



Qualification title: Level 3 Advanced Technical Diploma in Hairdressing (6002-31)

Test title: 6002-032 & 532 Theory exam

Version: June 2017

Base mark: 80

Mark Scheme

1. State **two** possible causes of keloid scarring. (2 marks)

One mark for each of the following, to a maximum of two marks.

- Continual close cutting/shaving/clippering on dark skin causing damage
- Excessive collagen in the lower layers of the epidermis
- When razor bumps/pseudofolliculitis are not treated in the early stages
- Genetics
- Result of an injury/operation/formed from scar tissue
- Result of an infection of the dermis layer of the skin

2. Identify **three** ways a salon can reduce landfill waste. (3 marks)

One mark for each of the following, to a maximum of three marks.

- Recycling/glass or paper in recycling bin
- Re-using/use refillable containers
- Buying eco-friendly packaging /that will biodegrade/can be recycled
- Buying products in bulk/ reduces packaging from delivery
- Managing waste/ sort waste into different types of bins
- Clients own bags for retail products

3. State **three** legislative requirements for maintaining client record cards. (3 marks)

One mark for each of the following, up to three marks.

Record relevant information (1) accurately (1). Store securely (1), only share with those concerned/maintain confidentiality (1). Records should only be kept as long as they are relevant (1) dispose in a confidential manner (1) Register with DPA if storing personal information on a computer/PC (1)

4a. State the stages in the hair growth cycle when alopecia can occur. (2 marks)

Anagen (1) (effluvium) and telogen (1) (effluvium)

If candidates list all three stages then a maximum of one mark may be awarded.

4b. State one cause for **each** of the following types of alopecia: (3 marks)

- Male pattern baldness
- Areata
- Traction.

Answers

- Male pattern baldness – genetics/hereditary
- Areata – stress/shock/sometimes cause is unknown/illness
- Traction – excessive pulling/tension on the hair shaft

4c. A client with natural hair thinning on the top of the head requests a fringe. Describe how to adapt the cutting service. (4 marks)

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

- Keep bulk to camouflage thinned area
- Add texture to the fringe to increase movement (1) that takes the eye away from the thinning area (1)
- Create a side fringe away from the central thinning (1) to cover the thinned area (1)
- Avoid using a razor/use scissors/club cutting for optimum density
- Reduce the length of the fringe (1) so it looks as full as possible (1)
- Have a fuller fringe (1) starting from further back of the head (1)

5a. Describe the function of the sebaceous gland. (2 marks)

- Acts as a natural lubricant (1) gives shine (1)
- Produces sebum/oil (1) naturally conditions the hair (1) and protects the skin/protects the skin against infection (1).

5b. State three possible signs and symptoms of tinea capitis. (3 marks)

One mark for each of the following.

- an area with no hair
- broken short hairs in the area
- skin appears grey in colour
- the area has a dark coloured ring around it
- circular areas/redness around circular areas
- itchy



6. Explain how hair with poor elasticity affects a cutting service.

(4 marks)

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

- Adapt tension (1) to ensure an even result (1) not return
- Adapt choice of tools (1)
- Do not use a razor because too much hair would be removed/may result in hair breakage (1)
- Influences selected style as hair need length needs to be reduced to avoid further breakage
- Recommend cutting off damaged areas (1) to give a healthy appearance (1)
- Adapt cutting length/technique (1) to take into account damaged areas
- Give the client advice on how to prevent further damage

7. Sarah has long, dense hair with a low front hair line and would like a curly, hair-up style for her prom.

a. Describe how the service can be adapted to take into account Sarah's low front hair line. (3 marks)

One mark for each of the following, to a maximum of three marks. Marks only awarded for explanation if linked to the adaptation.

- Camouflage a low hairline (1) by creating gentle curls on the sides of the face, in front of the ears to (if they have sideburns) (1)
- Style the top section of the hair away from the face/side parting (1) to reduce attention to the forehead (1)
- Add height/volume to the style (1) to reduce focus on the hair line (1)
- Create a soft look around the face (1) to take attention away from the hair line (1)

b. Explain additional considerations that should be taken into account when styling and dressing the curly hair-up style for Sarah. (4 marks)

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

- The weight of the hair will need to be secured using pins/grips for durability
- The tension to avoid discomfort to the client (1) and damage to hair/scalp (1)
- When using hot styling tools, avoid causing damage to the hair and scalp
- The aftercare advice for maintenance/removing style
- The intended shape/direction/balance/volume complements the client's head and face shape
- Technique of creating the curls/hair-up style
- Incorporate added hair/ornamentation to enhance the look for the prom occasion.
- Backcombing/backbrushing may be used to help secure /shape/volume
- Use of products to hold/protect (1)
- Extra time because of density (1)



8. State **two** hair growth patterns that will affect the length of the perimeter line when creating an asymmetric bob on type 1 hair. (2 marks)

One mark for each of the following, to a maximum of two marks

- Cowlick
- Nape whorl

9. Explain how a texturised cut using a razor could be adapted for a client with a double crown. (2 marks)

One mark for each of the following, to a maximum of two marks.

Leave enough weight to keep the double crown less visible (1) or texturise across the double crown to increase movement/height (1). Avoid texturising too close to the root/scalp (1) to reduce additional movement/short spiky hair (1). Or, utilise the double crown when personalising the cut (1).

10. A client with sparse, type 2 hair requires a long graduated cut. Explain the considerations that need to be taken into account when cutting the hair. (6 marks)

Maximum three marks available for considerations. Candidates should not be awarded for repeat answers. Candidates must make reference to considerations and reasoning to gain full marks.

