

6002-23-011/511 Level 2 Technical Certificate for Hair Colouring Services – Theory Exam

June 2018

1a	State the checks that should be conducted on a hairdryer before use.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 2 marks:</p> <p>Check flex/cable for loose wires (1) Check case is in appropriate condition (1) Check plug is in appropriate condition (1) Check dryer works correctly/check vents (1)</p>	<p>Accept any two.</p> <p>Accept Fan/vent</p>	2
1b	List the necessary steps a stylist should take when faulty equipment is identified.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 2 marks:</p> <p>Label as faulty (1) Remove from use (1) Report (1)</p>	<p>Accept any two.</p>	2
2	State the PPE that should be used by a stylist during a lightening service.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 3 marks:</p> <ul style="list-style-type: none"> • Gloves • Apron • Mask • Goggles • Client record card 	<p>Accept any three.</p>	3

3	Describe the methods used to gain client information.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 3 marks : <ul style="list-style-type: none"> • Open questions are used to identify client requirements (1) • Closed questions are used to confirm what the client wants (1) • Discussion gathering specific information, drawing information out of clients who are not forthcoming (1) • Consultation (1) • Client record card (1). 	Accept any three.	3
4	Explain why time management is important in a salon environment.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : <ul style="list-style-type: none"> • Ensure salon runs smoothly (1) to avoid client complaints (1) • Ensure client expectations are met (1) to ensure client retention • Maintain the reputation of the salon (1) to ensure client satisfaction (1) • Manage/maintain sufficient work load (1) to ensure business viability/profitability (1). 	A maximum of 1 mark can be awarded if no explanation points are provided.	2
5	State two characteristics of type 3 hair.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : <ul style="list-style-type: none"> • Has a defined S shape, pattern (1) • Has a tendency to frizz (1) • Hair may be fragile. (1) • Hair may be dry (1) • Could have tight or loose curls (1). 		2

6	Describe how hair styles can be adapted to suit the following face shapes.		
	<ul style="list-style-type: none"> • Oblong • Heart 		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 4 marks : <ul style="list-style-type: none"> • Oblong face shape needs to avoid height and length (1) but add width to widen the face (1) • Heart shape face –Avoid too much width at the temple (1) because this could exaggerate the area (1) add width at the nape/jawline to even the face shape out (1) 		4
7	Describe the benefits to a salon of promoting services and products to a client.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : <ul style="list-style-type: none"> • Selling retail products/future services (1) will increase profits for the business. (1) • encourages client return (1) for services/to buy products (1). 		2
8	Describe the effects on the hair structure when heat is applied.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 5 marks : Heat from styling equipment - will break the temporary (1) hydrogen bonds (1) and salt linkages (1). This causes a change in the hair structure from alpha Keratin (1) to beta keratin (1).		5
9	State four sectioning techniques used when setting hair.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 4 marks : <ul style="list-style-type: none"> • Brick • Directional • On base • Off base 	Accept any four.	4

	<ul style="list-style-type: none"> • Root to point • Point to root 		
10a	How would a stylist recognise evident hair damage?		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 3 marks : Hair would be dull (1), split(1), there would be breakage (1), hair might feel rough (1) porosity test/ elasticity test (1).		3
10b	Describe how evident hair damage could affect a colour and lightening service.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 3 marks : Service may not go ahead (1) If the service can go ahead, conditioning service might be required first (1) May need to be cut before the service (1).		3
11	Describe how quasi-permanent hair colour affects the hair structure.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 5 marks : <ul style="list-style-type: none"> • It is mixed with a developer that activates the colour which allows oxidation (1) small and medium molecules penetrate the cuticle layers (1) and the outer edge of the cortex (1). • Some molecules swell/join together (1) and become trapped in the outer cortex (1) • Will only add depth and tone (1) will not lift the base colour (1). 		5

12	How would a stylist recognise over-processed hair?		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 4 marks:</p> <p>Hair may not return to its original length when checking for elasticity (1) Hair may feel dry/rough (1) the hair may look dull (1) di-sulphide bonds may be broken (1).</p>		4
13	Explain the possible reasons for colour seepage when using foil packets.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 4 marks:</p> <p>Incorrect mixing ratios (1) may make the product too runny (1) Too much product applied (1) which causes overflow from package (1) Too much heat (1) causes the product to over expand (1) Incorrect securing of foil packages (1) causes packets to slip (1) Application of colour too close to the roots/outside of foil packets (1) causing banding (1) Packages disturbed during development/partial removal (1) causing under-development (1).</p>	A maximum of 2 marks can be awarded for identification points provided.	4
14	Amanda is a new client. During her colour application, she mentions her scalp is starting to 'burn'. Discuss the possible causes and make recommendations.		
	Acceptable answer(s)	Guidance	Max mks
	<p>Indicative content</p> <p>Candidates responses may include, but may not be limited to:</p> <p>Causes</p> <ul style="list-style-type: none"> • Incompatibility of products • Peroxide too strong • Allergy to product/paradye • Unnoticed skin disorder • Unnoticed possible cuts or abrasions on the scalp • Failure to perform a thorough consultation including relevant tests 	<p>Band 1 (1-4 marks)</p> <p>A basic discussion that shows limited knowledge of reasons, consultation and recommendations. The response is brief, under-developed, lacks clarity and is not entirely relevant or accurate. Few reasons have been identified. 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>	12

	<p>Actions</p> <ul style="list-style-type: none"> • Remove product immediately • Rinse with cool water • Refer to GP • Provide homecare advice on contra-actions <p>Recommendations</p> <ul style="list-style-type: none"> • Colour recommendation as a result of relevant tests • Colour recommendation as a result of consultation on influencing factors • Future home hair care regime to maintain good condition of the hair and scalp • 	<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 and recommendation to the colouring service. The response is generally accurate and coherent in the main. Most of the possible reasons have been identified and debated to some degree. 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 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 and explores various solutions 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</p>	
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