

# **6002-22 Level 2 Technical Certificate for Cutting and Styling Services**

**2019**

**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.

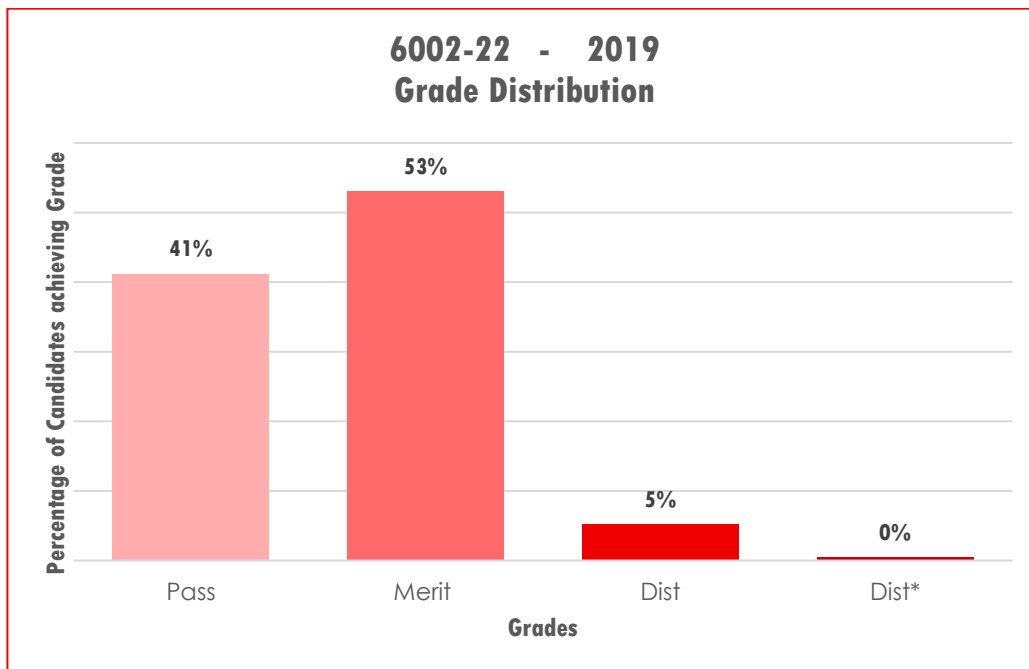
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2019 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments:

- 6002-009/509 - Level 2 Cutting and Styling Services - Theory exam
  - o March 2019 (Spring)
  - o June 2019 (Summer)
- 6002-010 - Level 2 Cutting and Styling Services - Synoptic assignment

# Qualification Grade Distribution

The approximate grade distribution for this qualification is shown below:



