6002-23 Level 2 Technical Certificate for Hair Colouring Services (360)

2023

Contents

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:

- 6002-511 Level 2 Hair Colouring Services – Theory exam
  - March 2023 (Spring)
  - June 2023 (Summer)
- 6002-012 Level 2 Hair Colouring Services – Synoptic Assignment

Qualification Grade Distribution

The approximate grade distribution for this qualification is shown below:

6002-23 2023
Grade Distribution

Percentage of Candidates achieving Grade

Pass	Merit	Dist	Dist*
29%	54%	17%	0%
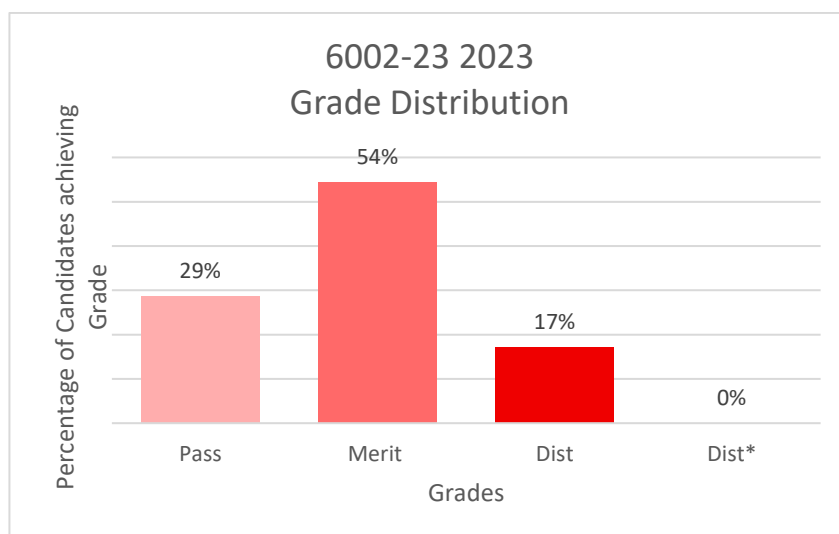
Grades

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.
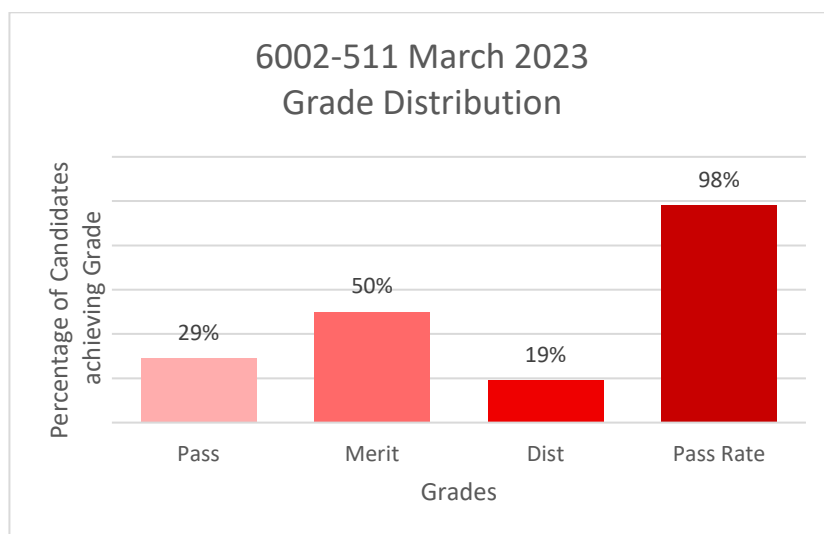
Theory Exam

Grade Boundaries

Assessment: 6002-511
Series: March 2023 (Spring)

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

Total marks available	60
Pass mark	23
Merit mark	31
Distinction mark	40

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

Assessment: 6002-511
Series: June 2023 (Summer)

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

Total marks available	60
Pass mark	23
Merit mark	31
Distinction mark	40

Data and commentary for this assessment have been omitted by City & Guilds due to a very low number of candidate submissions.

Chief Examiner Commentary

6002-511 Level 2 Hair Colouring Services - Theory exam

Series 1 – March 2023

Whilst this was the smallest Spring series cohort when compared to previous years, the overall cohort performance on the March 2023 paper was better than previously seen. An improvement on exam technique was noticeable, with candidates attempting all questions across the breadth of the paper. Higher achievers were able to enhance their marks with accurate use and identification of industry specific terminology, and by providing tailored advice that was relevant to the stem. There was still an area of weakness seen around the need to restore the hair's pH at the end of a service.

