



6002-011/511 Level 2 Hair Colouring Services Sample Mark Scheme  
Version 1.1 – September 2017

# Sample Mark Scheme

1	
State <b>four</b> purposes of client record cards.	(4 marks)
<p><b>Answer</b></p> <p>One mark for any of the following, to a maximum of <b>four</b> marks.</p> <ul style="list-style-type: none"> <li>• It's a requirement of the salon's Public Liability insurance/salon policy to keep record cards</li> <li>• It provides evidence of client consent and accurate record of service in case of legal action</li> <li>• It's a record of the service and products used for future reference</li> <li>• It's a record of client history and contra-indications/test results and service outcomes</li> </ul>	
2	
State <b>two</b> functions of the cortex.	(2 marks)
<p><b>Answer</b></p> <p>One mark for any of the following, to a maximum of <b>two</b> marks.</p> <ul style="list-style-type: none"> <li>• Gives the hair its Strength/elasticity/pliability</li> <li>• Determines the natural colour of the hair</li> <li>• Determines the texture of the hair</li> </ul>	
3	
Explain how a stylist might adapt a styling service for a client with very curly hair.	(4 marks)
<p><b>Answer</b></p> <p>One mark for any of the following, to a maximum of <b>four</b> marks</p> <ul style="list-style-type: none"> <li>• Requires greater tension and control when styling than other hair classifications</li> <li>• More likely to require moisturising products, as the hair is naturally drier and wiry</li> <li>• More care required when handling as hair tangles easily</li> <li>• Use of heated styling equipment such as straighteners need to be used with care as is more susceptible to damage</li> <li>• Additional time may be needed as styling services may take longer for very curly hair</li> <li>• Increased cost to styling service due to increased service time</li> </ul>	
4	
Describe how temperature effects the hair's structure when styling.	(2 marks)
<p><b>Answer</b></p> <p>One mark for any two of the following:</p> <ul style="list-style-type: none"> <li>• Heat opens/raises cuticles/cold closes cuticles</li> <li>• Excess heat can damage the cuticles</li> <li>• Heat makes the hair pliable helping to form the new shape by removal of excess moisture</li> <li>• Cold allows hydrogen bonds to harden in beta keratin/set hair in place</li> </ul>	
5	
Explain the considerations to be taken into account when colouring 100% white hair.	(4 marks)
<b>Answer</b>	

One mark for any of the following, to a maximum of **four** marks.

- Porosity of hair to determine resistance or susceptibility to colour
- Achievability of target colour choice to avoid translucent results
- Product choice (e.g. Permanent colour to achieve 100% coverage or pre softening/double base depending on manufacturer)
- Low peroxide strength only adding colour not lifting
- Application, sequence or technique depends on the resistance throughout the head and the desired effect.
- Development time in line with manufacturer instructions for the identified product.

<b>6</b>	
During consultation a client's hair has been identified as having uneven porosity.	(4 marks)
State the potential impact on the hair structure of using a lightening product.	
<p><b>Answer</b></p> <p>One mark for any of the following, to a maximum of <b>four</b> marks.</p> <ul style="list-style-type: none"> <li>• Increased porosity and decrease in elasticity</li> <li>• Cuticle may remain raised or broken off</li> <li>• Too many melanin pigments have been decolourised</li> <li>• Damage to the cuticle will cause loss of moisture in the cortex</li> <li>• The cortex will weaken causing breakage to the hair structure</li> </ul>	

<b>7</b>	
Name the test that checks that the correct colour result has been achieved when carrying out colour and lightening services.	(1 mark)
<p><b>Answer</b></p> <p>One mark for the following</p> <ul style="list-style-type: none"> <li>• Strand test</li> </ul>	

<b>8</b>	
State <b>six</b> contra-indications that could affect a permanent colour service being carried out.	(6 marks)
<p><b>Answer</b></p> <p>One mark for any of the following, to a maximum of <b>six</b> marks.</p> <ul style="list-style-type: none"> <li>• History of previous allergic reactions</li> <li>• Test results</li> <li>• Reference to any infestations or infections</li> <li>• Time interval from last perm or relaxer</li> <li>• Recent removal of hair extensions</li> <li>• Medical advice or instructions</li> <li>• Evident hair damage/poor condition of hair and scalp</li> <li>• Age restrictions/Pre 16 client</li> <li>• Reference to any skin condition such as Eczema or Psoriasis</li> </ul>	

