When promoting products, state **two** non-verbal behaviours shown by the client. 

**Answer:**
1 mark each for any of the following, to a maximum of 2 marks:
- Facial expressions.
- Eye contact.
- Closed or open arms.
- Nodding/shaking head.
- Looking at products/touching
- Getting out purse/wallet

**Test spec reference:** 301 1.2 (AO1) **Total marks:** 2

---

Explain how different marketing methods can help promote a nail business.

**Answer:**
Maximum of two marks for identifying marketing method and maximum of two marks for further linked effects.
- Organise a salon open evening (1) will allow the salon to demonstrate/showcase their skills/knowledge. 
- Offer existing clients a discount (1) will encourage bookings/repeat business/client retention/client loyalty (1).
- Distributing a flyer (1) will increase awareness of new/current services (1).
- Include an introductory offer (1) on the web page to attract more clients. (1)
- Place an editorial/advert in a local newspaper/magazine (1) to increase awareness/reach a wider audience. (1)
- Social Media (1) posting pictures doing a blog on you services and products. (1)

**Test spec reference:** 301 1.3 (AO2) **Total marks:** 4

---

State **four** internal factors that can affect the natural nail.

**Answer:**
1 mark each for any of the following, to a maximum of 4 marks:
- Genetics.
- Nutrition.
- Hormones.
- Medication.
4

Explain the main functions of the skeletal system. (3 marks)

**Answer:**
1 mark for each of the following, to a maximum of 3 marks:
- Bones provide a framework for the attachment of muscles and other tissues.
- Bones protect internal organs from injury.
- Bones store essential minerals (1) and aid the production of red blood cells. (1)

Test spec reference: 330 2.2 (AO2) Total marks: 3

5

Explain the differences between arteries and veins. (2 marks)

**Answer:**
1 mark each for any of the following, to a maximum of 2 marks:
- Arteries have thick walls and veins have thinner walls.
- Arteries carry blood away from the heart and veins carry blood towards the heart.
- Arteries carry oxygenated blood, veins carry deoxygenated blood.
- Arteries do not have valves, veins have valves.

Test spec reference: 330 4.1 (AO2) Total marks: 2

6

a) State three disorders of the hand and wrist that could occur as a result of following poor working practices. (3 marks)

b) State three methods used to reduce the risk of injury to the hand and wrist. (3 marks)

**Answer:**
a) 1 mark for each of the following, to a maximum of 3 marks:
- Carpal tunnel.
- Tendonitis.
- Repetitive strain injury (RSI).

b) 1 mark each for any of the following, to a maximum of 3 marks:
- Soft touch when using files.
- Use long strokes with files/buffers.
- Avoid using tools that excessively vibrate.
- Check position of client/self.
- Use a wrist support for client.
- Take regular breaks.
- Exercise hands/wrist regularly.
<table>
<thead>
<tr>
<th>Test spec reference: 331 1.1 (AO1)</th>
<th>Total marks: 6</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>7</strong></td>
<td></td>
</tr>
<tr>
<td>Explain the process of removing a soft gel nail enhancement in preparation for service.</td>
<td>(6 marks)</td>
</tr>
</tbody>
</table>

**Answer:**

1 mark for identification of each process, to a maximum of 6 marks:

- Cut or file down the nail (1) to reduce thickness/length (1).
- Then use a file to remove the surface shine (1).
- Place the fingernails into a bowl of product remover / wrap in foil with a cotton pad soaked in product remover (1) to soften the product (1).
- Remove from pad/bowl and wipe off excess product to check the removal method is effective (1).
- Finally, ensure all product is removed and the nails are clean ready for the next service (1).

<table>
<thead>
<tr>
<th>Test spec reference: 331 2.4 (AO2)</th>
<th>Total marks: 6</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>8</strong></td>
<td></td>
</tr>
<tr>
<td>Explain the importance of each of the following methods of evaluating.</td>
<td></td>
</tr>
<tr>
<td>a) Visual.</td>
<td>(1 mark)</td>
</tr>
<tr>
<td>b) Verbal.</td>
<td>(1 mark)</td>
</tr>
<tr>
<td>c) Written feedback.</td>
<td>(1 mark)</td>
</tr>
</tbody>
</table>

**Answer:**

a) 1 mark for each of the following, to a maximum of 1 mark:

- Visual check/observation of own work to ensure service objectives have been met/the result is to the required level of quality.
- Any other suitable answer.

b) 1 mark for each of the following, to a maximum of 1 mark:

- Verbal confirmation/responses from the client/colleagues to determine the opinion of the client on service outcome.
- Any other suitable answer.

c) 1 mark for each of the following, to a maximum of 1 mark:

- Feedback from clients/self-evaluation to refer to at a later date
- Improve on future services.
- Any other suitable answer.

<table>
<thead>
<tr>
<th>Test spec reference: 333 4.2 (AO2)</th>
<th>Total marks: 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>9</strong></td>
<td></td>
</tr>
<tr>
<td>State three different types of product that could be used to protect a nail art design.</td>
<td>(3 marks)</td>
</tr>
</tbody>
</table>

**Answer:**

1 mark for each of the following, to a maximum of 3 marks:
• Gel/regular topcoat.
• Clear/pink liquid and powder.
• Clear/pink gel.

Test spec reference: 333 3.2 (AO1)  Total marks: 3

10
Explain the importance of taking into account the diverse needs of clients.

Answer:  
1 mark for any of the following, to a maximum of 1 mark.
• To adapt services/behaviour/communication methods/environment (1 mark for any) to avoid discriminating the client.

