

# **6002-21 Level 2 Technical Certificate in Hairdressing (450)**

**2023**

**Qualification Report**

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# Introduction

This document has been prepared by the Chief Examiner and Principal Moderator; it is designed to be used as a feedback tool for centres in order to enhance teaching and preparation for assessment. It is advised that this document is referred to when planning delivery and when preparing candidates for City & Guilds Technical assessments.

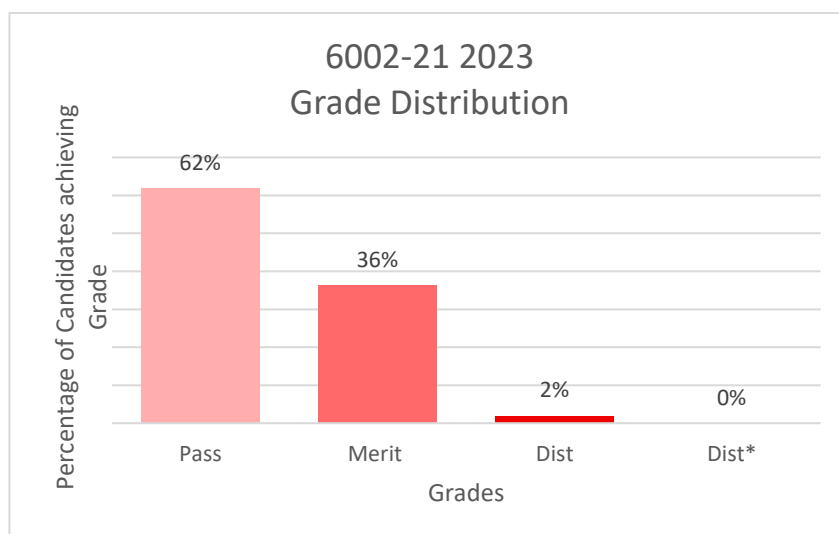
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2023 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments:

- 6002-007/507 Level 2 Hairdressing – Theory exam
  - March 2023 (Spring)
  - June 2023 (Summer)
- 6002-008 Level 2 Hairdressing – Synoptic Assignment

## Qualification Grade Distribution

The approximate grade distribution for this qualification is shown below:



This data is based on the distribution as of 23/08/2023.

Please note City & Guilds will only report qualification grades for candidates who have achieved all of the required assessment components, including Employer Involvement, optional units and any other centre assessed components as indicated within the Qualification Handbook. The grade distribution shown above could include performance from previous years.

# Theory Exam

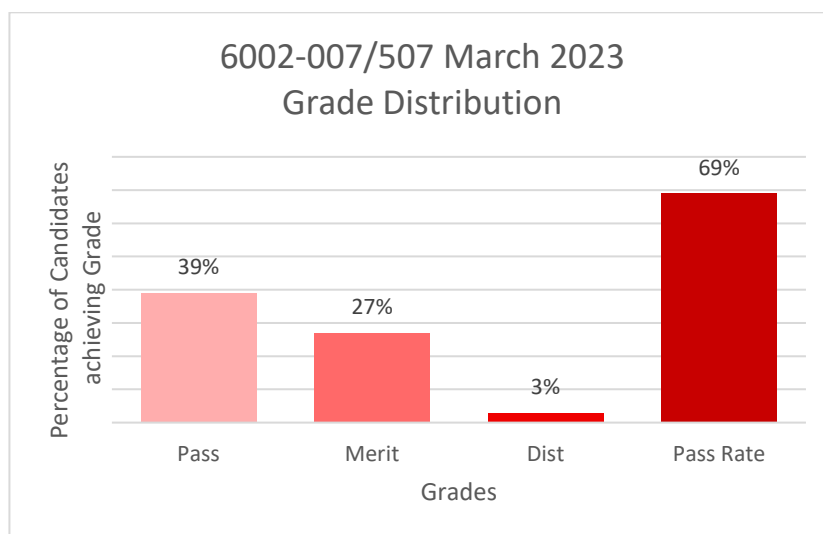
## Grade Boundaries

Assessment: 6002-007/507  
Series: March 2023 (Spring)

