General instructions

• This question paper is the property of the City & Guilds of London Institute and is to be returned, or destroyed after the examination.
• All questions do not have equal marks.
• The maximum marks for each question are shown.
• Answer all fifteen questions.
1 When promoting products, state **two** non-verbal behaviours shown by the client. (2 marks)

2 Explain how different marketing methods can help promote a nail business. (4 marks)

3 State **four** internal factors than can affect the natural nail. (4 marks)
4 Explain the main functions of the skeletal system.  

5 Explain the differences between arteries and veins.  

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

   b) State three methods used to reduce the risk of injury to the hand and wrist.
7 Explain the process of removing a soft gel nail enhancement in preparation for service. (6 marks)

8 Explain the importance of each of the following methods of evaluating.
   a) Visual. (1 mark)

   b) Verbal. (1 mark)
c) Written feedback. 

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

9 State **three** different types of product that could be used to protect a nail art design. (3 marks)

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

10 Explain the importance of taking into account the diverse needs of clients. (1 mark)

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

11 State **three** pieces of information that can be used in a mood board. (3 marks)

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

12 Explain **two** advantages of maintaining knowledge of technical developments whilst working in the nail industry. (2 marks)

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
13 Explain how different environmental conditions can affect each of the following systems during application.
   a) Liquid and powder. (3 marks)

 b) Light cured gels. (3 marks)

14 State the three types of acrylates used in nail enhancements. (3 marks)
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. (12 marks)

<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>