

Qualification: 6002-22-009/509 Level 2 Technical Certificate for Cutting and Styling Services – Theory Exam

June 2018

1	a) List the checks that should be conducted before using electrical equipment in a salon.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 4 marks : <ul style="list-style-type: none"> • Visual check case/lead/plug for damage (1) • Check filters for hair and thermal plating for product build-up (1) • Check that the equipment is working properly (1) • Check the temperature of the equipment (1) • PAT test is up to date as per salon policy (1) • Check for trailing wires (1). 	Accept Check filters/ back of hair dryer.	4
	b) State the procedures to follow when faulty electrical equipment has been identified.		
	Acceptable answer(s)	Guidance	Max mks
	Label, remove from use and report.	Accept Candidates must state two out of the three points to achieve full marks.	1
2	Describe how the following characteristics can impact a cut and blow dry service.		
	i) Density.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 3 marks : <p>Density</p> <ul style="list-style-type: none"> • Size of section to keep the guideline visible/for better control/for even drying when drying/for more accurate cutting (1) 		3

	<ul style="list-style-type: none"> • Cutting technique used to be able to thin the hair/remove bulk (1), • Products used to ensure control/durability/sleeker finish (1) • Tools used depending on the cutting/styling technique/style requirements (1) • Time taken to complete the service to ensure enough time for drying (1). 		
	ii) Elasticity.		
	Acceptable answer(s)	Guidance	Max mks
	Elasticity <ul style="list-style-type: none"> • Free-hand cutting technique would be more suitable (1) • Tension applied – care when applying tension to allow for shrinkage/prevent hair damage during hair cut/use a wide tooth comb to reduce tension (1) • Products used – conditioning products/protection products (1) • Heated equipment – try to avoid the use of heated equipment (1) • Styling techniques – use smaller brush/setting aid/roller as less likely to hold as well/shape easily (1) • Durability – less likely to hold due to the weight of the hair (1) lack of ability to spring back (1). 		3
3	Communicating professionally with clients and colleagues in a working salon is important. a) Describe how to give a positive impression to your clients using body language.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : <ul style="list-style-type: none"> • Good/Open posture/body language • Eye contact • Friendly facial expressions • Nodding head (to show acknowledgement) 	Accept Don't fold arms Don't slouch Sit next to client so at the same eye contact level.	2


	b) State one other communication technique.		
	Acceptable answer(s)	Guidance	Max mks
	<ul style="list-style-type: none"> • Listening techniques • Verbal communication • Visual aids/style books • Written communication 	<p>Accept any correct answer. E.g. Open and closed questions.</p> <p>Do not accept any repeated answers given in part (a), responses must describe a different technique/strategy.</p>	1
4	a) State two regulations that must be followed when promoting products and services in a salon.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 2 marks:</p> <ul style="list-style-type: none"> • Cosmetic Products Regulations • Consumer Contracts Regulations • Trade Descriptions Act • Consumer Protection legislation • Sale of Goods Act 	<p>Accept any two correct answers.</p> <p>Accept Following GDPR rules if using client's details are used to promote products electronically, ensure permission is agreed prior</p> <p>Do not accept Data protection</p>	2
	b) Describe the importance of agreeing services and products with the client prior to the 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"> • Confirming consent for the service (1) • Confirm cost/duration of services (1) • Client expectations are managed effectively/ensuring client satisfaction (1) • Putting the client at ease (1) • Manage/maintain salon or stylist reputation (1) 		3

5	Caroline has long, type 3 curly hair. She uses straighteners daily to style her hair. a) What shampoo massage technique is best suited for this hair?		
	Acceptable answer(s)	Guidance	Max mks
	Accept any 1 of the below to a maximum of 1 mark. <ul style="list-style-type: none"> • Rotary • Effleurage 		1
	b) Describe the conditioning massage techniques that should be used on this hair.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks: <ul style="list-style-type: none"> • Effleurage - apply the conditioning product using stroking movements (1) to spread over the hair length (1). • Petrissage - use the pads of your fingers (1), make deep/kneading circular movements (1). 	Do not accept Effleurage or Petrissage without a description	2
6	State the scientific principles of how shampoo and water act together to cleanse the hair.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 4 marks: <ul style="list-style-type: none"> • Shampoos are made from cleansing agents called surfactants/ surfactants reduce surface tension of the water (1) • Surfactants contain molecules that are attracted to water at one end/ hydrophilic head at one end (1) a hydrophobic tail that is attracted to dirt/oil at the other end (1) • Shampoo acts as an emulsifying agent (1) to mix oil and water together (1) enabling the breakdown of oils/dirt with water (1) dirt/oil molecules are rinsed away when the hair is rinsed out/the hair is clean (1). 	Accept. Water/oil loving and water/oil hating	4

7	Describe how the shampoo service can be adapted to meet the needs of the client.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 2 marks:</p> <ul style="list-style-type: none"> • Adjust water temperature/flow (1) • Adapt/choose massage techniques according to the hair's length/density/scalp condition/classification (1) • Client positioning to ensure the client is comfortable (1) • Choice of products to match the client's hair and scalp condition/further services (1) 		2
8	<p>Kathleen is booked in to have her hair cut and blow-dried. She requires a one-length style with a fringe.</p> <p>a) State the importance of following guidelines when cutting hair.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 2 marks:</p> <p>To ensure even balance (1) To ensure the correct shape is achieved (1) to ensure an even/accurate cut (1)</p>		2
	b) Describe how to maintain even tension throughout a cutting service.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 2 marks:</p> <ul style="list-style-type: none"> • By keeping the hair evenly damp to ensure the hair has even tension (1) • Continually combing the hair to ensure all the hair in the section has been picked up (1) • Size of the section shouldn't exceed the length of a finger or the width of the cutting comb to ensure an even cut (1) • Using wide tooth comb to reduce tension/narrow tooth comb to increase tension/ holding hair section between fingers to maintain tension (1). 		2

