New Zealand Association of Registered Beauty Professionals

CODE OF ETHICS-Rules and Regulations

Mission Statement

The purpose of the NZARBP is to work towards the integration of all fields of the beauty industry, providing support to, and improvement of, professional beauty care. The Association strives to continually encourage consistent high professional and ethical standards, thus protecting our members, the public and the future of the beauty industry.

NZARBP Aims

- Our members are provided support via strong channels of communication.
- To broaden awareness of the latest developments in the beauty industry through a range of relevant platforms.
- To advocate professionalism of our members by adherence to our Health, Hygiene and Safety Standards, and Code of Ethics.

Values

The NZARBP is committed to supporting the beauty industry with ethical guidelines, transparency and professionalism. The vision is to build a strong united community of like-minded beauty professionals.

The association actively promotes an industry culture which embraces and reflects our core values –namely integrity, respect, innovation, service and aspiration.

Our core values:

Integrity – striving to do what is right through honesty, transparency, professionalism and respect not only for the association but also the clients and the public.

Respect – valuing everyone and treating them with respect, dignity and professionalism.

Innovation – working towards an industry that is striving to do what is best, to improve and do better. An industry that is full of like-minded professionals that have our core values at heart.

Service – promoting and providing a timely high-quality service to both professionals and clients. Placing high importance on continuous learning and upskilling to protect the high standards of the industry and the clients.

Aspiration – aspiring to see positive change within the beauty industry and continuously working towards this change.

Intentions

The NZARBP will be the main authority to represent our industry when engaging with Government bodies and elected representatives, and to liaise between other professional groups to ensure professional and ethical representation for our members and the greater beauty industry at large.

- The fundamentals of any profession are to protect the interests and the well-being of the members of the public for whom it provides treatments/services. The code is designed to impose on its members various obligations, rules and regulations to ensure that the public are protected from improper practices.

- To educate the public to the dangers of an unregulated industry and the need for awareness in choosing registered beauty professionals.

- To strengthen our profile so as to be seen as professional, ethical and a profession the public and other authorities can trust. All professions have a Code of Ethics, a basic instrument of public protection which covers rules of conduct and where these are disregarded it can mean the member's suspension or expulsion from the Association.
- The Code shall be used, where necessary, to draw the attention of the public and authorities to the existence of less than acceptable practices by unqualified and badly trained operators and the personal damage that could result from such practices.

- It is appreciated that some members of the Association have accepted medical qualifications. In such cases, while adhering to their own medical code of ethics, such members are required to adhere to the Associations Health Hygiene and Safety Standards and our Code of Ethics while conducting beauty treatments/services.

- Any member who joins the NZARBP, without declaring any complaints and/or disciplinary actions in this profession or any other profession that they have been involved in, will risk expulsion. All new members are required to sign an agreement to the effect that they will abide by the Code of Ethics and Health Hygiene and Safety Standards, and thereby uphold our high professional standards.

Scope of Beauty Practice

Beauty professionals may only conduct treatments/services that they are trained and qualified to do and hold relevant and recognized qualifications in those chosen fields. This is defined as the application or prescription of treatments designed to improve the external physical appearance or produce a greater feeling of well-being for our clients by the use of cosmetics and/or electrical equipment which the beauty professional is trained and qualified to use. A member will confine their practice to the field set out in the definition given above.

- A member will not, even within the above field, operate or give manipulative treatment for any condition requiring the use of a general or local anaesthetic by injection, unless permitted to do so as a registered medical professional within the definition of the Health Practitioners Competency Assurance Act.

- A member will not treat any person who to their knowledge is at the time under the care of a medical practitioner for a condition likely to be affected by their treatment without the knowledge and consent of that practitioner.

- Consultations may be conducted prior to an appointment, which may include online video consultation and/or an electronic form completed and returned to the beauty professional, and/or face to face consultation. All information must be checked and verified prior to commencing any service to ensure safe practice. When a client is a minor, a parent or guardian must be present for the face to face consultation. As we are not medical practitioners we are unable to diagnose medical conditions. Any issues regarding the client's health must be referred back to their medical practitioner.

- Members are prohibited from using ultra-sonic and/or electrical devices unless they hold the necessary medical and /or industry qualifications entitling them to operate said equipment.

Obligations of Members

- Membership incurs an obligation to uphold the dignity and honour of the profession, to enhance its standing and to extend its usefulness to the public. The conduct of members shall at all times be creditable to the profession.

