

# **6002-511/011 – Level 2 Colouring Services – Theory Exam**

**March 2020**

## **Examiner Report**

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## Introduction

This document has been prepared by the Chief Examiner, it is designed to be used as a feedback tool for centres to use in order to enhance teaching and preparation for assessment. It is advised that this document be referred to when preparing to teach and then again when candidates are preparing to sit examinations for City & Guilds Technical qualifications.

This report provides general commentary on candidate performance and 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 the **March 2020** examination series. It will explain aspects which caused difficulty and potentially why the difficulties arose, whether it was caused by a lack of knowledge, incorrect examination technique or responses that failed to demonstrate the required depth of understanding.

The document provides commentary on the following assessment;  
**6002-511/011 Level 2 Colouring Services – Theory Exam.**

# Theory Exam – March 2020

## Grade Boundaries and distribution

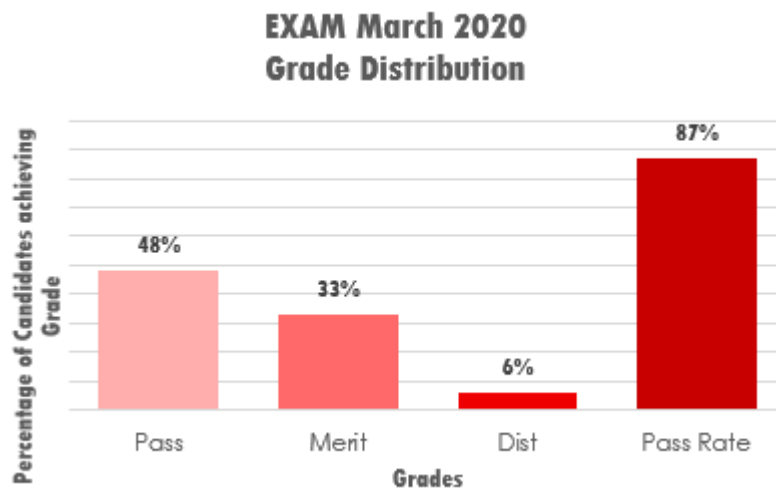
Assessment: **6002-511/011**

Series: **March 2020**

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

<b>Total marks available</b>	
Pass mark	23
Merit mark	31
Distinction mark	40

The graph below shows the approximate distribution of grades and pass rates for this assessment:



# Chief Examiner Commentary

## General Comments on Candidate Performance

**Assessment component: 6002-511/011**

### Series 1 (March)

Overall candidates' performance on the paper was comparable to last year's. All candidates had attempted all questions and the majority gained some marks. Candidates that were successful in this examination showed that they have relevant technical knowledge and understanding across a range of colouring and styling services in addition to the techniques, products and tools for use. Higher achieving candidates evidenced the ability to discuss the effects on services of contra-indications / influencing factors and were able to give reasoning and justification to demonstrate the depth of understanding required in their responses. They demonstrated problem solving and the ability to be able to adapt well to differing circumstances.

The majority of candidates demonstrated a good level of knowledge recall in areas such as, hygienic practice, client protection, aftercare advice, hair characteristics, effects of heat, use and purpose of lightening and toning products. They were able to recall, with accuracy, causes of a specific problem that might occur during a colouring service. However, lower scoring candidates were less able to provide solutions to such problems with accuracy.

The higher scoring candidates demonstrated greater depth and breadth of knowledge and understanding through suggesting appropriate adaptations to services and by providing justifications and reasons for their choices, which related to the questions.

Some candidates were unable to demonstrate knowledge across; different techniques for highlighting and lowlighting services, types of colouring products available for use and the visual effects of these products on the hair.

Candidates frequently found questions that required them to apply a level of understanding around the effects or impacts upon services of different contra-indications, challenging. Their responses tended to be basic and focused on the impact on the hair itself limiting their ability to gain full marks. For example, when asked how a condition of the hair might affect a specific colouring service, responses often only mentioned outcome of uneven results, rather than discussing the effects on the service procedure, how the service might be adapted and what steps might be taken to rectify the issue.

For the Extended Response Question, candidates showed reasonable understanding of the colouring problem and most provide a feasible option for rectifying it. However, most candidates did not discuss key areas around the customer services aspect of dealing with the situation which resulted in most candidates not achieving marks higher than Band 2. Candidates achieving higher marks showed good breadth of knowledge and understanding. They correctly discussed how to deal with the colouring problem and address the situation described in the scenario. They gave multiple causes of the problem and were able to provide the 'best 'practice solutions to rectify the service.

Centres are encouraged to give guidance on how to respond to a 'describe' question, candidates often respond by recalling a point without expanding, missing the opportunity to gain full marks. Candidates would benefit from developing the skills required to adapt and apply their knowledge and understanding to the specifics of different situations, to enable them to answer the extended response question effectively.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here which will help with supporting candidates exam techniques.

<https://www.cityandguilds.com/qualifications-andapprenticeships/hairdressing/hairdressing/6002-hairdressing-andbarbering#tab=documents>

<https://www.cityandguilds.com/techbac/resources-and-support>