

6002-21-007/507 Level 2 Technical Certificate in Hairdressing (450) – Theory Exam

June 2018

1	State the importance of adhering to COSHH regulations.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 5 marks:</p> <p>To ensure personal safety (1) prevent client injury (1) prevent skin / scalp burns through wrong use of chemicals (1) chemicals getting in the eyes (1) ensure safe / correct use of products (1) prevent potential damage to the hair through wrong use of chemicals (1) ensure safe storage of chemicals (1) prevent waste (1) ensure safe disposal of products / packaging (1) ensure safe handling of chemicals (1) to adhere to manufacturer's instructions/legislations (1).</p>		5
2	List items used to protect clients during hairdressing services.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 4 marks:</p> <p>Gown (1) Towel (1) Cutting collar (1) Plastic cape (1)</p>		4
3	Explain how environmental and sustainable practices can be implemented during a cut and styling service.		
	Acceptable answer(s)	Guidance	Max mks

	<p>1 mark for each correct answer, up to 4 marks:</p> <p>Turning the taps off between each shampoo / conditioning (1) to save water (1)</p> <p>Recycle empty product packaging in appropriate bins (1) to reduce landfill/to adhere to local authorities (1)</p> <p>Do not use / apply too much product (1) to reduce/manage waste (1)</p> <p>Turn off electrical equipment immediately after use/use of energy-efficient equipment (1) to conserve energy (1)</p> <p>Use of eco-friendly products (1) to reduce damage to the environment (1).</p>		4
4	Explain how to create a positive first impression to clients.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 6 marks:</p> <p>Professionals need to maintain a smart appearance when at the salon (1) having good personal hygiene (1) so when working closely offence is not caused (1)</p> <p>Clear in communication/appropriate use of language (1) showing knowledge (1) to install confidence in your abilities as a hairdresser (1)</p> <p>Being respectful / showing empathy/adapting own behaviour (1) to foster the building of productive relationships (1) to meet the client expectations & needs (1)</p> <p>Appropriate use of body language/smiling /positive eye contact / good posture (1) to put the client at ease (1)</p> <p>Active listening (1) to show interest in the client (1)</p> <p>Behaving in a motivated manner (1) showing enthusiasm (1)</p>	<p>A maximum of 3 marks can be awarded if only knowledge points made. (bolded)</p>	6

5	Explain why a confident attitude is important when communicating with clients.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 2 marks:</p> <p>To build trust (1) confidence in your ability to perform services (1) to build professional relationships (1).</p>		2
6	Jessica has been using an astringent shampoo on her permanently coloured and lightened hair. Explain the effects on the hair and scalp of using this product.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark each for the following, up to 4 marks:</p> <p>Likely colour fade due to the drying effects caused on the hair / discolouration of the hair (1) will dry the hair out / will not add the moisture required to keep hair healthy (1) potentially cause hair damage / breakage (1) result in a dry / flaky scalp (1) causing itching and irritation (1).</p>	A maximum of 3 marks can be awarded if candidate does not refer to both Hair and Scalp.	4
7	State the importance of removing excess water from the hair after a shampoo and conditioning service.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark each for the following, up to 4 marks:</p> <p>To prepare the hair for the next service (1) so as products applied afterwards will not be diluted (1) to ensure efficient drying times (1) to prevent Health & Safety issues when moving client from the basin to the work station, dripping & slipping (1) to ensure client comfort / prevent the client / client clothing from getting wet (1).</p>		4
8	Debbie shampooed her hair yesterday. The stylist has chosen to shampoo Debbie's hair twice before service today. Explain possible reasons for repeating the shampoo service.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for each correct answer, up to 2 marks:</p> <p>Excessive product build-up present that requires removal before the next service to ensure the best possible result (1) excessively oily hair / scalp (1) client is being prepared for a</p>		2

	chemical service and any barriers need to be removed to ensure chemicals can penetrate the cuticle (1).		
9	Katie has had her type 1 straight hair set in to 'soft curls'.		
	a) Describe the structural changes that have happened in the hair during this service.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 5 marks : Natural hair structure is alpha keratin (1) a small percentage (%) of water enters the hair structure during shampooing and breaks the hydrogen bonds (1). The hair now has a greater ability to stretch (1) the hair is stretched around a roller / aid to give new shape (1) and heat is added to evaporate the water from the hair (1) the hair takes the form of the roller / setting aid (1) the hydrogen bonds reform in a stretched position (1) new beta keratin shape is formed (1).		5
	b) Explain the consequences to Katie's new hairstyle, should she have a hot bath after this service.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : Humidity will cause the hair to drop/ lose its shape / become frizzy / limp (1) due to the hygroscopic nature of the hair (1) humidity will cause the newly formed hydrogen bonds to gradually relax back (1) to return the hair to alpha keratin (1).		2
10	Define what is meant by the following terms used to describe cut looks.		
	a) Short graduation.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : The layers inside the haircut are longer (1) than those on the perimeter / around the outside of the haircut / gradually gets shorter around the nape and ears (1) approximately a 45° angle is used (1).		2

	b) Uniform layers.		
	Acceptable answer(s)	Guidance	Max mks
	The layers are even / the same length throughout the haircut / over the head (1) the hair is held parallel to the head/90° angle (1).		2
11	a) State how a stylist controls the amount of hair that is removed when using a razor to texturise.		
	Acceptable answer(s)	Guidance	Max mks
	The pressure that is applied to the razor when against the hair section determines how much hair is removed (1) the angle that the razor is held at against the hair (1).	Accept any correct answer.	1
	b) Explain when a razor should not be used.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 2 marks : On fine hair (1) when cutting hair classifications type 3 & 4 as razoring increases curl (1) on these hair classifications it can make the hair unmanageable (1) on dry hair as it can cause damage / tearing of the hair (1) and client discomfort (1) not on over-processed hair (1).		2
12	Describe how the following products work in the hair structure to change hair colour. a) Permanent colour.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 5 marks : Permanent colour Mixed with hydrogen peroxide (1) it becomes alkaline and lifts the cuticle (1) allowing molecules to penetrate in to the cortex (1) If either are incorrectly used they can cause damage / unwanted colour result (1) oxygen released oxidises the natural melanin pigments (1) allowing lift (1) and tone to be deposited (1) small/artificial colour molecules to expand (1) these fill the cortex (1) become trapped and as a result give permanent colour change (1).		5

