

6002-511 Level 2 Technical Certificate for Hair Colouring Services
 6002-511 Level 2 Hair Colouring Services – Theory exam

March 2022 Mark Scheme

| Q no. | Acceptable answer(s) | Guidance | Max mks | Ref |
|-------|---|----------|---------|-----------------------|
| Q1 | <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <p>Ensure accurate result is achieved / ensure the product works effectively (1)</p> <p>Prevent damage to client’s hair/skin (1)</p> <p>Ensure the product is mixed to the right ratio (1) to avoid wastage (1)</p> <p>To avoid mistakes / client dissatisfaction (1)</p> <p>To be aware of development time (1) to ensure effective removal (1)</p> | | 2 | 201 1.1 AO1 |

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| Q2 | <p>1 mark each for any of the following, to a maximum of 3 marks:</p> <p>Managers / salon owners must take steps to reduce the risk from fire (1) by completing risk assessments (1) providing staff with training / an induction (1) avoiding hazards / injury / risk (1)</p> <p>Fire evacuation routes / points must be clearly labelled (1) and kept clear at all times (1) so in the event of a fire everyone is able to get out safely (1)</p> <p>There should be an evacuation procedure (1) regular drills should be practiced (1) with an agreed assembly point (1)</p> <p>Adequate fire equipment must be in place (1) regularly checked by a qualified person (1) to ensure safe / working properly (1)</p> | <p>The candidate must provide expansion for one impact to achieve full marks.</p> | 3 | <p>201 1.2 AO2</p> |
| Q3 | <p>1 mark each for any of the following, to a maximum of 3 marks:</p> <p>Lubricates / coats hair / skin (1)</p> <p>Helps to prevent the hair / skin drying out / helps retain moisture levels / water content (1)</p> <p>Prevents too much water being absorbed through the skin / hair / acts to waterproof (1)</p> <p>Acts as a protective barrier against infection (1)</p> <p>Maintains the natural pH balance of the hair / skin (1)</p> | | 3 | <p>201 2.1 AO1</p> |

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| Q4 | <p>1 mark each for any of the following, to a maximum of 4 marks:</p> <p>It provides oxygen (1) nutrients (1) to the hair bulb (1) via the blood capillaries / vessels (1) during Anagen (1)</p> | | 4 | 201 2.1 AO2 |
| Q5 | <p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Offer to help the stylist (1) • Re-mix the product for the stylist (1) • Clean up spillage (1) • Display wet floor sign (1) • Report wastage/incidents to supervisor (1) • Attend to any client needs* (1) • Dispose of as per manufacturing instructions** (1) | <p>*Accept example of actions displaying good customer service e.g. change the gown, getting the client a drink, explain situation with client.</p> <p>**Accept correct examples of this.</p> | 4 | 201 3.2 AO1 |
| Q6 | <p>1 mark each for any of the following, to a maximum of 5 marks:</p> <p>To achieve the required look (1) to ensure the cuticles lie flat (1) the hair remains smooth / gain a smooth finish* (1) and to prevent tangling (1) the airflow should flow from root to point** (1)</p> <p>To avoid burning the scalp (1) and discomfort for the client (1) air flow should not be directly on the scalp (1)</p> | <p>*Accept preventing frizziness</p> <p>**Accept air blowing/flowing downwards</p> | 5 | 207 1.2 AO2 |

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| Q7 | <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <p>To allow the hydrogen bonds to harden / set / fix in place / fully form (1) Salt linkages to harden / set / fix in place / fully form (1) Helps to prolong the style / lasting of the style (1) Beta Keratin shape (1) Minimises the loss of volume (1)</p> | | 2 | 207 1.2 AO1 |
| Q8 | <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Forms a protective layer (against heat / damp / humidity) (1) • Prevent hair damage* (1) • Aids manageability (1) • Moisturises the hair (1) | *Accept prevents against environment damage | 2 | 207 1.3 AO1 |
| Q9 | <p>1 mark each for any of the following, to a maximum of 3 marks:</p> <p>Take one or two hairs* (1) damp/ wet with water (1) hold the hair between finger and thumb at each end / root and ends (1) and stretch (1)</p> | *Accept 'few hairs' | 3 | 205 1.2 AO1 |
| Q10 | <p>1 mark each for any of the following, to a maximum of 6 marks:</p> <p>Ensures the pH of 4.5 – 5.5 is retained (1) to reduce the risk of infection (1) reduce irritation of the skin / scalp (1) Helps to prevent colour fade (1) by neutralising chemical traces / stopping the oxidation process/creeping oxidation* (1) Closes the cuticle (1) that helps retain moisture levels (1) preventing damage to the cuticle / cortex (1)</p> | *Accept reference to stopping chemical reaction | 6 | 205 2.2 AO2 |