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

<b>Total marks available</b>	<b>80</b>
Pass mark	31
Merit mark	42
Distinction mark	54

The graph below shows the approximate distributions of grades and pass rate for this assessment:

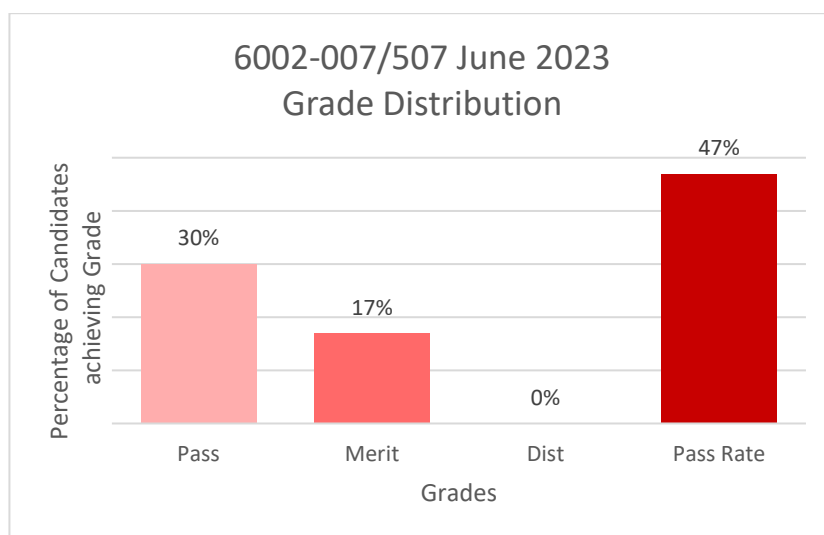


Assessment: 6002-007/507  
Series: June 2023 (Summer)

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

<b>Total marks available</b>	<b>80</b>
Pass mark	31
Merit mark	42
Distinction mark	54

The graph below shows the approximate distributions of grades and pass rate for this assessment:



# Chief Examiner Commentary

## 6002-007/507 Level 2 Hairdressing - Theory exam

### Series 1 – March 2023

Whilst this was the smallest Spring series cohort when compared to previous years, the overall the cohort performance on the March 2023 paper was better than previously seen. Candidates who were successful had a level of understanding that enabled them to suggest adaptations for routine problems and services presented to them. These candidates also demonstrated that they were able to use industry-specific terminology with greater accuracy and relate to the structures and function of the hair and skin with reasonable clarity.

Most candidates were able to show good knowledge recall gaining marks in topics covering skin structures, shampooing & conditioning techniques as well as massage techniques to use for specific services. Most of the cohort had knowledge of the reasons for considering tension when carrying out cutting services. Across the paper, candidates were also able to demonstrate their knowledge of diagnostic hair testing and were able to show understanding on their importance and the problems that can occur if not carried out. Generally, candidates were able to demonstrate clear understanding around environmental and sustainable working practices during a service and how the use of layering techniques could benefit clients.

Candidates were frequently able to recall the effect of heat on the hair structure and its use during specific services, however, they were not always able to provide the level of detail required to show their understanding of the benefits to a service, which limited their access to the full range of marks available. Additionally, it was evident that a significant portion of the cohort struggled to identify with, or use, common industry-specific terminology when articulating their responses. Many candidates used alternative terms e.g., 'too long/too short', when discussing over/under-processing. Many candidates this series also showed some confusion when discussing the characteristic of colour products. Responses showed limited awareness of the influencing factors to consider when determining the appropriate techniques for colouring, cutting and product selection. Lower scoring candidates sometimes referred to passing responsibility to peers rather than demonstrating their knowledge and understanding of the qualification to present feasible solutions.