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

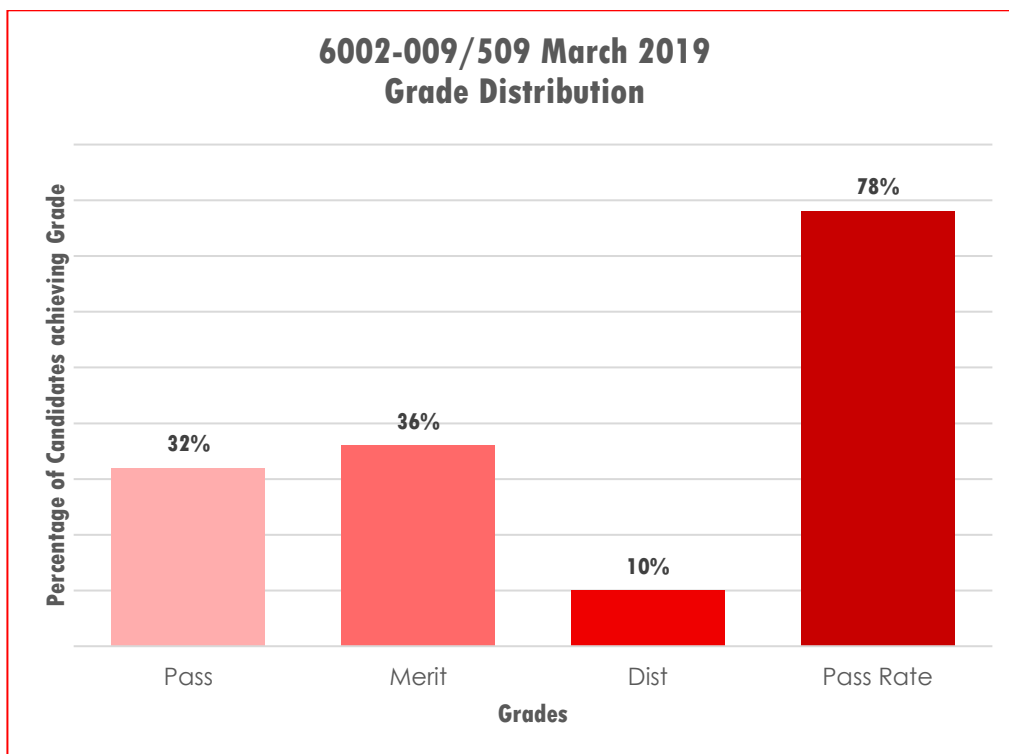
**Assessment:** 6002-009/509

**Series:** March 2019 (Spring)

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

<b>Total marks available</b>	<b>60</b>
Pass mark	24
Merit mark	33
Distinction mark	42

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

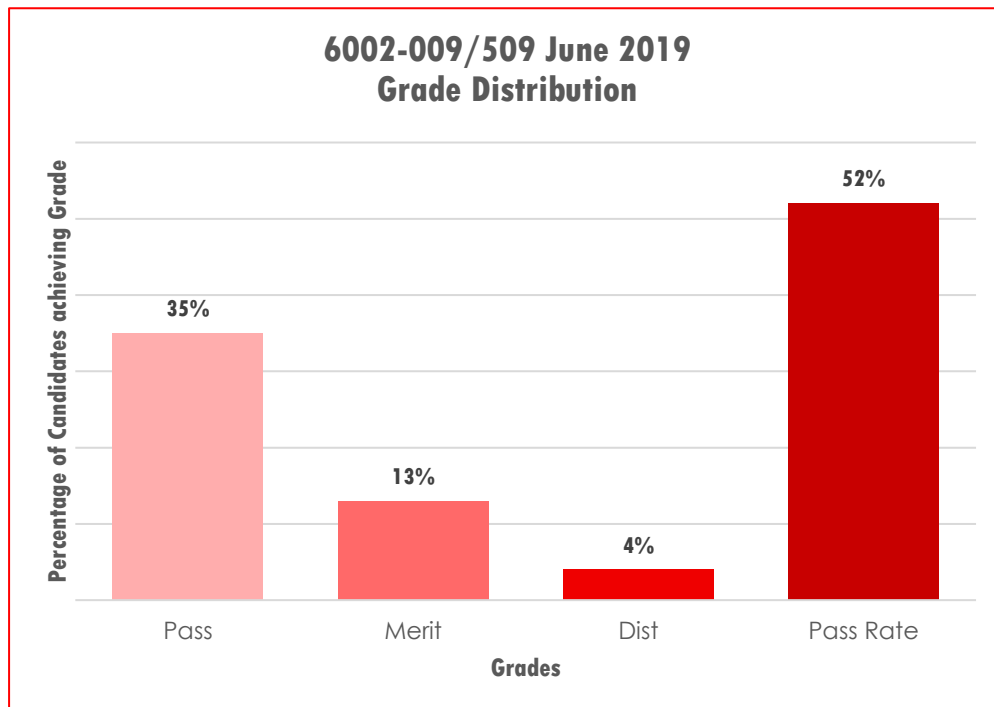


**Assessment:** 6002-009/509  
**Series:** June 2019 (Summer)

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

<b>Total marks available</b>	<b>60</b>
Pass mark	24
Merit mark	33
Distinction mark	42

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



# Chief Examiner Commentary

## 6002-009/509 – Level 2 Cutting & Styling - Theory exam

### Series 1 – March 2019 (Spring)

March 2019 saw the first series for the second year of the 6002 – 009/509 externally set and marked examination. Centres should note that the externally set exam continues to sample from different topics and learning outcomes from the qualification and as a result this commentary relates to the March 2019 examination only.

Overall, the paper enabled candidates to be stretched and challenged to reflect a good Level 2 standard. The broad range of total marks achieved across this question paper, showed that the paper differentiated across the range of candidate abilities.

