approved by the Team Leader, or in an emergency.

You must turn off your cell phone when on site, you can check and return calls during your break times.

Cell phones are not permitted on the salon floor at any times.

### **AREAS OF ACCESS**

Students are not permitted in the stock room or offices without a staff member present.

Friends/family are only permitted in the salon when having a service.

## **PRIVATE MAIL**

Hair to Train's address is not to be used for personal mail.

Hair to Train will not be responsible if such personal mail is opened unintentionally.

## **HEALTH & SAFETY AT WORK PRACTICES**

We will provide you with health and safety training for work in our salons and attendance at Hair to Train.

You are expected to take responsibility for ensuring and maintaining a safe and secure work environment for all staff, students, clients, and visitors and upholding the best practices of occupational health and safety at all times.

You are expected to protect and maintain all of Hair to Train's property including all plant, equipment, and stock.

Tutors will explain the health and safety requirements of each working area (usually when you first start work in that area).

You should not under any circumstances use tools, equipment, or materials without first receiving instruction or approval from a tutor.

Students must observe the health and safety regulations pertaining to each area at all times.

All on site accidents are to be reported to the tutor in charge and written in the incident log.

Students are not to come to class under the influence of alcohol and/or non prescribed drugs.

Students are required to read and sign our health and safety policies, which we will cover in your induction.

Provisions of the Health and Safety at Work Act 2015 shall apply at all times.

## HOUSEKEEPING

You are expected to complete cleaning duties during, and at the end of each day, which include washing the floors, vacuuming, waste disposal and kitchen duties.

The salon and barbershop must be kept to a high standard of cleanliness at all times.

Workstations are to be made ready for the next person to use and you must tidy your work area before going on breaks.

You are responsible for all cleaning associated with your individual work as this is an industry and professional practice and unit standard requirement.

## SECURITY

We regularly review security provisions to ensure your security and that of the property and equipment on our premises.

No materials, tools or equipment of any description may be borrowed or removed from the premises by students without permission from management.

## SECURITY OR PERSONAL BELONGINGS AND EQUIPMENT

Hair to Train reserves the right to use any and every lawful method available, including the right to search any personal belongings, when investigating “losses” or dishonesty.

Lockers are provided for each student.  
Lockers are to be left clean and tidy.

It is not recommended that you leave any of your belongings unsupervised

You are not to take bags or jackets into the salon at any time

All equipment must be named.

You must keep all of your possessions in your locker when not in use. Hair to Train will not be responsible for any losses.

## SURVEILLANCE CAMERAS

The use of surveillance cameras with notification to students may occur when deemed necessary.

## PRIVACY AND CONFIDENTIALITY

We have policies and procedures for the secure storage, handling, and disposal of business documents and personal information that may be collected and used as part of our operations.

We must handle all personal information about our clients and other people we deal carefully, ensuring we maintain their privacy.

You must never give out or take personal information about any of our clients or students. This includes their phone numbers.

You must not share business information about our salons unless it is freely available on our website.

## PERSONAL INCOME, STUDENT ALLOWANCE AND WORK & INCOME

If a student receives an allowance or benefit, they must ensure that they meet the criteria of StudyLink or Work and Income.

Hair to Train have the right to disclose any breach of conduct to StudyLink or Work and Income.

# ASSESSMENT

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## HAIR TO TRAIN'S ASSESSMENT PROCESS

Our assessment processes ensure we conduct a fair, consistent, relevant, and transparent system for assessment.

We are approved by NZQA to assess students against a range of hairdressing, barbering and other unit standards.

Consequently, we have very stringent methods of collecting and recording evidence for assessments. Our assessment processes test both your knowledge and your skills as well as your ability to apply the required knowledge in practical hairdressing services.

The standards expected of you during formal assessment are high and are benchmarked with other providers and with industry, through our consistency reviews, so you can be assured you are being assessed on skills needed in the workplace.

## WHAT IS A UNIT STANDARD?

A Unit Standard is an activity or area of competence against which performance is measured after you have learned the knowledge and skills required. For example: 'Unit 2886 Shampoo Hair and Scalp' Level 3, 4 credits.

## WHAT IS A COURSE?

A course is made of an activity or area of competence against which performance is measured after you have learned the knowledge and skills required. For example: 'Cutting Techniques Course 1' Level 3, 5 credits.