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| Q11a | <p>1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Permanent colour *(1) • Lightening product (1) • Hydrogen peroxide (1) | *High lift tint would be accepted under permanent colour | 1 | 205 2.1 AO1 |
| Q11b | <p>1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • 9% / 30vol (1) • 6% / 20vol (1) | | 1 | |
| Q12 | <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Adds/changes tone (1) • Adds depth (1) • Blends/masks a small percentage of white hair (1) • Reduces unwanted tones (1) • Lasts 1-2 washes* (1) • (Large molecules/colour) sit on/coats the cuticle of the hair (1) | *Accept examples within range. | 2 | 205 1.4 AO1 |
| Q13a | <p>1 mark each for any of the following, to a maximum of 3 marks:</p> <p>Natural/previous tone of hair not considered (1) Too much pheomelanin*/warm/yellow red pigments left in the hair (1) due to under-processing/under development (1)</p> <p>Wrong product choice (1) Peroxide strength is too low / was not strong enough (1)</p> | *Accept 'melanin' as an umbrella term. | 3 | 205 1.4 AO2 |
| Q13b | <p>1 mark each for any of the following, to a maximum of 3 marks:</p> <p>Apply an ash/violet toner (1) to neutralise /counteract/cancel out tones (1)</p> <p>Reapply lightening product (1) to further lighten the hair (1) if condition allows (1)</p> | | 3 | |

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| Q14 | <p>1 mark each for any of the following, to a maximum of 4 marks:</p> <p>Return to salon (1) in 4-12 weeks* / depending on hair growth rate (1) for a regrowth application / highlight (1)</p> <p>Use of colour care products* (1) toning products (1) to maintain quality of colour/prevent colour fade / discolouration (1) keep hair hydrated / nourished / moisturised (1)</p> <p>Avoid overusing heated styling equipment (1) and too much sun / wind exposure (1) to prevent further damage (1)</p> <p>Recommend not to use home colouring (1) as this may be incompatible with the permanent colour used in service (1)</p> | <p>*Accept any amount within these timeframes.</p> <p>**Shampoo and conditioning products, thermal protectors.</p> | 4 | <p>201 4.3</p> <p>AO2</p> |

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| Q15 | <p>Indicative content</p> <p>Consultation</p> <ul style="list-style-type: none"> • New client – care taken not to make the client feel uncomfortable if they have not previously used a salon – communication techniques • Client’s treatment history/ previous services, skin testing and other diagnostic tests required • If incompatible products, colour service may not proceed • Depending on the level of unevenness, not promising that one service will get the client’s look to exactly where they want • Use of colour charts and other visual aids during discussion to confirm requirements. • Confirm service plan, maintenance and costs <p>Alternative causes to the problem may include, but not be limited to:</p> <ul style="list-style-type: none"> • Wrong product choice previously, colour too dark, extremely porous hair, colour has taken unevenly • Client application of home colour not even, overlapping, product build-up • Exposure to sun / wind – environmental factors, causes fading in areas • Overuse of heated styling equipment. <p>Remedy to even out / lighten</p> <ul style="list-style-type: none"> • Colour – lighten dark areas and tone, lowlight/highlight effect to break up dark areas • Spot colour lighter areas to even out / add tone <p><i>Products for use may be discussed and application methods</i></p> | <p>Band 1 (1-4 marks) A basic discussion that shows limited knowledge of reasons, consultation process and recommendations. The response is brief, under-developed, lacks clarity and is not entirely relevant or accurate. Basic recommendations and/or solutions have been discussed and are not clearly defined. The overall analysis is simplistic and there is limited or no use of examples to support points raised. Overall, the discussion lacks coherency.</p> <p>To access the higher marks, the response will be mainly relevant and accurate. Some relevant examples will have been used to support points raised.</p> <p>Band 2 (5-8 marks) A discussion that is focused on the main reasons, consultation process and recommendation to the colouring service. The response is generally accurate and coherent in the main. Overall, the discussion displays reasonable breadth, depth and accuracy of the content including the benefits and limitations of a range of potential recommendations. There is evidence of links between reasons and consultation which mostly support the recommendation for future services. The overall discussion is presented in a</p> | 12 | 201 3.1, 3.2, 4.1, 4.4, 205 1.2, 2.1, 2.3, 207 1.2 |

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| | <p>Cut</p> <ul style="list-style-type: none"> • Remove areas to improve condition if possible <p>Recommendations may include, but not be limited to:</p> <ul style="list-style-type: none"> • Shampoo and conditioning products for use at home • Salon conditioning treatments – to improve porosity, strength • Reduce use of heat, use heat protectors, general styling advice • Advice on future cutting and colouring services, • How looks can be achieved at low cost | <p>clear format and the use of terminology is mostly accurate.</p> <p>To access higher marks, analysis will show reasonable debate across a range of differing arguments which substantiate the consultation and recommendation.</p> <p>Band 3 (9-12 marks) A comprehensive and sound discussion that is focused on a range of possible reasons, explores various solutions and recognises the difficulties at consultation making justifiable recommendations for current and future services. The response in the main is an accurate and coherent debate that explores the possible reasons. The consultation will link directly to the range of recommendations. The overall analysis is developed with clear links between all areas of discussion which are substantiated. Relevant use of accurate terminology and the overall discussion is presented in a structured format.</p> <p>To access higher marks, analysis will show comprehensive understanding exploring a range of recommendations directly linking cause and effect from the consultation.</p> | | |
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