Candidates achieving the higher spectrum of marks in this examination showed that they could link theory into practice and accurately use industry specific terminology. These candidates showed that they had a professional level of knowledge and understanding, could solve routine problems presented to them using a breadth of topics and scenarios and produced evidence of reasoning and critical thinking in their responses for questions requiring more detail.

Opportunities to gain marks were missed due to some candidate's lack of exam technique. This was apparent in their inability to tailor their response to the command verb prescribed. Often, candidates were able to describe 'how' to do something but were unable to elaborate on 'why'. A question asking for an explanation requires candidates to provide some reasoning by explaining the why or the impact. On the other hand, some candidates provided detailed responses to knowledge question which only required a brief response or a list.

Opportunities to gain full marks were missed due to candidates not understanding when and why to use specific cutting techniques. Marks were also lost where candidates were unable to demonstrate their understanding of the impact on cutting services for different hair densities, adapting cutting techniques, the functions of different structures of the hair and how to adapt services for contra-indication.

Candidates who gained higher marks overall were able to consistently demonstrate their knowledge and understanding as well as tailor their response to the command verb, especially with questions asking for a description or explanation. Candidates will benefit from showing understanding of various topic areas by linking their theory into practice and giving sound reasoning and explanations for higher mark questions. Candidates should also ensure that they recognise and appropriately use accurate terminology in the correct context.

## **Extended response question**

This is a question which requires candidates to discuss the style options for a client based on a case study. Candidates missed opportunities to gain higher marks by not discussing multiple style options across both the cutting and styling services. These candidates only discussed one style option and discussed a step by step guide of how to carry out the service.

Candidates gaining the higher marks thoroughly discussed the influencing factors and the impact each would have on the suggested style options before concluding how to carry out the recommended look.

The majority of learners were able to gain marks in areas of the consultation process including checking for contra-indications, hair characteristics and influencing factors. Marks were easily gained for health and safety relating to hair testing, the suggested style recommendation and aftercare recommendations. Candidates who achieved higher marks showed clarity in their explanation skills and showed a deeper understanding of the technical requirements.



## **Series 2 – June 2019 (Summer)**

June 2019 was the second exam of the 2019 series for the 6002 – 009/509, externally set and marked examination. Centres should note that the externally set exam samples from different topics and learning outcomes of the qualification and as a result this commentary relates only to the June 2019 examination.

The paper allowed candidates to be stretched and challenged sufficiently to a Level 2 standard, across the breadth of the qualification syllabus. Candidates performed as expected for a second series assessment which included the majority of candidates carrying out their second sitting. The range of total marks achieved across this question paper, showed that the paper differentiated across the range of candidate abilities.

Candidates who were most successful in this examination showed their ability to apply scientific knowledge correctly and relate their theoretical knowledge to practice. They were able to tailor their responses to the main requirements of the stem, whilst paying attention to the command verb, and demonstrated their understanding through accurate justification and reasoning, which enabled them to achieve more marks in the higher marked questions.

Across the paper, candidates showed strengths in their ability to explain a variety of cutting tools and techniques, the effects of water temperature on the hair and scalp and were able to identify causes of hair damage. Candidates showed improved knowledge and understanding on sustainable working practice in comparison to the 2018 exam series, however, they still showed confusion on the difference between environmental and sustainable practices. Candidates were able to identify the benefits of promoting products and services to clients and explain how to adapt their communication to non-English speakers. The higher performing candidates had consistent responses across the paper and showed broad knowledge and understanding across all areas.

There is a need to improve exam technique in some areas as it was still evident that candidates were not always able to provide responses in line with the command prescribed, and failed to expand on their responses to provide the required level of depth. Across the paper, candidates generally showed weaknesses when applying their scientific knowledge and understanding. Some of the lower performing candidates were unable to show knowledge of the structure of the dermis and some candidates showed confusion with the hair structure by listing the layers of the hair shaft appose to the dermis. Candidates struggled to identify the effects of product build up on the hair structure and the correct function of a hair dryer attachment. The majority of candidates could show some basic knowledge on adapting a cutting service for a client with an oblong face shape, however, they often struggled to show any depth of understanding by explaining their recommendations. Some candidate's misread scenario based questions and were not able to pick out the key factors to answer the question appropriately, instead, they applied their breadth of knowledge across the syllabus in the wrong areas.