There was an improvement in the responses provided for the to the Extended Response Question with more candidates showing clarity in their responses and discussing the aspects of the scenario with reasonable breadth and depth. On the other hand, marks were lost where lower achieving candidates tended to provide generic responses, focussing on the consultation rather than showing more depth of understanding ensuring they relate their discussion back to the factors provided. Candidates should be reminded that this question is an opportunity for them to show breadth and depth of knowledge and understanding within the context provided and consider feasible solutions to the problems presented through critical thinking.

Candidates will benefit from ensuring they use accurate industry-specific terminology when responding to questions. They should ensure questions are read in full, taking note of any numerical indicators in the stem that suggest the level of breadth or depth required. They would benefit from familiarising themselves with basic hair and skin structures, scientific elements and impacts of services prior to their examination.

## Series 2 – June 2023

Overall candidate performance on the June paper was comparable to last year's summer series, with the achievement of marks being somewhat sporadic across the paper. The performance was weaker than seen in the March 2023 series, with an increase in responses opting to refer a problem elsewhere or turn clients away in circumstances where this would not be industry practice. Candidates performed better on questions that required recall of fact rather than those needing to show a level of understanding, ability to adapt or problem-solve.

Most candidates were able to show knowledge of safe working practices and recall specific legislation. They were frequently able to recall characteristics of skin conditions, alongside working practices that could be put in place to aid hair condition, client comfort and accuracy of results. They also understood the effect of heat on the hair structure and different air conditions in some detail. The candidates who scored higher marks showed good recall across the paper and had a level of understanding that allowed them to give depth in their responses. This was evident in questions around the impact of legislative requirements and when discussing the characteristics of quality customer service. They also correctly identified with and used industry specific terminology to describe techniques, products and processes carried out.

A general sense of confusion and lack of knowledge was seen across all levels when asked about the characteristics of different colouring products and the purpose of different cutting techniques. Limited understanding was shown around the functions of the skin and dermal structures. Candidates also tended to be unable to differentiate between 'employee' and 'employer' responsibilities, which resulted in the opportunity for marks being missed. Candidates found it challenging to recall knowledge related to basic contra-indications and how these might affect a specific technical service. Responses often discussed how these factors might affect the consultation prior to the service rather than the technical service itself. Lower scoring candidates were not secure in their knowledge around diagnostic testing, on occasion showing inaccuracy that would lead to detrimental effects on the hair.

Most candidates responded with clarity to the Extended Response Question. They were able to discuss the aspects in the scenario with reasonable breadth and depth. Only in the lowest scoring scripts did candidates discuss services that were not applicable to the scenario or did not benefit the hair and scalp condition.

Candidates must ensure to read questions carefully and respond to the requirements of the stem. On occasion they have been seen to not complete their response in full, such as listing one item of recall where two or three are required. Some candidates have treated a scenario as unachievable, giving a response that avoids completing the service and turning the client away rather than adapting to the situation. It's important for candidates to consider how they would adapt to these instances in a real-life situation to satisfy the customer's needs. Candidates would benefit from strengthening their use of common industry terminology when articulating their responses and revising areas such as: theory relating to the hair and skin structure, scientific aspects of services and the impact of contra-indications on working practice.

**Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here:**

[Hairstressing and Barbering qualifications and training courses | City & Guilds](https://www.cityandguilds.com/qualifications/technical/hairstyling/hairstyling-technical-exam-guides)  
[cityandguilds.com](https://www.cityandguilds.com)