Most candidates were able to show knowledge recall across the breadth of the paper, gaining marks around safe working, adapting services, and the use of different tools and techniques. Knowledge of minor colour problems was good and most accessed higher marks by discussing how to rectify these. Generally, candidates were able to demonstrate how to identify hair in poor condition through diagnostic testing, alongside understanding of how to deal with contagious hair and scalp conditions. The candidates gaining higher marks overall were able to tailor their response to the command verb, especially with questions asking for a description or explanation.

Knowledge of aftercare advice was good across the cohort, however, this was often generalised and did not consider the condition of the hair or the client's lifestyle. Identifying the benefits of different colouring products was a weaker area for the cohort, and most were unable to reference restoring pH when describing the product removal process.

Responses provided for the Extended Response Question, a client-based case study, were relevant to the scenario and generally well-articulated. Most candidates were able to identify at least one possible cause of the given colour problem, in addition to one solution. Higher achievers were able to discuss and debate a range of complex remedies to the problem identified. A small number of candidates did not encompass all factors within the scenario when providing their consultation, and some attempts at complex recommendations resulted in inaccuracies.

Candidates will benefit from ensuring all factors within the stem are discussed within their responses, as well as considering the command verb asked of them. Advice and recommendations given must be tailored to individual needs in order to achieve higher marks. The continued improvement of candidates answering all questions is encouraged.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here:
[Hairdressing and Barbering qualifications and training courses | City & Guilds (cityandguilds.com)](https://www.cityandguilds.com)

Synoptic Assignment

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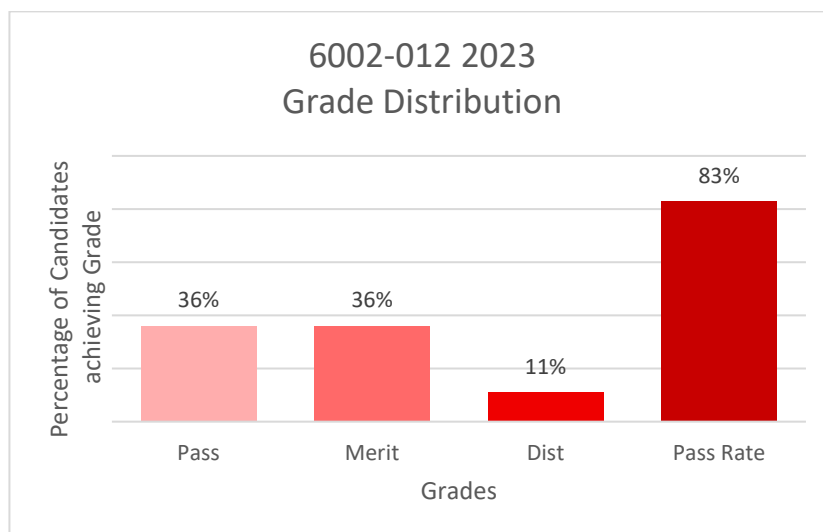
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Assessment: 6002-012
Series: 2023

Total marks available	60
Pass mark	28
Merit mark	38
Distinction mark	49

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

6002-012 2023
Grade Distribution

Principal Moderator Commentary

Task 1

Some good examples of consultation plans were seen, and these considered commercial practice by demonstrating salon working patterns and time efficiency. They included images of planned service outcomes, indicating the look of expected colour results and all finishing services. They also documented skin and scalp analysis, this identified most influencing factors, hair characteristics and any contra-indications observed. The strongest plans expanded to discuss the effect these factors have on choice of products, tools, equipment, and technique with, on occasion, good levels of reasoning. There was, however, limited discussion across the cohort of how factors such as target shade, level of lift needed, and natural/artificial depth present affected their colour options or products needed.

Mid-to-lower scoring candidates were able to provide factual recall of service procedures, hair characteristics and some contra-indications, however, could not always provide logical and accurate adaptions for these in order to show understanding. Knowledge of peroxide strength usage was evident, more so than other aspects of colouring such as the use of toners. Most candidates had a grasp of using the colour wheel to counteract tone, though struggled to discuss the types of products to use in the process.

Most candidates showed knowledge around the techniques to use during colour removal, such as massages and emulsification. Products, tools, and equipment for finishing services were somewhat accurately recalled, however, there was a lack of justification for best use.