## **Extended response question**

This is a question that requires candidates to discuss styling considerations for a client/salon based scenario. Overall, candidates didn't perform as well on this extended response question in comparison to previous series, this series focused on a styling service appose to a cutting and styling service. Candidates struggled to demonstrate depth of knowledge and understanding in one area appose to the breadth of knowledge across various services. Most candidates were able to discuss the consideration of each of the factors highlighted in the stem, however, they struggled to discuss a variation of style options based on the considerations. Some candidates approached this extended response question in the same manner they would approach any other extended response question and provided a wide breadth of knowledge, without considering the specific requirements of the question.

Candidates who achieved higher marks demonstrated structure and clarity within their responses. They used the correct technical terminology and discussed a variety of style options based on varying factors to achieve the required look. These candidates were able to demonstrate a deeper understanding by evaluating and justifying the considerations.

# Synoptic Assignment

## Grade Boundaries

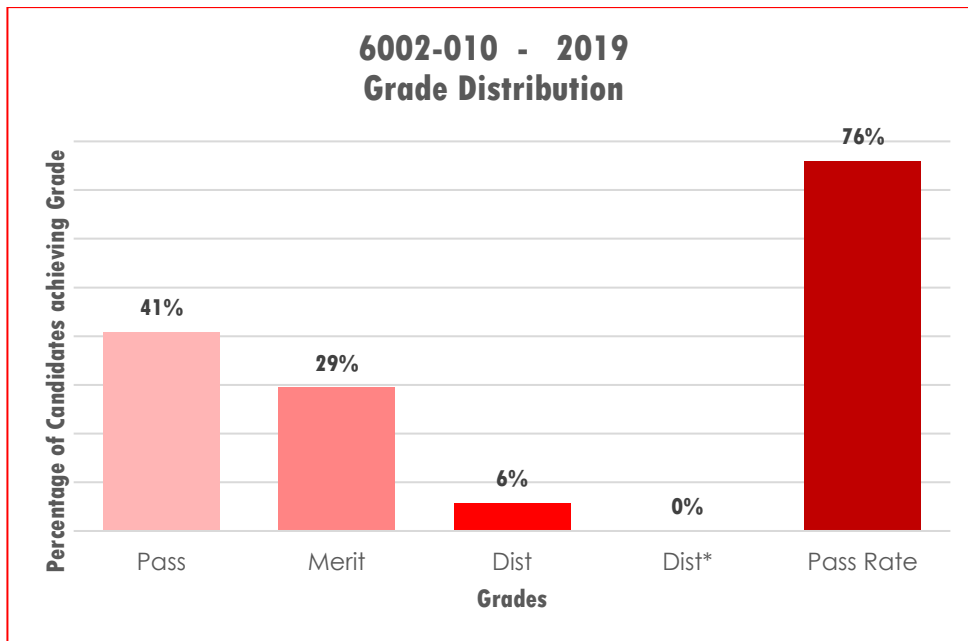
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

**Assessment:** 6002-010

**Series:** 2019

<b>Total marks available</b>	<b>60</b>
Pass mark	29
Merit mark	40
Distinction mark	51

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



## Principal Moderator Commentary

This is the Second year for the Level 2 Technical Certificate for Cutting & Styling Services 6002-22 Synoptic Assignment, so there was a mixture of Centre submissions some delivering the technical qualification for the first time, for others it was their second year.

### Task 1

For this task the majority of Centres appropriately used the proformas provided by City & Guilds. A few did not and are reminded that if they provide centre devised forms, these should be a replica in content, so as to ensure the ones produced are not too leading or hinder the candidates ability to provide the required level of knowledge and understanding. The evidence produced this year indicated centres had better adhered to the time requirements (2 hours) for the consultation task. A minority of candidates across the summer submission this year did not use images or drawings to evidence their planned looks, which made it hard to judge whether they followed their planned looks to completion. Centres must ensure candidates understand the importance of including images in their task 1 for each service, to support their commentary and the vision of the outcome.