- All members will be honest in their professional relationships and will never take advantage of the inexperience of others.

- Members shall not engage in slander or criticism using social media platforms or any other means, which would injure the professional reputation or practice of another professional member, colleague or member of the public.
- All members shall convey disputes through the appropriate channels in a professional and ethical way.

- A member will always work within the boundaries of their qualifications and not overstate their capabilities or expertise.

- All members must abide by the NZ Employment laws in regard to the minimum wage, when employing staff.

- A member is obligated to keep their knowledge current and regularly attend recognised workshops.

- A member will never overstate the capabilities of a treatment, electrical device or product in order to obtain financial gain.

- All members must accept full responsibility for the treatments they perform on their clients and the decisions they make at work.

- No member shall perform or execute a treatment on a client or commence work in the beauty industry while under the influence of drugs or alcohol.

- A member shall maintain a high standard of professionalism including being willing to address any treatment complaints, without charge, that have occurred due to poor delivery on the part of themselves, or any of their employees, or for faulty products.

- A member shall in all cases beyond the field of practice specified in this document, advise the client to consult a medical practitioner should there be a conflict with the clients treatment.

- A member shall always be ready and willing to assist fellow members and share knowledge and industry experience for the benefit of all.

- A member shall refrain from either directly or indirectly offering employment or hire an employee from another clinic except through proper advertising vacancies in the media. N.B. This ethical rule shall not be construed as inhibiting an employee acting on their own initiative in pursuing employment opportunities in the beauty industry.

- All client files are to be held by the clinic owner in a secure location on the premises, in accordance with the Privacy Act and the Health Information Privacy Code (HIPC).

- Client files are not the property of the treating beauty professional of the clinic/workplace they are employed in, and cannot be uplifted by the employee once they leave their employers employment for the employee's financial gain.

- All duly constituted medical bodies shall be respected, and endeavours made to merit the esteem of medical practitioners with whom members may come into contact.

- A Student or Affiliate member may not use the Society's logo or "Member of the NZ Association of Registered Beauty Professionals" or "MNZARBP".

- An Honorary Life member may use the Society's logo "Member of the NZ Association of Registered Beauty Professionals" or "MNZARBP" if that member held those entitlements prior to appointment as an Honorary Life member.

- A non-member is prohibited from using the NZ Association of Registered Beauty Professionals logo for advertising or self-promotion.

- In cases where a member acts jointly with, or practices in partnership with, one or more persons (whether they are all members of the Association or not) they shall not use the designated letters of the Association after the joint names or after the title of the firm, or in any manner directly or indirectly calculated to lead to the assumption that all such persons are individually members of the Association.

- Advertising or publicity by members of a category not sanctioned by the Committee or an entry in any directory not approved by the Committee shall be considered to be a breach of this Code of Ethics.

- Members of the Executive Committee must represent their role in a professional, ethical manner and demonstrate natural, unbias opinions for the good of the members and the beauty industry. No committee member shall manipulate a situation for their own personal or financial gain.

Employees

- Employees will always avoid conflict of interest and inform their employer of any potential conflict of interest as and when it occurs.

- Employees will be fair, honest and objective at all times and not withhold information to any given incidences' that may occur at work.

- Employees will execute the best possible decisions and practices for the wellbeing of their client, employer and industry.

- All employees shall only provide treatments/services that are in their scope of practice and that they are qualified in and feel confident in performing.

- All members shall protect the proper interests of their employer at all times.

- All members shall protect the privacy and confidentiality of their employer's client base at all times.

- Any information shared by your employer is to be kept confidential at all times.

- No employee shall use the resources of their employer for the employee's personal or financial gain without prior written permission from their employer or ex-employer.

- No employee shall exploit the weakness of a computer system for personal or financial gain.

Employers and Business Owners

- An employer and/or business owner will encourage and lead by example with high professional standards and encourage their staff to honour and uphold the Associations Health Hygiene and Safety Standards and Code of Ethics.

- No employer, senior beauty professional/manager or owner shall make a staff member conduct a treatment on a client that they are not qualified or confidently experienced in or is outside their scope of practice.

- No employer, senior beauty professional/manager or owner will allow staff to use machinery which they know to be faulty, under powered or not delivering its full capabilities in a treatment/service that they receive financial gain from.

- No employer, business owner, manager or employee on instruction from the above will misrepresent, alter, overstate or withhold information concerning the capabilities of equipment, products, software or systems to industry or the public.