# Synoptic Assignment

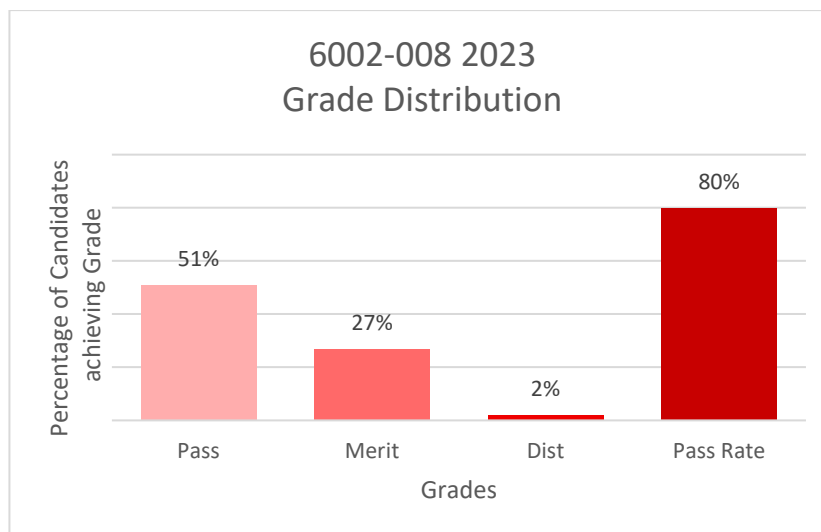
## Grade Boundaries

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Assessment: 6002-008  
Series: 2023

<b>Total marks available</b>	<b>60</b>
Pass mark	29
Merit mark	39
Distinction mark	49

The graph below shows the approximate distributions of grades and pass rate for this assessment:



# Principal Moderator Commentary

## Task 1

Generally, candidates used the templates provided for Task 1 consultations well. However, a number did not provide images of their planned outcomes as required. This made judgement and marking in AO4 more challenging to authenticate, as it was not always clear if the candidates had fully executed their planned looks. The strongest consultation plans fully documented skin and scalp analysis and considered commercial practice by integrating services in a time-efficient manner. These candidates had written statements or images/annotated drawings that showed some consideration for adaptation, sectioning patterns, positioning of rollers/foils and cutting angles to be used during services.

Generally, there was a lack of depth and breadth of knowledge and understanding shown regarding choices of colouring products, and some inaccuracy when selecting cutting techniques. Greater strength was shown when mentioning basin, styling, finishing products and technique, although reasoning behind choices was rarely provided to gain those higher understanding marks.

## Task 2

In some cases, the Task 2 proforma for aftercare was used to good effect by candidates. However, there were instances where these had been completed prior to Task 2, during Task 1, and as a result recorded *planned* aftercare rather than evidencing what was given during the practical. In some other instances, they were completed retrospectively with Task 3, which does not ensure evidence produced is authentic.

This year we saw the positive return of more movement in finished outcomes, and this is encouraged. This would have been strengthened if evidenced through a wider range of styling techniques and across different hair characteristics and classifications. In most cases there was over-reliance on heated equipment to provide movement and curl. Wands were mostly used, leaving significant lengths of hair uncurled and ends not secured with skill. Candidates at times rough-dried until fully dry, rather than implementing blow-drying technique to gain lift, volume, and movement.

Many candidates are still defaulting to the use of lightening product for their 50% of the head foiling service rather than colouring products or the use of both to create greater interest/creativity and texture to looks. This gives less opportunity for discussion which limits the amount of knowledge and understanding that can be shown when colouring. Whilst many discuss using toners in their plans very few used toners in practice.

There were cases where one-length cuts were not above shoulder to meet the assessment requirements, and personalising/shaping of the front hairline had not been considered for the graduated haircut. Centres must ensure candidates are clear on the requirements of the brief and encourage candidates to follow this. The highest scoring candidates demonstrated skills across a wider range of techniques. Their finished looks showed mainly accurate and balanced finishes with fair to good level of 'polish'. These candidates took more care to ensure that looks complimented the client's overall image. Aftercare was imbedded in these samples rather than solely given it at the end of the services.

The use of images to showcase service procedure and outcome was not as good this year as last e.g., key points of the services required in the brief were not included. The best images were of just head and shoulders, with all hair lengths included and arranged with care.

## Task 3

In most evaluations, candidates were able to discuss, with honesty, the main strengths and weaknesses of their performance. The higher-scoring candidates were able to discuss further improvements that could be used next time. Where clients had changed since planning, candidates were able to discuss this here and, in some cases, provide justification for adaptations made.