The majority of candidates considered Health & Safety during their planning and their timings for each service. The best plans reflected good practice by integrating services in a time efficient manner, which truly mirrored commercial salon practice. Some candidates missed the opportunity for higher marks due to a lack of evidence of acknowledgement for the use of visual aids as a communication method during the consultations. Shampooing and conditioning products were always considered. Most candidates discussed massage techniques, stimulation of the sebaceous gland and the effects of this on making the hair greasy. Planning lacked focus around the use of styling and finishing products other than heat protectors and hairspray, their benefits of use in different situations. This demonstrated a narrow breadth and depth of knowledge and understanding on the range of styling and finishing products available for use in differing circumstances.

Candidates in the top of band 2 and band 3 produced detailed plans, accurately reflecting on how they would achieve each look they envisioned. There were images and annotated drawings that showed; the final look to be achieved, sectioning patterns, positioning of rollers in pli and the cutting angles to be used during services. Their plans accurately related to the particular client scenario and as a result, when discussing the hair and scalp analysis, influencing factors, hair characteristics, any contra-indications, products and techniques as well as use of tools and equipment were specific and accurate and supported with suggestions and justifications.

Lower scoring candidates would have benefited from the use of images to illustrate the outcome/s to be achieved. They often described how to carry out services, rather than relating it back to the clients' hair characteristics, any influencing factors or contra-indications they may have, and how these might specifically influence their choices in the actual service/s being carried out. Identification of factors during hair & scalp analysis were sometimes wide ranging and not always relevant to the service / task being completed, as a result evidence of sound understanding was unclear. Candidates should be encouraged to use accurate and relevant technical terminology when referring to massage and cutting techniques. Manufacturer or 'hairdressing group' terminology can be wide ranging, open to interpretation and differently used so candidates must ensure they use industry specific terminology.

## **Task 2**

Task 2 delivery requirements were amended this year to introduce an Aftercare and Recommendations Form, however, not all Centres recognised this which resulted in this task not being delivered consistently across the submission, sometimes being completed with task 1 in line with the 2018 requirements.

In some instances, the aftercare advice provided was specific and thorough, particularly with regards to the removal of plaits and twists, with many referring to pull tests and traction Alopecia in relation to tension, showing a sound level of knowledge recall and understanding. However, when coupled with observation reports, it was evident this had taken place retrospectively and as a result demonstrated knowledge recall, but not application of skill in its delivery.

The requirements for the dressing of long hair-up and the plaiting and twisting service were not always met, with some incorporating this into one hair-up. This meant opportunity for marks were lost as the range of hair characteristics / influencing factors, skills / techniques, products and tools used to manipulate the different hair-up's was more limited than would have potentially been demonstrated.

As seen in previous years, finished haircuts were not always above shoulder if one-length, however, there was an improvement on last year's performance for this service. Additionally, some candidates were still not following the requirement of removing a minimum of 2cm and the photographic evidence made it difficult to ascertain at times. Good practice was demonstrated where candidates included a photograph during the haircut, to show the amount being removed.

Similarly to previous years, haircuts were still being combed flat on completion. Candidates should ensure heads are shaken for layered looks so the texture / accuracy of layering can be viewed on photographs.

High scoring candidates demonstrated consistency across a wide range of techniques for the full range of services required. Some finished looks clearly showed accurate and balanced finishes with a good level of polish. These candidates ensured that the looks created complimented the client's overall image, facial features as well as their face and head shape. In the main, haircuts were either fully accurate or had only minor imperfection and were completed within commercially acceptable timings demonstrating the candidates readiness for industry.

Lower scoring candidates showed the ability to work safely with good a level of professionalism. They usually considered aftercare advice, but this was limited mainly to products for shampooing and conditioning and at the end of the service. Candidates should expand on this to ensure they consider all aspects of aftercare e.g. combing, drying techniques, etc. Candidates are also encouraged to imbed their aftercare advice into the service, rather than solely giving it at the end of the service. This improved fluidity and shows that the candidate is constantly interacting with the client which demonstrates confidence when giving advice.

## **Task 3**

Overall, candidates performed well in this task, sometimes reflecting on issues that were not documented on the observer notes / PO forms which gave a better picture of overall performance and verified performance observed in the images produced.

The higher scoring candidates had been able to discuss further improvements, giving suggestions of techniques, products and tools that could be used, and they also included further commentary detailing why / how these would improve outcome next time around.

Going forward, lower scoring candidates are encouraged to employ this method as most provided a descriptive account of the services they carried out, rather than trying to produce a reflective evaluation of their performance across the services, with comments on what they might do to improve performance moving forward.