	c) State two cutting techniques that would be used to create this look.		
	Acceptable answer(s)	Guidance	Max mks
	<ul style="list-style-type: none"> • Club cutting • Freehand 	Accept Clippers	2
9	a) Describe how hair should be prepared for razor cutting.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 2 marks:</p> <ul style="list-style-type: none"> • Wet/shampoo the hair (1) to ensure client comfort (1) and prevent hair damage (1) • Section the hair (1) to ensure methodical working/following guidelines/accurate finish (1) • Test the hair (1) to ensure elasticity/porosity/ to ensure hair condition/strength is suitable to use a razor (1). 	<p>Do not accept Carry out on dry hair</p> <p>Accept Internal/ external conditions for test the hair</p>	2
	b) State three checks that should be carried out during a cutting service.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 3 marks:</p> <p>Weight - running fingers through the hair (1)</p> <p>Balance - sliding fingers down to check/checking in the mirror (1)</p> <p>Shape - cross checking/check the silhouette of the shape (1)</p> <p>Client - Confirm the length (1).</p>		3

10	a) Describe the importance of allowing the hair to cool prior to finishing.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : To allow the hydrogen bonds to set into position/harden (1), to set the hair into beta keratin (1) so that the style lasts longer/give durability (1) allow to cool to prevent the hair reverting back to alpha keratin (1).		2
	b) Describe how humidity affects blow-dried hair.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : Water in the air will penetrate the hair (1) due to the hair being hygroscopic (1) and the style will drop (1), hydrogen/temporary/salt bonds will shrink/revert back to their original shape (1), the hair will go from beta keratin to alpha keratin (1).		2
	c) State the effect that heat protectors have on the hair structure.		
	Acceptable answer(s)	Guidance	Max mks
	Protects the cuticles/hair from excess heat/prevents hair becoming dry/damaged.		1
11	a) Describe how setting lotion works on the hair when styling.		
	Acceptable answer(s)	Guidance	Max mks
	Setting lotion coats the hair to protect it from humidity (1), helps the style stay in longer/ Prevents hair going back to alpha (1).	Accept Responses which refer to the atmosphere	2

	b) State two methods of finger-drying hair.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : Use a diffuser/volumiser (1) use of hand/fingers to lift/mould (1) use of hands/fingers scrunch/add curl (1).	Do not accept Run fingers through the hair	2
12	Sarah has type 3, below shoulder, one-length hair, that she would like layered in order to reduce the volume and weight. She has a cowlick at the front hairline and her hair is dry. Her appointment is for a cut and blow dry, she has brought in the image below of the look required. <div style="text-align: center;">  </div> Discuss the considerations to take when achieving this style.		
	Acceptable answer(s)	Guidance	Max mks
	Indicative content: The candidate's discussion will include, but is not limited to: <u>Difficulties that could be encountered, suitability</u> Hair characteristics, density, texture, elasticity, porosity, hair growth patterns – adapting for these. Hair classification, presence of movement/curl once layered – adapting for these Contra-indications/adverse skin and scalp conditions Client requirements <u>Tools and techniques – limitation and benefits to selection, use and adaptation</u> Tools and equipment – scissors, cutting comb, hand dryer, diffuser. Cutting techniques – club-cutting, freehand, use of guidelines and tension. Drying techniques – blow-dry, sectioning, use of angles to gain volume/body, direction required to achieve the finished look. Finishing techniques <u>Look – suitability of methods for achieving style</u>	Answer Band 1 (1 – 4 marks) A brief discussion that shows little or no acknowledgement for the suitability and difficulties that could be encountered when offering services. The response is brief, under developed, lacks clarity and is not entirely relevant and/or accurate. The response demonstrates basic understanding of some of the techniques that would be used to achieve the client requirements. Links between tools, products and techniques for the specific scenario are weak or non-existent. The overall analysis is simplistic with little or no use of examples to support any points raised. Overall the discussion lacks structure and coherency.	12

	<p>Long graduation – reference to angles used, sectioning techniques, consideration and adaption for strong hair growth patterns</p> <p>Checking for weight and balance – cross checking, style manageability</p> <p><u>Product use pros and cons of different product choices for hair and scalp condition</u></p> <p>Use of styling and finishing products e.g. heat protectors, sprays, mousse, serums</p> <p>Maintenance of style</p>	<p>To access the higher marks, the response will be mainly relevant and accurate. Some relevant examples will have been used to support the scenario.</p> <p>Band 2 (5 – 8 marks)</p> <p>A relevant discussion which clearly shows some consideration to the suitability and challenges that could be encountered in achieving the desired style. The response is accurate and coherent in the main. Displays reasonable breadth and depth of relevant knowledge across the techniques, tools and products, angles used when cutting and drying as appropriate. Some areas may be covered in more detail than others. Within this knowledge there is some evidence of discussion around the benefits and limitations which demonstrates some linkages to how these impact services. Most opinions and ideas are justified. The overall discussion will be presented in a clear format and the use of terminology mostly appropriate.</p> <p>To access higher marks in the band, the discussion will be mostly detailed and contain some justifications. The overall discussion will be presented clearly and with some logical structure.</p> <p>Band 3 (9 – 12 marks)</p> <p>A focussed and detailed discussion that shows thorough consideration to the suitability and wide range of challenges that could be encountered when achieving the desired style. Demonstrates good breadth and depth of knowledge and understanding of all the tools, products, techniques and cutting angles that would be used to achieve the client requirements.</p>	
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