



# **6002-21 Level 2 Technical in Hairdressing**

**2025**

**Qualification Report**

# Contents

Introduction .....	3
Qualification Grade Distribution .....	4
Theory Exam.....	5
Grade Boundaries.....	5
Chief Examiner Commentary .....	6
Synoptic Assignment.....	10
Grade Boundaries.....	10
Principal Moderator Commentary.....	11

# 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.

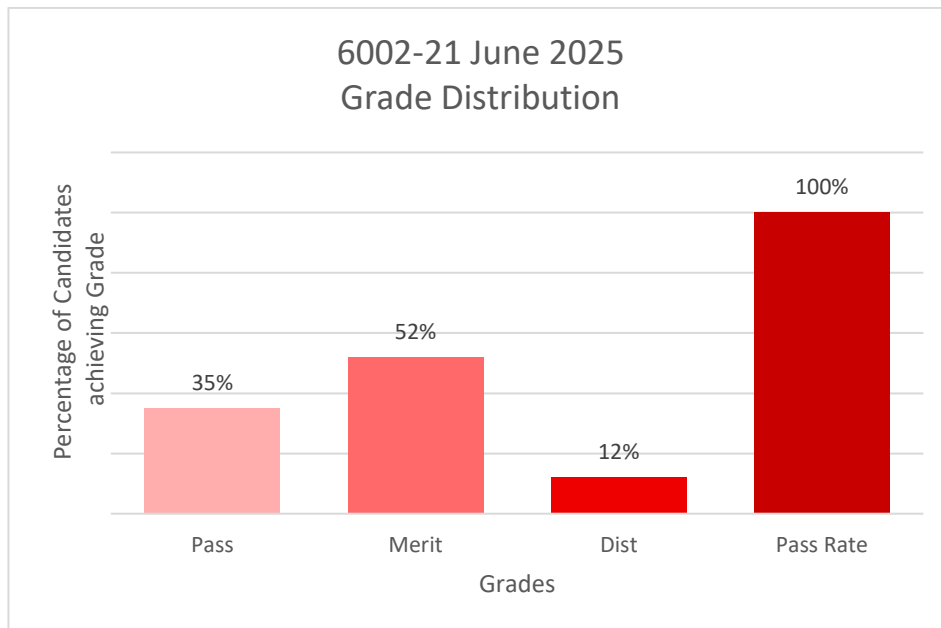
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2025 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments:

- 6002-507 Level 2 Hairdressing – Theory exam
  - March 2025 (Spring)
  - June 2025 (Summer)
- 6002-008 Level 2 Hairdressing – Synoptic Assignment

# Qualification Grade Distribution

The approximate grade distribution for this qualification is shown below:



This data is based on the distribution as of 20/08/2025.

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

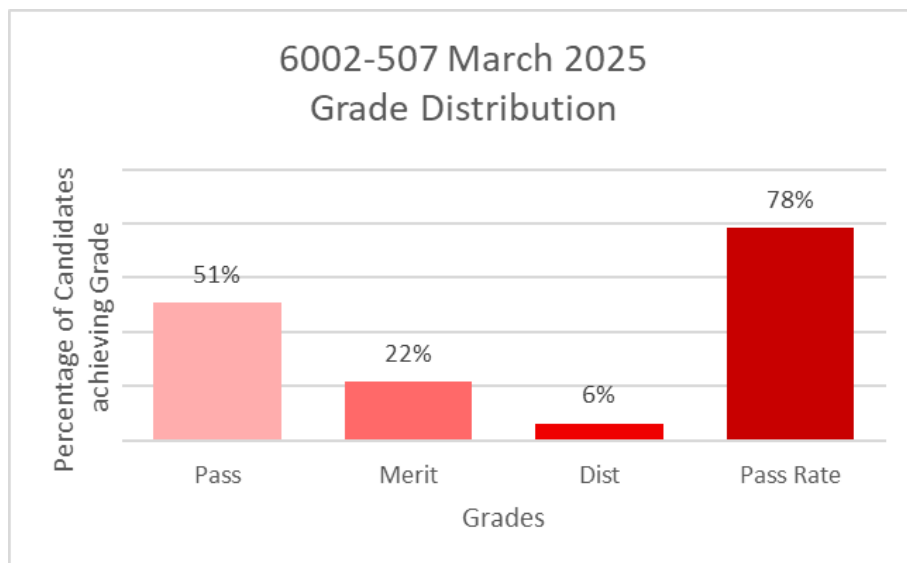
Assessment: 6002-507

Series: March 2025 (Spring)

