

6002-011 and 511 March 2018

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

| Q | Knowledge answer(s)  | Guidance   | Max marks |
|---|--|--|-----------|
| 1 | <p>1 mark for each correct answer, up to 3 marks:</p> <ul style="list-style-type: none"> <li>• The maximum working hours (1)</li> <li>• Those that can opt out of the maximum working hours (1)</li> <li>• Duration of night work (1)</li> <li>• Daily/weekly rest periods (1)</li> <li>• Entitlement to annual leave (1)</li> <li>• Payment in respect of leave (1)</li> <li>• Which jobs are excluded from the legislation (1)</li> <li>• Age specific working hours (1)</li> </ul>  | Accept any three.  | 3         |
| 2 | <p>1 mark for each correct answer, up to 4 marks:</p> <ul style="list-style-type: none"> <li>• Test results (1) to ensure the service can proceed (1)</li> <li>• History of allergies/ skin disorders (1) to inform the stylist if any adaptations to the service are required/to prevent allergic reactions/to prevent further damage to the skin (1)</li> <li>• Colours used/ mixing ratios (1) to ensure there is a correct record for reference for future services (1)</li> </ul> | A maximum of 2 marks can be awarded if <b>only</b> identification points provided. | 4         |

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|-----------|---|---|-----------|
|           | <ul style="list-style-type: none"> <li>• Service/retail history (1) to ensure there is a correct record of products used / inform of possible future sales (1)</li> </ul>   |   |           |
| <b>3</b>  | <p>1 mark for each correct answer, up to 2 marks:</p> <p>Friendly tone of voice (1)<br/> Clear/appropriate use of language (1)<br/> Confident attitude (1)<br/> Open and closed questions (1)</p>   | Accept any two.   | <b>2</b>  |
| <b>4</b>  | <p>1 mark for each correct answer, up to 3 marks:</p> <p>Greet the client (1) to ensure the client is put at ease/feels welcome at the earliest opportunity (1)<br/> Clean and tidy appearance (1) to ensure the client sees a professional representation of the hairdressing industry/present a professional image (1)<br/> Listening to client's opinions (1) to ensure they feel valued/have confidence in your ability to carry out a high standard service (1)<br/> Adapting your behaviour (1) to suit the individual client (1)</p> | Only 1 mark available for identification points provided. | <b>3</b>  |
| <b>5a</b> | <p>1 mark for each correct answer, up to 2 marks:</p> <ul style="list-style-type: none"> <li>• Client may be scratching the head/itchy scalp (1)</li> <li>• Redness on the scalp (1)</li> <li>• There may be white eggs cemented onto the hair shaft (1)</li> <li>• There may be lice crawling on the hair/scalp (1)</li> </ul>   |   | <b>2</b>  |
| <b>5b</b> | <p>1 mark for each correct answer, up to 2 marks:</p> <ul style="list-style-type: none"> <li>• Do not continue with service (1)</li> <li>• Refer the client to the chemist (1)</li> </ul>   |   | <b>2</b>  |

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|           | <ul style="list-style-type: none"> <li>• Recommend the client uses a conditioner and a fine-tooth comb (1)</li> <li>• Recommend the client treats with a head louse solution (1)</li> <li>• Sterilize any equipment used (1)</li> </ul>  |          |           |
| <b>6</b>  | <p>1 mark for each correct answer, up to 4 marks:</p> <p>If hair has poor porosity, the colour result may be uneven (1) the colour may also fade (1)</p> <p>Hair with poor porosity may need a course of conditioning treatments before the service can proceed (1 )</p> <p>Hair with poor porosity will restrict the colour product choice (1) Lightener products may cause more damage to the cuticle (1)</p> <p>Would need to use a porosity leveller (1)</p> |          | <b>4</b>  |
| <b>7</b>  | <p>Gown - to protect the clients clothing (1)</p> <p>Towel - to protect the client from splashes (1)</p>   |          | <b>2</b>  |
| <b>8</b>  | <p>Brick (1)</p> <p>Directional (1)</p>  |          | <b>2</b>  |
| <b>9a</b> | <p>1 mark for each correct answer, up to 3 marks:</p> <p>Setting the hair will hold the style in a more controlled manner/give more structure (1). Gives greater resilience from the weather (1) stronger styling products used in setting will protect the hair to a greater extent from atmospheric conditions (1)</p>   |          | <b>3</b>  |
| <b>9b</b> | <p>Back combing/ back brushing (1)</p> <p>Applying finishing products (1)</p>  |          | <b>2</b>  |