## **Candidate performance against each AO – strengths and weaknesses**

### **AO1 – Recall of knowledge**

Most candidates demonstrated sound knowledge of health & safety procedures, professional behaviours, and the hair/scalp analysis in their plans. Lower-scoring candidates did not always apply this to their practical to show that it is embedded. Those gaining higher marks showed greater breadth and accuracy in their factual recall across the technical services. Combs and brushes were not always used appropriately or for the right services. Recall around the science of humidity and how this affects the hair's structure was more prevalent.

### **AO2 – Understanding**

Some candidates attempted to provide reasoning or justification for their actions, but this was not always accurate. In the best samples, candidates could show understanding around different styling products and how these can be used to treat some influencing factors, alongside aspects of science relating to finishing services. Generally, relevant aftercare advice was documented, however, this was not always implemented in the practical. As seen in previous years, understanding was lacking around the best techniques to use when cutting and which colouring products to use in different circumstances.

### **AO3 – Application of practical/technical skills**

Generally, candidates fully met the requirements of the brief. However, they did use a narrower range of products and techniques to achieve their planned looks than has been observed in previous submissions. There were instances when one-length cuts did not clear the shoulder, wet-sets were not dressed, and highlights/lowlights did not cover 50% of the head. This must be addressed moving forward to ensure the assessment requirements are fully met and the full range of marks available can be accessed.

### **AO4 – Bringing it all together**

Some candidates were able to show that they could work within commercially realistic timings and in-line with commercial working patterns, although a small amount did work significantly over the allocated time. The highest scoring were able to show that they had considered some of the main influencing factors with success and tailored the aftercare for the client, this was embedded within practices rather than 'bolted on' to the end of services. They showed consistent Health & Safety practices and an awareness for the salon environment, rather than only being able to focus on their own service.

### **AO5 – Attention to detail**

There were instances in the submission where good levels of attention to detail were demonstrated. Candidates dealt with changes calmly and without an impact on performance level. Looks had been tailored somewhat to complement individual clients' influencing factors, and services were cross-checked sufficiently to ensure accuracy and reasonable levels of polish. There were still instances this year where candidates had started the assessment well but were unable to maintain sufficient levels of focus throughout, when perhaps something had not gone to plan, or they got further into the assessment and relaxed. In these instances, frequently they produced looks that lacked work-ready finish, and client care during the implementation was somewhat intermittent.

### **Examples of Best practice**

- Templates provided by City & Guilds were used for each task and had not been adapted.
- Images of chosen looks in Task 1 were re-used during Task 2 to discuss the client requirements, minimising the need for questioning.
- Back up models were on stand-by in case of no-show clients for Task 2.
- Band descriptors, and appropriate language that differentiated performance level, were used to describe how well the service/activity had been carried out.
- The PO forms recorded the performance of Task 2 only.

- The CRF's recorded descriptive judgements on the level of performance and corresponding marks. They pin-pointed where in the evidence these judgements were substantiated and were not a duplication of the PO form.
- Evidence was uploaded in one PDF or PowerPoint with a clear file name.
- Candidates were prepared with 'mock' assessments which did not directly mirror the requirements of the synoptic brief and had been actively encouraged to showcase a full range of services.
- Any changes to clients on the day were discussed in Task 3 as part of the evaluation.
- Feedback was not provided to candidates after they have completed their Tasks 1 and 2, to ensure Task 3 was a true self-reflection.
- Standardisation was carried out during Task 2 and the marking processes.
- The observer/marker documented any oral questions asked during the practical Task 2 and included these with the PO form.
- Clocks were clearly visible, and a staff member advised candidates on how much time was left until the end of the assessment.
- Candidates were reminded to take photographs and check them to ensure they were clear.
- The Standardisation Declaration Form was completed and submitted on to the moderation platform, in the document section, when uploading candidate work.
- All forms were completed fully, dated and signed to authenticate the evidence uploaded.
- Candidate Declaration of Authenticity indicated level of support given/not given.