Task 2

In most cases the Task 2 aftercare proforma was used to good effect by candidates. However, there were instances when centres had not sequenced the assessment correctly and these had been completed prior to Task 2. As a result, candidates recorded their planned aftercare rather than evidencing what was given during the practical performance.

Similarly to 2022, a greater use of permanent colouring products for the highlight and/or lowlight service was observed, mostly dominated by the sole use of lightening product. This positively impacted submissions as it inspired greater discussion in the plan, with more depth and breadth of knowledge and understanding around the use of colouring products and their effects being demonstrated. Dressing skills on wet setting services and blow-dried finishes showed good application of skilful working and less reliance on heated styling equipment. Higher scoring candidates demonstrated their skills across a wide range of techniques. Their blow-dried finishes paid slightly more attention to the hairline area and made sure this was fully 'polished'. The high achievers also ensured that looks complimented the client's overall image, considering more fully the influencing factors. Aftercare was imbedded in these samples rather than bolted on at the end of services, and interaction with the client showed ease and confidence.

Consistently retaining professional behaviour alongside tidy and hygienic working practices presented challenge for some of the lower scoring candidates. They also found it more difficult to work within the allocated time and their ability to adapt services to individual circumstance was more limited. Brushes and combs were not always used for the correct purpose. However, as mentioned previously, finishing services demonstrated greater strength this year and the range of styled looks widened, with candidates moving away from purely straight finishes, showed greater skill and creativity.

The use of images to showcase service procedure and outcome was better than last year. These were taken closer to the model to show detail without omitting hair lengths, and top of the head shots were fully focused. Most centres used well-lit areas or ring-lights to provide extra light against a plain background, with lighter gowns, capes or towels used for darker hair and vice versa. There were still cases where key points of the services were not included as required in the brief. Missing images make the marking and moderation of outcome accuracy more challenging, especially where there are contradictory judgements on the PO form.

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 good knowledge of health & safety, service procedures, professional behaviours and hair/scalp analysis in their plans. Those gaining higher marks showed greater breadth, depth, and accuracy in their factual recall across the use of colouring products and techniques. Lower-scoring candidates did not always apply this to their practical to show that it is embedded, and tools such as combs and brushes were not always used appropriately or for the right services. Product knowledge was, in some cases, minimal across colouring.

AO2 – Understanding

Demonstration of understanding, whilst stronger in the highest scoring candidates, showed some general weakness across the cohort, especially in relation to understanding the use of colouring products. Students were able to identify products to use but could not accurately compare these to other options and justify why the choice had been made. In the best samples, candidates could discuss styling products and explain their usage on some influencing factors. Some scientific factors were discussed in relation to durability when styling, with the impact of humidity on the hair's structure being well understood. Aftercare advice was generally well documented in the planning stages, demonstrating some simplistic/logical understanding, however, this did not always follow through to the practical performance.

AO3 – Application of practical/technical skills

Higher achieving candidates used a range of products, tools, equipment, and technique to achieve their planned looks with accuracy and within the assessment timings. However, salon working patterns were often not adopted, with candidates carrying out one service at a time. There were instances when lack of dressing skill resulted in looks being un-polished, limiting the number of additional marks that could be achieved. In the lower scoring submissions, working methods showed less confidence and fluidity when dealing with hair sections, with errors being caused by a lack of clean sectioning. Communication became unprofessional at times, with candidates on occasion holding conversations that would be inappropriate for the workplace.

AO4 – Bringing it all together

The highest scoring candidates were able to show that they considered individual influencing factors with some success and tailored the aftercare for the client, this was embedded within practice rather than at the end of services. These candidates were able to perform services in a fluid and safe manner, with good customer service and an awareness of the environment around them. The lower scoring candidates struggled to maintain consistent levels of customer service, not always fully acknowledging the needs or positioning of clients. They did not possess the full skillset to actualise all of their plans fully or accurately enough to achieve looks that closely aligned with their plans.

AO5 – Attention to detail

There were good levels of attention to detail demonstrated across the cohort. In the highest level submissions, looks had been tailored to meet most of the clients' individual influencing factors and services had been checked to ensure accuracy, prevent over-processing, and ensure reasonable levels of 'polish'. Generally, customer care was considered by candidates during practices, although monitoring and maintenance of this was lacking in lower scoring candidates. Checking client posture and service progress through the mirror was limited at times, which can negatively impact practices.

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 where 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. More were observed as using permanent colouring products for their HL/LL services and combining colour in looks.
- 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 and showed all hair lengths.
- 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.