	b) Lightening product.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 5 marks : Lightening product Mixed with hydrogen peroxide (1) it becomes alkaline and lifts the cuticle (1) allowing molecules to penetrate in to the cortex (1) If either are incorrectly used they can cause damage / unwanted colour result (1) oxygen is released that de-colourises/lifts colour pigments in the cortex (1) changing melanin pigments to oxy-melanin pigments (1).		5
13	Kat is having a highlight service using foil packets and lightening product. After doing a strand test, only 40% of the foils are fully developed. Explain the removal method for this service.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 4 marks : Foils are removed from the back working forwards to prevent tangling (1) and for ease of working / methodical working practice (1) care is taken not to disturb the development of the packets still requiring further development (1) Anti-oxidant shampoo is used to remove all product / traces of product from the hair (1) anti-oxidant conditioner is used to prevent creeping oxidation (1) close the cuticle / return the hair to its natural pH value / retain moisture levels (1)		4
14	State the characteristics of a semi-permanent colour.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each correct answer, up to 6 marks : Lasts 6-8 washes (1) contains large and medium sized colour molecules that sit on and in the cuticle layers (1) add tone (1) and depth to hair (1) come in liquid / foam / cream forms (1) have a processing time (1) are direct dyes (1) blend / mask small percentages of white hair (1)		6

15	<p>The client has colour fade, depth 8 in the mid-length and ends of her hair. She wants to restore this back to a depth 6. Her below-shoulder one-length, type 1 hair is hanging flat against her oval shaped face. A cut is necessary to add texture and help her gain body when she blow-dries.</p> <p>Discuss how the client requirements can be met.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>Indicative content</p> <p>The candidates' discussion will include, but will not be limited to:</p> <p>Legislation</p> <ul style="list-style-type: none"> • Candidate may make reference to legislation and sustainable practice – marks must only be given where accurately signposted • Use of PPE, Protection of the client, Storage, handling, use and disposal of chemicals, Data protection <p>Influencing factors</p> <ul style="list-style-type: none"> • Hair characteristics, Hair classifications, Contra-indications, testing / test results <p>Communication & consultation methods</p> <ul style="list-style-type: none"> • Professional behaviours & presentation, use of questioning techniques, visual aids, images (magazines/pin-interestetc.), confirming requirements, checking techniques, frequency of checking progress with the client <p>Colour</p> <ul style="list-style-type: none"> • Testing, incompatible products, referring to client history, methods for restoring depth & tone • Use of services –semi colour (full head) quasi colour (full head) permanent colour (full head) Toners / pre-pigmentation • Use of products – permanent colour, semi colour, quasi /demi colour. • Use of tools & equipment – electrical equipment for adding heat • Application techniques, checking of development, timing of services, use of heat <p>Cutting</p> <ul style="list-style-type: none"> • Use of techniques – Club-cutting, freehand, scissor over comb, texturising • Looks / adaptation / working methods – fringes, cutting angles, degree of tension, cutting wet / dry, sectioning techniques, following guidelines, checking methods, keeping the hair damp during work • Use of tools – scissors, cutting comb, thinning scissors / razor, sectioning clips 	<p>Band 1 (1-5 marks)</p> <p>Basic discussion showing minimal considerations, supported with little or no analysis and conclusion. Tenuous links to client's requirements with lack of understanding evident. Made little or no reference to techniques or tools and products and provided little or no justifications for selection. The response lacked structure and coherency with some inaccuracies.</p> <p>To access higher marks in the band the response will include some attempt of terminology and a satisfactory range of considerations.</p> <p>Band 2 (6-10 marks)</p> <p>The discussion is mostly relevant and likely to be detailed in some areas more than others which makes a reasonable attempt to cover some considerations displaying good breadth of understanding. This was supported by analysis and conclusions that displayed a general depth of understanding in some parts. Clear knowledge of topic is evident although linkages between these may be slightly fragmented and lack coherency. Throughout the discussion some recommendations and opinions are offered with use of a few examples, factual content is generally accurate.</p> <p>To access the higher marks in the band, the discussion will be mostly</p>	15

	<p>Styling</p> <ul style="list-style-type: none"> • Use of technique – Blowdrying, finishing • Use of tools – radial brush, flat brush, products <p>Aftercare</p> <ul style="list-style-type: none"> • Maintenance, products for colour care / shampooing and conditioning / styling, styling advice, time intervals between services, future service information 	<p>detailed and presented in a clear and logical structure, use of terminology is mostly appropriate.</p> <p>Band 3 (11-15 marks)</p> <p>Thorough and detailed discussion which covers all considerations and implication showing breadth of understanding which was supported by effective and relevant factors and conclusions that displayed depth of understanding. A well-reasoned discussion with accurate links to the client’s requirements and theories were considered. Good comparisons were made between techniques tools and products. Throughout the discussion coherent recommendations and opinions were offered with good justifications and clearly defined examples. Relevant use of accurate terminology was evident. Majority of the discussion was relevant and factually accurate.</p> <p>To access higher marks in the band the response will be balanced and structured in a logical way with conclusions fully justified and relevant.</p>	
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