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

A breakdown of how well candidates performed on each AO, including strengths and weaknesses.

### **AO1 – Recall of knowledge**

Generally a good performance in this AO, with most candidates demonstrating sound knowledge recall for health & safety procedures, professional behaviours and hair/scalp analysis.

Those gaining higher marks showed greater accuracy of recall in regards to cutting angles, aftercare, procedure / timings, products, tools & techniques and their accuracy of application to the individual client scenario.

### **AO2 – Understanding**

In this AO, performance varied significantly. Some understanding was disjointed with inaccuracies. This was clearly apparent in regards to reasons for completing porosity & elasticity testing, descriptions of cut looks and use of cutting techniques and angles. In the best examples, students showed embedded understanding of scientific aspects, specifically related to use of tension and the effects of drying services and heat on the hair structure. They could clearly demonstrate understanding by discussing product ingredients to treat specific conditions, and their adaptations during services to gain the required results.

Higher achieving candidates demonstrated the ability to discuss structural changes during drying services, the impact of a massage technique on hair/scalp and their use in differing situations. They demonstrated the ability to discuss a range of techniques and their advantages or disadvantages for use, whilst providing justifications for their selections. Generally, aftercare advice was also well documented, but this was not always followed through to the practical performance.

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

Whilst performance varied across the submissions for this year's synoptic assignment, a large amount of candidates did not consistently demonstrate an ability to complete the full range of services and techniques required of the synoptic assignment. There were also instances when the minimum percentage of hair put up was not met and where plaiting and twisting had not been incorporated into a 'style' that would be considered commercially viable. Haircuts were again not always above shoulder if one-length and not all candidates are adhering to the requirements and sometimes photographic evidence made it difficult to ascertain if the 2cm requirement had been met on layered looks.

Candidates who performed well for this AO met all the requirements of the brief and doing so with the accuracy and the timeline expectation of a junior stylist. Finished looks were well balanced and finished to a high standard demonstrating fluidity and confidence in the skills applied.

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

Generally a good performance across the cohort. Candidates gaining better marks demonstrated the ability to work within commercially realistic timings. They were able to show that they had considered aftercare for the client and this was embedded within practice. They showed an awareness for the salon environment as a whole, rather than the focus just being on their services. These candidates were able to perform services that accurately aligned with the brief (client requirements) and at the same time ensure good levels of customer care, by communicating fluently during the delivery of services.

## **AO5 – Attending to detail**

Candidates gaining marks in the higher bands, demonstrated accuracy when working across the full range of services. They were focussed on producing their best work, checking stages of progress with the client, as well as cross-checking for balance and accuracy. Whilst starting the assessment well, some of the lower scoring candidates were unable to maintain professional levels of focus that ensured 'attention to detail' throughout. The finish on their services were not of a commercially acceptable standard, lacking polish and personalisation.

### **Examples of Best practice:**

- Templates provided by C&G for candidates and centres were accurately used for each tasks. Where the centre devised their own forms, the information they contained was identical to the proformas.
- The assessment was carried out accurately according to the guidance. Completing task 1 no more than 7 working days before task 2, and allowed the candidate reflection time before the completion of task 3 without giving feedback on performance that would influence the reflection.
- Marks were not allocated during the observation of task 2, but descriptive notes recorded using the marking grids that differentiated the quality of performance. These descriptors being substantiated with examples of working practice to help with marking at a later date.
- Evidence was uploaded with file names that were clear. Files logically organised and minimal, in one PDF file. Images clear, accurately annotated, displayed long hair with nothing covering the finished look and in line with the assessment requirements.
- Candidates were prepared with 'mock' opportunities and had been actively encouraged to showcase a full range of services that reflected a range of skills / techniques, product and tool / equipment use.
- Good practice was demonstrated where a photograph of haircutting to show the amount being removed and heads were shaken to ensure the texture of layers was visible.
- The consultation at the beginning of task 2 was a verbal recap on the decisions made during task 1, to confirm no requirements / changes are required. There is no need to produce further written consultation evidence as any changes would be discussed in task 3, the evaluation.
- Some centres had a good understanding of the AO's, what capabilities should be considered for each and provided good descriptors of performance, detailing what made it good or better. Additionally, centres accurately and clearly used 'descriptors' to reflect the candidate's performance.