- Members are restricted to the sale of equipment that may be sold to clients. Members may not sell ultra-violet lamps, faradic body treatment units, IPL/Lasers or any other electrical equipment to clients without a certificate permitting such sale signed by the client's medical advisor. This rule is designed to prevent clients causing themselves unnecessary damage through using instruments without adequate information or training.

Code Enforcement

In enforcing the Code of Ethics and trying to prevent improper practices being performed by non-members and members, we depend upon the co-operation of everyone. If members learn of any

breaches to our Health Hygiene and Safety Standards, the Code Ethics or know of establishments permitting activities lowering the professional and/or ethical standards of professional beauty professionals or who bring our profession into disrepute, then they are obliged to report such matters to the Executive Committee.

These complaints are reviewed by the Executive Committee and are dealt with accordingly. Members may be assured that any statements made to the President, Officer Manager or Executive Committee members will be treated in the strictest of confidence.

We would ask for your active co-operation in this matter so as to ensure that the highest status of our profession is not discredited by the actions of a few unscrupulous persons.

How to Make a Complaint

To make a complaint please refer to our website and go to our contact page.
info@beautynz.org.nz

Complaints Policy and Procedure

Policy

The NZ Association of Registered Beauty Professionals [NZARBP] is committed to the highest possible standards of professional practice within the Beauty Professional industry to ensure the safety, health and wellbeing of clients, the public and beauty professionals.

The Association will actively investigate complaints against beauty professionals, be they members or non-members of the Association, to efficiently resolve complaints, to encourage beauty professionals to rectify deficiencies in their practice and to educate the industry to correct systemic issues.

The Association does work co-operatively with local health boards and civic authorities and the Health and Disabilities Commission to ensure beauty professionals standards are developed and maintained.

All complaints received are treated in the strictest of confidence.

Complaints Procedure

All complaints must be forwarded to the office manager via our website.
Complaint must include;

i. Client's name.
ii. Name of beauty professional who conducted the treatment.
iii. Name of clinic/workplace.
iv. Date and time of treatment/service.
v. Description of treatment/service and nature of complaint.
vi. Photos [if applicable].

Once your complaint has been received in writing, it will be forwarded to the Complaints Manager and reported at the following Executive Committee meeting.

The complainant will be contacted by the Complaints Manager and together we will discuss with you what measures can be taken on your behalf and what measures you can take personally.

If You Have a Complaint laid Against You

If a complaint is laid against you these are the following steps to take:-

Once you have received the complaint against you, it is highly recommended that you contact your insurance broker and the Association as soon as possible to discuss the issue.
Failure to do so will only compound the issue for you and could have devastating consequences.

Complaints Protocol

1. The complaint will be reported at the earliest Committee meeting and a plan of action put into motion.

2. A letter will be sent to the beauty professional and/or business owner informing them of the complaint.

3. The beauty professional and/or business owner will be asked for a statemenet of events.

4. If necessary a copy of the Associations Health, Hygiene and Safety Standards and Code of Ethics will be included.

YOU ARE REQUIRED TO RESPOND.

Once you respond:

1. Your response will be discussed and reported by the Complaints Manager at the next Executive Committee meeting.

2. If necessary a hearing meeting may be called and the beauty professional and/or business owner must appear to discuss the complaint and the course of action to be taken.

3. If the complaint is serious enough it will be referred to local City Council, and or Health and Disabilities Commission or any other relevant Government agency.

4. If necessary the Complaints Manager may make a visit to your clinic/business.

Non Compliance with the Procedure

Non compliance with the above requests will result in suspension of the beauty professional's membership. If the beauty professional/business owner is a non-member, the Association Office Manager will keep a separate record of the complaint. The Association may refer the beauty

professional/business owner to the local authorities, Regional Officer of Health, HDC or other authorities as appropriate for the case.

Depending on the gravity of the complaint, restitution of membership may or may not be granted.

Repeat Complaints

The Office Manager will keep a record of upheld complaints and remedial action taken. In the instance that a beauty professional/business owner is found to have multiple [greater than one] complaints within a 2 year period, the beauty professional/ business owner will be advised and one or more of the following actions may be taken by the Association;

- A course of remedial action discussed.
- The beauty professional/business owner's registration with the Association may be supended.
- The beauty professional/business owner will be referred to local authorities, Regional Officer of Health or HDC as appropriate.