Your programme at Hair to Train is made up of unit standards and courses that include both theory and practical assessments. The set tasks are assessed against the performance criteria of a unit standard and course.

The purpose of a practical assessment is to achieve a consistent standard according to industry requirements.

## WHAT IS EVIDENCE?

Evidence is a collection of your day to day performance, completing tasks that relate to the unit standard. This evidence is recorded in writing. Once you have reached the set amount of evidence required and demonstrated it to industry standard, you will be able to undertake your assessment.

## PRIOR TO YOUR ASSESSMENT

Your tutor will help you to build skills and knowledge towards your final practical or theory assessments, through a range of activities such as role plays, discussion, theory, self-assessments, quizzes, case studies, poster work, assignments, practical demonstrations, presentations and more.

Prior to your formal assessments, make sure you are aware of all the assessment conditions and regulations.

It is important to talk to us about any special requirements you may have, so we can consider these in the assessment process. For example, you may be assessed in Te Reo if you prefer, however, we may need to make arrangements for this.

In preparing for your assessment, make sure you have read and understood the unit standard requirements and, where relevant, any manufacturer's instructions or legislative requirements. Health and safety is particularly important and relates to many unit standard assessments.

Evidence gathering of your practical assessments is important and must be signed off in your training manual by the tutor.

# ASSESSMENT

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## PRACTICAL TASKS

Most unit standards have practical elements where evidence is required before the commencement of the assessment can take place. Your tutor will advise you of this.

Practical assessment checklists will be discussed with you prior to the commencement of the assessment. Make sure you fully understand them. These checklists describe exactly what you are being assessed against in your assessment.

The practical assessment involves the tutor observing and marking off a checklist to collect evidence of your competency in the set tasks and that all the right procedures are carried out. This may also include verbal questioning.

The final theory assessment consists of written questions. If you prefer to verbally answer these questions, please advise your tutor prior to assessment. It is important to make sure your training manual is signed and dated by your tutor.

Your practical assessments can be clustered together, for example a shampoo and a blow dry can be done on one model or client. To gain a unit standard both the theory and practical parts must be completed (when both are required).

## WHAT ARE ASSESSMENT TASKS?

These are what you must actually do to be assessed as competent. You are assessed at least twice, sometimes more at the discretion of your assessor, to demonstrate you can perform tasks consistently.

## WHAT IS COMPETENCE?

Competence is the ability to apply knowledge and skills consistently in a working environment and/or within realistic employer expectations, to industry standards of performance.

## WHAT IS CONSISTENCY?

An assessor will be reluctant to award a unit standard if you can only perform to the standard once. Your assessor must genuinely believe that you have the ability to perform to the standard consistently, many times.

## EXTENUATING CIRCUMSTANCES

If you are unable to carry out your assessment when scheduled, due to extenuating circumstances, Hair to Train will endeavour to provide support and assistance where appropriate.

# ASSESSMENT

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## POST ASSESSMENT

After your assessment, your results and feedback will be given to you as soon as possible. It may not be immediately afterwards.

A post assessment meeting will be held in private with your assessor, (not in front of the client).

The meeting will cover the following:

- How the assessment went
- Whether sufficient evidence was achieved and if not discuss how you can reach competency

You may be required to retake the whole assessment if you have not provided adequate evidence of competency.

## STANDARD SETTING BODY

The assessment process is set by Toi Mai Workforce Development Council (WDC)

You will be assessed in accordance with Toi Mai WDC's requirements.

## ASSESSMENT APPEALS

If you feel you have been unfairly treated in an assessment, the following procedure must be followed:

- Complete the Candidate Assessment Appeals Form (see your tutor for this form)
- Submit the form within seven (7) days of your assessment to the Team Leader.

If the appeal is not submitted within the seven days, the Team Leader will not be obliged to consider your appeal.

If you cannot settle your appeal through discussion with the Team Leader, you can promptly give the Team Leader a written statement setting out the nature of your appeal, the facts giving rise to the appeal and the remedy you seek.

If the Team Leader is not prepared to give the remedy sought and the parties have not otherwise settled the appeal, the Team Leader shall (within 14 days of receiving your written statement) give you a written response setting out their view of the facts and the reasons why they are not prepared to grant the remedy sought.

If you are not happy with the Team Leader's written response, or if the Team Leader fails to provide a written response (within the specified time), the matter may be referred to Toi Mai.