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

<b>Total marks available</b>	<b>80</b>
Pass mark	31
Merit mark	42
Distinction mark	54

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



# Chief Examiner Commentary

## General Comments on Candidate Performance

### Assessment component: 6002-532

#### Series 1 (March 2025)

The March 2025 paper was comparable to previous series, with the cohort being smaller than previous series. The overall cohort's performance was strong in recall of fact and knowledge with some gaps evident in understanding.

Most candidates were able to show good knowledge of safe and sustainable working practices, legislation and could identify contra-indications to some services. Candidates understood some adaptations required for shampoo and drying services when given a specific scenario and could identify reasons for using different cutting tools and the impact these have on the overall look. The candidates who scored higher marks showed more accuracy in their recall of technical aspects across the paper and had a level of understanding that allowed them to provide additional depth or breadth in their responses. This was evident in questions around colouring techniques and the impact of graduation on looks produced as they pulled together aspects across the syllabus when asked to discuss the scenario particularly in the Extended Response Question (ERQ). Generally, candidates were able to correctly identify and use industry specific terminology when responding to questions however in the mid to lower-scoring candidates responses terminology wasn't always applied precisely.

On the other hand, this series did highlight challenge around understanding when asked to recognise and differentiate between layering techniques. The cohort found it difficult to demonstrate their knowledge and understanding when asked about the importance of using sufficient heat during a drying service and how checks are used to maintain accuracy across the different aspects of a haircutting service. Most candidates tended to struggle with differentiating their knowledge and understanding around problems that occur during colour services and at the basin when removing products.

For the Extended Response Question (ERQ), most candidates generally responded to each aspect of the scenario given with some of the mid to lower-scoring candidates providing brief and less well-developed responses. These candidates were able to discuss the impact of heat on the client, the services and the characteristics of the specific hair type but could not always accurately apply knowledge around techniques and products chosen to the scenario. The higher scoring candidates were able to discuss the styling scenario with good levels of clarity and in some instances provided multiple options, however there were still some areas of weakness when suggesting the choice of colour and placement.

Overall candidates would benefit from strengthening their use and application of industry terminology in line with the qualification specification, ensuring they are fully articulating their responses. Centres are encouraged to support candidates to develop their knowledge on areas such as: cut looks, cutting techniques and angles for use, the different effects produced by these to achieve the different looks in the range, the methods of applying colouring products, how when removing products at the basin problems are rectified, and the impact influencing factors and hair characteristics can have on different services. Occasionally candidates are treating the scenarios or aspects of one as unobtainable and as a result their responses lose focus and don't provide adequate suggestion or advice to satisfy the client's needs.

**Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here:**  
[Microsoft Word - Technicals Exam document 6002-007 \(exam version\) v1-2](#)