Test spec reference: 333 2.3 (AO2)  Total marks: 1

11
State three pieces of information that can be used in a mood board.

Answer:  
1 mark each for any of the following, to a maximum of 3 marks:
• Samples of materials/textures.
• Sketches.
• List of equipment.
• List of products.
• Justifications on final choices.
• Nail products used.
• Sample nails.
• Final design images.

Test spec reference: 334 3.1 (AO1)  Total marks: 3

12
Explain two advantages of maintaining knowledge of technical developments in the nail industry.

Answer:  
1 mark for each of the following, to a maximum of 2 marks:
• Encourage creativity/learn new techniques (1) by improving skills (1).
• Increased efficiency (1) by improving the speed in which a service is carried out. (1)
• Increases productivity (1) as products are more cost-effective/techniques reduce service time.
• Additional services (1) can increase business sales/client base.
13
Explain how different environmental conditions can affect each of the following systems during application.

a) Liquid and powder.  
   - Warm temperatures make the product set faster.  
   - Cold temperatures make the product set slower.  
   - Cold temperature / drafts / air-conditioning can make product crystallise.

b) Light cured gels.  
   - Warm temperatures can make the product a thinner viscosity.  
   - Cold temperatures make the product slower to self-level.  
   - Working in strong UV light can cause the product to prematurely polymerise.

Test spec reference: 335 1.1 (AO2)  
Total marks: 6

14
State the three types of acrylates used in nail enhancements.

Answer:
   - Methyl methacrylate. (MMA)  
   - Ethyl methacrylate. (EMA)  
   - Cyanoacrylate.

Test spec reference: 335 2.2 (AO1)  
Total marks: 3
The information provided in the table below is a case study of a client who has come into the nail salon to discuss a service plan. The client has a 2 hour booking with a 30 minute consultation. Discuss the service options available, recommending a justified service plan for the client.

<table>
<thead>
<tr>
<th>Name:</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender:</td>
<td>Female</td>
</tr>
<tr>
<td>Age:</td>
<td>54</td>
</tr>
<tr>
<td>Medical history:</td>
<td>Asthma and psoriasis.</td>
</tr>
<tr>
<td>Medication:</td>
<td>Inhaler and topical creams.</td>
</tr>
<tr>
<td>Comments:</td>
<td>June has a keen interest in gardening. She is celebrating her 25th Wedding anniversary in 3 weeks’ time and is going on a Caribbean cruise to celebrate. She has never had a nail treatment before and has shown an interest in having nail art. She would like her nails to compliment her holiday.</td>
</tr>
<tr>
<td>Nail and skin observations:</td>
<td>She has short, wide and flat nails which are prone to pitting. She has a dry skin type.</td>
</tr>
</tbody>
</table>

Answer:
Indicative content
Candidate's response may include, but is not limited to, the following:

i. Treatment/services can include a combination of the following services to improve the nails and hands:
   a. Nail enhancements
      i. Overlays, tips, sculpting.
      ii. Soft/hard gel, liquid and powder.
   b. Nail art
      i. Embedding
      ii. 3D
      iii. 2D
      iv. Imprinting/stamping
      v. Colour fading
      vi. Marbling
      vii. Gel painting
      viii. One stroke
   And
   c. Nail shapes, for example:
      i. Stiletto
      ii. Ballerina (coffin)
      iii. Lipstick
      iv. Square
      v. Round
      vi. Squoval
   ii. Frequency of treatments – 2 – 3 weeks for maintenance.
   iii. Relationship between client’s budget and associated costs.
   iv. Justification of the types of treatments considering:
      a. Lifestyle
      b. Medication
      c. Job
      d. Timescales
      e. Final nail design.
   v. Retail and homecare advice:
      a. Exfoliating products
b. Skin creams/lotions and cuticle oil/cream to help dry skin  
c. Hand masks  
d. Nail file, buffer, top coat.  
vi. Removal - Consideration given to when the enhancements are to be removed.

<p>| Test spec reference: Integrated | Total marks: 12 |</p>
<table>
<thead>
<tr>
<th>Band 1 (1-4 marks)</th>
<th>Band 2 (5-8 marks)</th>
<th>Band 3 (9-12 marks)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service plan not tailored to suit the client’s lifestyle or medical/nail condition with no attention paid to, or understanding demonstrated of, the information provided in the case study. A limited range of available treatment and service options were considered with no justification provided for the choices made. Limited consideration given to timescales and budget with no links to the service plan. Limited advice and recommendations were provided regarding homecare and maintenance with no links to future events.</td>
<td>Service plan options were discussed and were tailored to the client’s needs, including the use of PPE, with some justifications provided. A range of designs were considered with tentative links between the choices made and the client’s requirements, but lacks confidence in justifying their choices. Timescales and budget were considered incorporating regular services but were not fully linked to a service plan. Relevant advice and recommendations were suggested regarding homecare and maintenance but does not consider future events. Some conclusions were made but does not fully support the case study.</td>
<td>Comprehensive service plan is proposed and linked to the client’s requirements, medical/nail conditions and lifestyle providing clear justifications for the choices. A range of nail designs were considered and agreed on taking into consideration client’s nail and skin condition. Thorough consideration was given to planning which took into account budgets, timescales and client requirements with accurate justifications made. Comprehensive and relevant options relating to retail and homecare advice were provided to maintain the effects of the treatment. Additional information was provided relating to post-holiday maintenance and removal of nail products. The candidate has come to a well-balanced conclusion, which is fully validated.</td>
</tr>
</tbody>
</table>