# CREDIT RECOGNITION

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## RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

Evidence of prior learning must be presented and evaluated prior to programme commencement.

A final agreement will be made between you and Hair to Train with regard to any recognition of your prior learning at the start of your programme.

Credit recognition will only be considered when Hair to Train receives sufficient documented evidence. This may be in the form of a (NZQA) Record of Learning, Certificates, Diplomas and References. It is the student's responsibility to supply this evidence.

You may be required to undertake a 'challenge' assessment to demonstrate that you can still perform the requirements of the unit standard.

If you are unable to provide adequate evidence of your continued competence you may need to repeat the learning, or parts of the learning.

Prior learning of other unit standards that are not included in a Hair to Train programme will not contribute towards your qualification.

## GRADUATION AND AWARDS

Upon completion of your programme, you will be invited to attend our graduation ceremony where you will be presented with your certificate. There are also awards which you can work towards each year.

## CAREER PATHWAYS

The following career options exist upon completion of Hair to Train's Level 4 Certificates:

- Employment in a hair salon or barber shop
- Salon receptionist
- Salon/Barber management
- Self-employment rent a chair
- Self-employment business owner
- Employment by a hairdressing company as an Educator/Technician or in sales
- Tutoring at a tertiary provider (five years commercial experience required)
- Employment on cruise ships.

# USEFUL INFORMATION

## HAIR TO TRAIN POLICIES

There are several Hair to Train policies and procedures that you will need to be familiar with and follow. These will be given to you during your programme. For example, you must follow our health and safety policy at all times.

## KEEPING YOUR RECORDS UP TO DATE

Please let us know of any changes to your circumstances, such as change of address or phone number. It is important that we maintain up to date records so we can fulfill our health and safety responsibilities and ensure any funding associated with your programme is maintained.

### USEFUL CONTACTS

StudyLink Helpline  
0800 889 900  
[www.Studylink.govt.nz](http://www.Studylink.govt.nz)

NZQA  
0800 697 296  
[www.nzqa.govt.nz](http://www.nzqa.govt.nz)

Toi Mai Workforce Development Council  
04 909 0316  
[www.toimai.nz](http://www.toimai.nz)

Tertiary Education Dispute Resolution  
0800 00 8337  
[www.tedr.org.nz](http://www.tedr.org.nz)

## COUNSELLING

If you have a problem, please feel free to approach one of the staff.

You can be assured of our confidentiality and professional assistance with your wellbeing and best interests being our paramount concern. We can refer to you a range of counselling or other services.

### USEFUL PHONE NUMBERS

Mt Maunganui Police 105  
Tauranga Police 07 577 4300  
Get Smart Tauranga 07 571 3712  
Relationship Services 07 576 8392  
Tauranga Budgeting Service 07 578 0969  
Citizens Advice Bureau 07 578 1592  
Te Runanga O Ngaiterangi Iwi Trust 07 575 3765  
The Hearing Association 07 578 6476  
Women's Refuge 07 578 7848  
Oranga Tamariki 07 578 2970  
Family Planning 07 578 8539  
Lifeline 0800 543 054  
Tauranga Salvation Army 07 578 5505  
Bay Counselling Services 07 578 0959  
CAMHS 0800 333 061  
Tauranga Hospital 07 579 8000  
Workbridge 07 577 0998  
Occupational Health and Safety 07 578 2090  
Tauranga Public Library 07 577 7177  
Work and Income NZ 0800 559 009  
Dept of Internal Affairs (Passports) 07 839 9960  
Youth Services 07 281 1506

# DECLARATION

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Full Name: .....

Programme: .....

Start Date: .....

- Induction Programme Checklist
- Familiarisation with the facility and general equipment
- Weekly timetable, term times
- Attendance requirements
- Understanding my tuition fees
- Acceptance of the programme
- Withdrawal Policy
- Health and Safety Policy
- Professional standards expected of me
- Computer, email, and internet policy
- Mental health and wellbeing
- Bullying and harassment
- Security
- Taking care of myself and others
- Individual Learning Plan (My Goals)
- Initial Literacy and Numeracy test
- Learning styles assessment
- Understanding the assessment process
- RPL check

I confirm that I have attended Hair to Train's Induction programme and completed all the above aspects of the programme and agree to abide by all Hair to Train's policies, rules and regulations.

Signature: .....

Dated: .....