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| <b>10a</b> | Visual check identifies unknown chemicals present (1) follow up by completing an incompatibility test (1) question client about previous services (1)  |          | <b>3</b>  |
| <b>10b</b> | <p>1 mark for each correct answer, up to 3 marks:</p> <p>If metallic salts are present the service cannot go ahead (1) because the salts will react with the hydrogen peroxide that is mixed with permanent colour (1)</p> <p>An alternative service can be offered (1) that does not contain hydrogen peroxide (1). May damage the hair (1)</p> |          | <b>3</b>  |
| <b>11a</b> | Strand test  |          | <b>1</b>  |
| <b>11b</b> | After the required development time, take a damp piece of cotton wool (1) and remove product from a few strands of hair from the last applied area (1)   |          | <b>2</b>  |
| <b>11c</b> | If colour is fully developed, then the colour will be even from root to tip (1)  |          | <b>1</b>  |
| <b>12</b>  | <p>1 mark for each correct answer, up to 4 marks:</p> <p>H<sub>2</sub>O<sub>2</sub> is mixed with permanent colour to activate/allow oxidation (1)</p> <p>The alkalinity lifts the cuticle (1) small colour molecules enter the cortex (1). They then swell/join together (1) and become permanently trapped (1)</p>                             |          | <b>4</b>  |
| <b>13</b>  | <p>1 mark for each correct answer, up to 5 marks:</p> <p>The colour takes longer to penetrate the cuticle layers (1) because white hair can be more resistant to chemicals present in colour (1).</p> <p>As white hair is more resistant to colour, a double-based shade may be needed to</p>  |          | <b>5</b>  |

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|    | <p>rectify this (1) or pre-softening may be needed (1).<br/>To get a 100% coverage, a permanent colour will need to be used (1).</p> <p>A quasi-permanent colour may not be suitable because it will only give 40% - 60% coverage (1)</p>   |  |           |
| 14 | <p><b>Indicative content</b></p> <p>The candidates' discussion will include, but is not be limited to:</p> <p>Barriers to the service, tests, course of action and recommendations.</p> <ul style="list-style-type: none"> <li>• Compatibility of products</li> <li>• Colour overload</li> <li>• Lifestyle</li> <li>• Colour banding</li> <li>• Colour may not lift colour</li> <li>• Poor home care</li> <li>• Haircut</li> <li>• Hair length</li> <li>• Porosity leveller</li> <li>• Tests to ensure suitability/ compatibility of colour choice</li> <li>• Possible course of pre-colouring treatments</li> <li>• Advice to clients on products to use at home</li> <li>• Colour recommendation as a result of relevant tests</li> <li>• Colour recommendation as a result of consultation on influencing factors</li> <li>• Future home hair care regime to ensure ongoing condition of the hair</li> <li>• Possibility of pre-colour (pre-lightening/ colour stripper/ cleansing shampoo)</li> <li>• Next appointments to keep colour looking vibrant/fresh</li> </ul> | <p><b>Band 1 (0-5 marks)</b></p> <p>A basic discussion that shows limited knowledge of barriers, consultation and recommendations. The response is brief, under-developed, lacks clarity and is not entirely relevant or accurate. Few barriers 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> <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><b>Band 2 (6-10 marks)</b></p> <p>A discussion that is focused on the main barriers, consultation and recommendation to the colouring service. The response is generally accurate and coherent in the main. Most of the possible barriers 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 barriers 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><b>Band 3 (11-15 marks)</b></p> | 12        |

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|   |                     | <p>A comprehensive and sound discussion that is focussed on a range of possible barriers 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 barriers. 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> |           |
|   |                     | <b>Total marks</b>   | <b>60</b> |