<b>9</b>	
<p>Keryl has wavy, long layered hair of medium density. She is going to a wedding and the weather is predicted to be humid and sunny. A stylist has suggested a set hair look, to control the natural wave as the most suitable option for Keryl's hair. The client wants a curly bouncy look with lots of volume.</p> <p>a) Explain why a set look is the most suitable for this occasion. (3 marks)</p> <p>b) State ways in which finishing methods could improve the longevity of the style. (2 marks)</p>	(5 marks)
<p><b>Answer</b></p> <p><b>9a. One mark for each of the following</b></p> <ul style="list-style-type: none"> <li>• Set will hold the style/curl in a more controlled manner helping to prevent the hair going frizzy from the humidity</li> <li>• Set will help the style last longer</li> <li>• The products used when setting tend to be firm holding/protect against humidity.</li> </ul> <p><b>9b. One mark for each of the following</b></p> <ul style="list-style-type: none"> <li>• Back combing or back brushing to give volume</li> <li>• Application of finishing products to protect from humidity and help the style last longer</li> </ul>	

<b>10</b>	
<p>A new client arrives for her blow-dry appointment, she is unhappy with her damaged hair that has resulted in a recent uneven colour. Her previous stylist informed her this was due to the effects of enjoying outside life, and swimming twice a week. The client feels that the damage to her hair was caused by her previous hairdresser.</p> <p>Discuss possible causes, solutions and recommendations for the problem.</p>	(12 marks)
<p><b>Answer</b></p> <p><b>Indicative content:</b></p> <p><b>Alternative causes to the problems may include, but not be limited to:</b></p> <ul style="list-style-type: none"> <li>• Lack of hair tests – incompatibility of products, porosity, elasticity,</li> <li>• Hair is too porous/weak elasticity</li> <li>• Wrong choice of products</li> <li>• Products/peroxide too strong</li> <li>• Wrong techniques used</li> <li>• Colour over developed colour</li> <li>• Colour over lapped</li> <li>• Poor home hair care – products – protection from environment/heat, styling – use of heat and tools,</li> </ul> <p><b>Candidates current recommendations may include, but not be limited to:</b></p> <ul style="list-style-type: none"> <li>• Penetrating conditioning treatment</li> <li>• Styling products to protect from heat</li> <li>• Advice to client – suitable shampoos/conditioners products, protective and moisturising styling/finishing products, – which styling tools and how to use (techniques and use of heat), – future services, Care after swimming and when out in the environment – hats, products, removing chlorine from hair etc.</li> </ul>	

Candidates solutions and future recommendations may include, but not be limited to:

- Continued penetrating treatments
- Hair cut to improve condition
- Avoiding use of permanent and lightening products and using semi-permanent/temporary colours – to even result and improve condition
- Future colour options on new hair growth

#### **Band 1 (1-4 marks)**

A basic discussion that shows limited knowledge of causes to problems. The response is brief, under developed, lacks clarity and is not entirely relevant and accurate. Few causes have been considered or identified. Basic recommendations and/or solutions have been discussed but the response lacks detail. Links to specific services recommended to the client are not clearly defined. The overall analysis is simplistic and there is limited or no use of examples to support any points raised. Overall the discussion lacks coherency.

To access the higher marks, the response will be mainly relevant and accurate. Some relevant examples will have been used to support the points raised

#### **Band 2 (5-8 marks)**

A discussion that is focussed on the main causes of the problem and current and future services recommended. The response is generally accurate and coherent in the main. Most of the causes 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 solutions. There is evidence of links between causes and potential solutions which mostly support the recommended benefits for future services. The overall discussion is presented in a clear format and the use of terminology is mostly appropriate.

To access the higher marks, analysis will show reasonable debate across a range of differing arguments which substantiate the solutions and recommendations.

#### **Band 3 (9-12 marks)**

A comprehensive and sound discussion that is focussed on a range of possible causes 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 causes, pros and cons of solutions and makes a 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.

To access the higher marks, analysis will show comprehensive understanding exploring a range of differing arguments around the causes which justifies fully developed solutions and recommendations