# Theory Exam

## Grade Boundaries

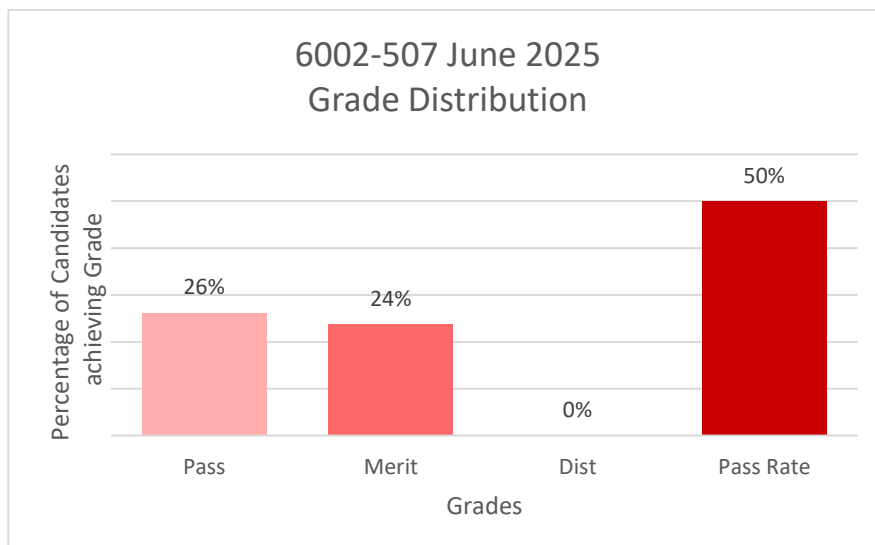
Assessment: 6002-507

Series: June 2025 (Summer)

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

<b>Total marks available</b>	<b>80</b>
Pass mark	31
Merit mark	42
Distinction mark	54

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



# Chief Examiner Commentary

## 6002-507 Level 2 Hairdressing – Theory exam

### Series 1 – June 2025

The June 2025 paper covered a broad range of learning outcomes and was comparable to previous series in terms of structure, range, topics and level, the cohort was smaller than previous series.

Most candidates attempted to answer all questions and overall, the cohort showed a good level of recall of fact. The candidates performed well on topics linked to safe and sustainable working practices, legislation, and could identify contra-indications to some services. The candidates understood some adaptations required for shampooing, conditioning and drying services when given a specific scenario and were able to identify the reasons for using different cutting tools and the impact of these. Candidates who scored higher marks showed more accuracy throughout the paper in their recall of technical knowledge and level of understanding which allowed them to provide additional depth and *or* breadth in their responses. This was particularly evident in questions around colouring techniques, the impact of graduation on looks produced and how they could pull together aspects throughout the syllabus when asked to discuss the scenario for the Extended Response Question (ERQ). The higher scoring candidates were in the main able to correctly identify and use industry specific terminology when responding to questions.

This series highlighted challenges around questions relating to cutting and colouring requiring a greater level of depth and breadth of knowledge and *or* understanding, and the ability to adapt *or* problem-solve. Particularly evidenced as more limited was the ability to describe with accuracy and differentiate the purpose of different layering techniques when creating the shape and *or* structure of a haircut, in colouring topics how to react to adverse reactions to diagnostic tests across the full range and the problems that could occur when removing colouring materials and the solutions for this. The use of industry terminology, particularly between seepage and bleeding when conducting colouring services highlighted some confusion. This series continued to see cases where candidates treated part of a scenario as unachievable suggesting alternatives, rather than addressing the scenario directly with actions that could be taken. It is important candidates consider how they would adapt to these instances in a real-life situation rather than viewing the scenario as unobtainable.

For the Extended Response Question (ERQ), candidates responded to each aspects required but in some of the mid to lower-scoring scripts discussion wasn't as well explored across the scenario provided, with responses being brief rendering them unable to meet the criteria required for the higher band of marks. These scripts were able to discuss a few of the factors that were presented for consideration but too frequently breadth and *or* depth of suggestion across service techniques and products for use was not achieved. Some responses lacked coherency and were contradictory, others focussed heavily on factors considered at consultation to the detriment of them then addressing the other factors of the scenario. The higher scoring candidates were able to discuss with good levels of clarity however, these responses did demonstrate some weakness in suggestion around colour selection, and placement.

Overall candidates would benefit from strengthening their understanding and use of industry terminology in line with the qualification specification ensuring they're fully articulating their responses. Candidates are encouraged to take the time to read the questions fully before composing their responses and investing the time to ensure they review areas around using and adapting different cutting techniques to achieve a variety of looks, methods of working with a variety of products when carrying out colouring services, and the problems that might occur at the basin during removal of colour.

**Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here:**  
[Microsoft Word - Technicals Exam document 6002-007 \(exam version\) v1-2](#)

# Synoptic Assignment

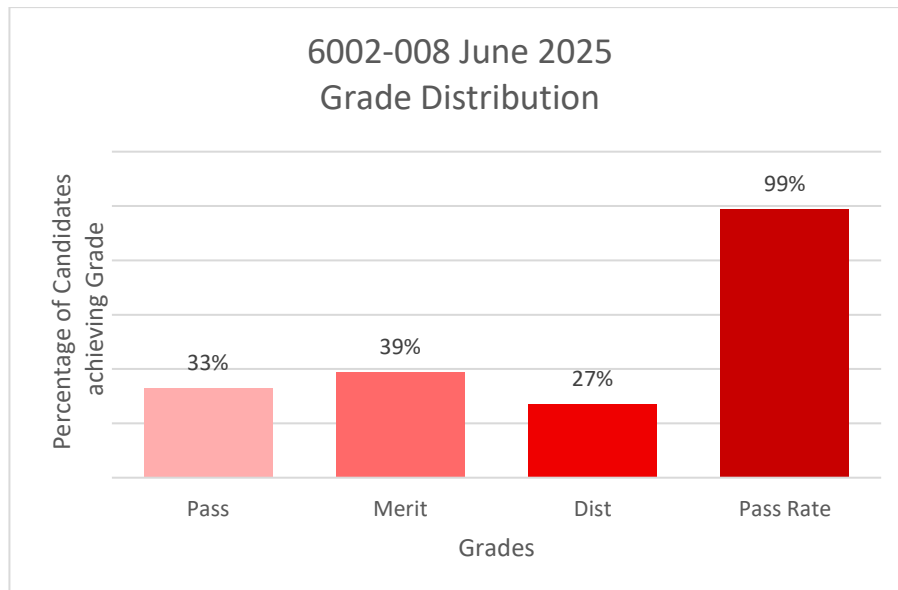
## Grade Boundaries

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

Assessment: 6002-008  
Series: 2025

<b>Total marks available</b>	<b>60</b>
Pass mark	29
Merit mark	39
Distinction mark	49

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



## Principal Moderator Commentary

The synoptic assignment brief is divided into three tasks. Task 1 is for the candidates to plan and agree services including consultation and identify any necessary tests required prior to the synoptic practical. Task 2 requires the candidate to carry out a total restyle that alters the length, shape, and style of the hair, including personalisation through a variety of different cutting techniques. Creative colour should also include an element of colour correction for this level, style and creatively dressing long hair as the final part of the synoptic. For Task 3, the candidates need to complete an evaluation of all services carried out.

Candidates who achieved marks in the higher bands provided links to client requirements and made clear reference to techniques, and products being provided. They evidenced their depth of understanding, demonstrating clear links from the theory to the practical element.

In contrast, the low scoring candidates provided limited evidence and were unable to deal with more complex problem solving. Most centres recorded this well on the PO forms provided but this didn't always translate onto the CRF forms which meant some marks awarded were in the incorrect band. This was prevalent in the higher scoring candidate's evidence with comments recorded not always matching the evidence provided.

For the restyle and finish element of the assessment, some candidates missed out key requirements of the brief when only removing length but not altering the shape or style as required in the assessment. Centres need to ensure they record instances of candidates not meeting the brief and take this into consideration when awarding marks across the AOs.

### Task 1

Task proformas were used well in the main to document outcomes of consultations and the planning for services. The stronger consultation plans fully documented skin and scalp analysis, describing how the influencing factors would impact upon a range of services. These consultations also related the science underpinning services with accuracy, this showed they understood the adaptations needed, or the impact these would have upon their practices clearly. They considered commercial practice by integrated services in a time-efficient manner in their planning of the day.

In most cases there was good depth and breadth of recall integrated showing knowledge across Health & Safety, service procedure and timings, a range of influencing factors and hair characteristics. There was, however, a lack of understanding demonstrated in the selection of colouring products and cutting techniques for use, why these had been selected and comparisons against other feasible options. The use of styling products wasn't always fully connected to the hair characteristics present with most of the candidates discussing heat protectors and serums, missing key factors such as fine textures, hair condition, type and density which would potentially require something stronger. However stronger performance was evidenced when discussing basin products and techniques for use.

Lower scoring candidates covered the basic requirements for consultations but lacked depth and breadth, as they did not develop their planning and instead provided limited expansion. These candidates focused on tests, face shapes, type and texture of hair, but showed no reasoning on why the information would be important for the services. Most candidates used images as required in this task which aided the higher-level candidates, allowing them to expand upon their consultation information and processes which showed logical reasoning and thoughtful decision-making, allowing for clear interpretation. However, images were not always included or if they were they did not accurately match the looks to be achieved or cover all of the service outcomes.

## **Task 2**

In the main Task 2 proformas for aftercare were used to good effect by candidates. However, there were many instances where these had been completed prior to Task 2, recording planned advice that wasn't supplied in practice. This form must only be used to record the aftercare given, if forgotten this needs to be annotated as such on the form and submitted with the other tasks so the marker and moderator has a clear picture of what occurred. In the better examples observers had recorded within the AOs recalled facts or understanding the candidates had demonstrated through the aftercare given and how this had been delivered in the services.

Most candidates showed a good level of skill over one of the three services required in the synoptic assignment which allowed them to access marks across all of the AOs. The higher scoring candidates demonstrated skills across a wider range of techniques with their looks being mostly accurate, balanced in finish, with a good level of tension and dressing techniques used and more care seemed to be taken to ensure that the final looks complimented the client's overall image. Candidates in the lower scoring bands could not always implement their plans from Task 1 which limited their access to further marks in the middle and top of the AO bands. The candidates still need to consider the models and the suitability of them for the services being carried out.

Again, this year we saw a greater number of low-light, or low-light and highlight services taking place. This provided greater opportunity for discussion around product types, use, and processing times within Task 1 however this opportunity wasn't always taken advantage of. There was less reliance on heated equipment and more implementation of technique during blow-drying services seen, however a lack of dressing technique on wet sets was still evidenced, as a number of candidates had just taken out the pli.

This year, band descriptors were used well to benchmark performance in Task 2 on the Practical Observation Forms (PO) however there was inconsistency seen in the way examples of performance and practice were used to substantiate these, which provided some challenge at moderation. Whilst most Practical Observation Forms (PO) considered application of shampooing and conditioning techniques, not all commented on performance here as an area of service, meaning opportunities for marks were lost.

The use of images to fully showcase the services required in the brief were missed or client positioning was not fully considered. Centres must ensure candidates are clear on the importance of these and encourage candidates to ensure when taking images to showcase their work at it's best. Good examples include head and shoulders with all hair length included and arranged with care, good lighting, colours of gowns and towels considered against hair colour and ensuring client positioning is upright.

## **Task 3**

In the higher scoring evaluations, the candidates identified the main strengths and weaknesses in performance. These candidates were able to discuss alternate options that could be explored next time to show improvement. Generally, when evaluating their own work candidates continued to focus on what went well and the methods that were used, in order to gain higher marks candidates need to consider their own strengths and weaknesses and what could be achieved if any of the services were carried out differently to how they had planned. In the lower scoring candidate's samples, they had recorded the process they had followed when completing their services. Where clients had changed since planning, most of the candidates mentioned this but didn't always expand to make clear adjustments for the new client and continued with the original plan.

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

### **AO1 – Recall of knowledge**

Most candidates demonstrated sound knowledge of health & safety procedures, professional behaviours, use of tools and were able to recall relevant influencing factors relating to the hair/scalp analysis in their plans. However, the lower-scoring candidates did not always apply this knowledge fully or consistently to their practical performance, to prove that it was soundly embedded. Those gaining slightly higher marks did show this consistency in practical and demonstrated greater breadth and accuracy in their factual recall across styling products matching them correctly to situation and in the scientific aspects of drying. The highest scoring demonstrated knowledge of colouring products, cutting angles and technique for use. However, scientific principles underpinning shampooing and colouring products showed weakness and knowledge was rarely observed in samples.

### **AO2 – Understanding**

In the highest scoring samples candidates had provided some reasoning or justification for their actions, and in the main this demonstrated accuracy and flowed from the theory to practice showing security. In the very best samples, candidates could show a sound foundation of understanding across all the different technical services and how techniques in the implementation of these could be used to deal with multiple influencing factors, alongside aspects of science relating to finishing services. Aftercare advice was documented but with frequency lacked depth and breadth when compared to previous submissions, this was not always implemented in the practical performance having been planned but not executed. A weakness across most of the cohort was a lack of understanding around techniques for use when cutting. Those used with different tools to create different looks, and the wider aspects and principals of colouring, how to adapt in different circumstances.

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

Most candidates fully met the requirements of the brief, demonstrated good communication skills, self-confidence, used time wisely and elicited a friendly, professional nature when working with the clients. However, the range of techniques used across services when implementing looks, particularly when cutting and dressing hair, was more limited. Only the highest achieving candidates evidenced use of a wider variety of techniques. It was common for the 'wet set and dress' outcomes to not be fully combed out, this resulted in opportunity being lost to showcase greater dressing skills and be awarded marks for these. Whilst foil packets were usually secure and beautifully presented, weaving of the sections did not always consider density and the planned look to be achieved. There were still instances when cutting did not meet the brief, either the minimum amount was not removed, or one-length cuts did not fully clear the shoulders as required. Such aspects must be addressed moving forward to ensure the assessment requirements are met and the full range of marks available can be accessed.

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

Some higher scoring candidates were able to show that they could work within salon ready timings and in-line with commercial working patterns, where client services were inter-woven. They elicited consistent professional behaviours and showed an awareness for the salon environment, rather than only being able to focus on their own services. The mid-lower range candidates usually only dealt with one client at a time and timetabled breaks which were not always realistic to salon working timings. However, all candidates appeared to have finished within the assessment time or very shortly after.

Those scoring higher marks were able to show that they had considered more influencing factors with success and partly tailored aftercare for the client, this embedded within practices rather than bolted on to the end of services. The mid-lower achieving candidates lacked the ability to bring

knowledge, understanding and skill together successfully to problem solve when required, sometimes changing looks because of this, or for example, not adapting product use for a new client's hair characteristics when a substitution had been made continuing with their original plan.

### **AO5 – Attention to detail**

There were examples in the submission of good levels of attention to detail. More effort had been made on looks and these were tailored to better complement individual client's influencing factors. Services were generally cross-checked sufficiently to ensure accuracy and reasonable levels of polish, but many samples failed to evidence strong checking of the progress of services, either in working methods or with clients. There were still the odd instances where candidates had started the assessment well but were unable to maintain the same level of Health & Safety and or customer service levels throughout. This happening when perhaps something had not gone to plan, or they got further into the assessment and relaxed with clients as they became more familiar to them.

### **Examples of best practice**

- Candidates had been 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.
- During their programme candidates had worked in the realistic working environment having access to a range of clients with differing influencing factors, hair characteristics and needs.
- Templates provided by City & Guilds were used for each task and had not been adapted, pre-populated in any way.
- Images of chosen looks for each service were present in Task 1 proformas and accurately aligned to the planned looks.
- Candidates' images were checked, accurately showing the detail in the finished look and uploaded to the requirements of the brief.
- Back up models were on stand-by in case of no-show clients for Task 2.
- Standardisation had been carried out across the centre staff and at key points in the year and was occurring during Task 2 and the marking process.
- The observer/marker documented any oral questions asked during the practical Task 2 and included these within the PO form.
- 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.
- 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.
- The CRF's recorded descriptive judgements on the level of performance and corresponding marks. They pin-pointed where in the evidence these judgements were substantiated, were not a duplication of the PO form, and did not refer to performance that was not within the evidence.

- Evidence was uploaded with a clear file name and in a maximum of 3 files. The Centre Standardisation Declaration Form was completed and submitted on 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.