Considerations	Reasoning
Hair's length/weight	As the hair is sparse, adapt the length to keep density/volume (1)
Degree of tension	Ensure correct tension to avoid hair damage (1) client discomfort (1)
Keep hair evenly damp when cutting hair wet	to achieve an even result (1) to ensure an even elasticity when cutting as hair shrinks when dry (1)
Establishing guidelines	To ensure the style begins and develops in a methodical sequence(1) to ensure accuracy of cut (1)
Cross-check the cut	for balance/weight/shape (1) accuracy/even (1)
Cutting techniques	Do not use a razor due to the client's sparse hair as this will reduce density (1). May use freehand technique to create outline shape to create a personalised look (1), may use club cutting to create layers to maintain hair's density rather than point cutting (1). May use disconnecting technique to retain bulk (1)

11. State how hair spray affects the hair structure.

(2 marks)

One mark for each of the following, to a maximum of two marks

- Coats the cuticle scales with a plastic film
- Slows down the absorption of moisture/the effect of humidity
- Reduces the movement of individual hairs/holds the hair in place

12. Compare the requirements for monitoring the development of lightening products and quasi-permanent colour. (6 marks)

One mark for each of the following. Candidates must make atleast one comparison to gain full marks.

- Lightening products are monitored by visually checking (1) to achieve desired depth/lift (1) than quasi-permanent colours which are timed (1)
- Lighteners are more reactive to heat than quasi-permanent colour (1)
- different parts of the head/hair's porosity may develop at very different speeds when using lighteners (1)
- Lightening products are more damaging to the hair and scalp (1) and can result in hair breakage (1) whereas quasi-permanent colour is less damaging (1)

13. Ruby wanted a grey result following her lightening service, however her natural base 6 hair resulted in a golden blonde colour.

- a) Give reasons for why this result may have occurred. (2 marks)
b) Describe how to correct the problem. (1 mark)

a) One mark for each of the following, to a maximum of two marks

- High levels of pheomelanin in the natural pigment
- Insufficient lightening product applied
- Incorrect strength of hydrogen peroxide used
- Incorrect development time/under-developed/may have required more than one application
- Incorrect/no toner used

b) One mark for each of the following, to a maximum of two marks

- Neutralise the hair tone (1) then apply an ash/blue toner.
- Apply a concentrated ash/blue toner.
- Re-apply lightener

Do not accept violet toner as an answer.



14 Describe the effects 6%/20 vol H₂O₂ has on the hair when used with permanent colour.
(5 marks)

One mark for each of the following, to a maximum of five marks.

Candidates must refer to the 6% to gain full marks.

Opens/lifts the cuticle scales (1) to allow product to penetrate into the cortex (1) and releases oxygen (1) which activates the permanent colour (1) allowing the artificial colour molecules to swell (1) and become locked in the cortex (1). It de-colourises the natural melanin by one shade if above base 6 (1). The result is added depth (1) and tone (1). It allows 100% white coverage.

15 Explain why hair texture is considered when adding permanent colour to white hair.
(3 marks)

One mark for each of the following, to a maximum of three marks

White hair is often coarse/resistant (1) and may require pre-softening/additional base (1). Coarse hair has more cuticle scales than normal/medium textured hair (1) and will absorb chemicals more slowly/will penetrate evenly after pre-softening (1).

16 A client requires a colour correction service following a sponsored swim which has left her artificially lightened hair with unwanted tones. A skin test was carried out on the client two days ago which showed no reaction.

- a) State **four** other tests that should also be carried out. (4 marks)
b) Explain how a negative result of one of the tests stated in 16a) could impact the service. (2 marks)

a) One mark for each of the following, to a maximum of four marks

- Elasticity
- Porosity
- Incompatibility
- Test cutting/Strand

b) Any two of the following potential consequences

- Elasticity – poor elasticity/no elasticity- (1) before colouring carry out intensive treatment to aid repair (1) of the cortex/do not carry out the service (1).
- Porosity –Scales are rough or raised (1) – offer an intensive conditioning treatment/pre-treatment (1) that evens out porosity (1) applying colour would result in an uneven result (1)
- Incompatibility – if metallic salts are present then the service cannot be carried out (1) alternative service may be recommended (1)
- Test cutting/strand – if the hair colour target cannot be reached (1) suggest an alternative colour (1)



17 Linda has returned to the salon, she is upset and angry after experiencing colour fade following her vibrant colour service. The service was carried out by a different stylist who advised her that using a colour care product would prevent colour fade.

Discuss factors that led to Linda's complaint and how to rectify the issue. (12 marks)

Indicative content

Factors for complaint

- Not managing client expectations, leading the client to be unhappy
- Breaking legislation by providing misleading information through a possible lack of product knowledge/training. Making reference to Trades description Act (not accurately described product) and Sales of goods act (because product was mis-sold, it was not fit for purpose)
- Home use of the recommended product
- How the client has maintained the hair at home (product use/lifestyle)

Rectifying the issue

1. Consultation/communication

- Check client records for previous services
- Re-testing the hair
- Gaining and recording client agreement for a colour correction service
- Using visual aids for colour correction service to help manage client expectations
- Reference to verbal and non-verbal communication, making the client feel at ease through being courteous and showing empathy

2. Colour correction service

- Colour wheel
- Restore depth and tone
- Choice of products
- Application and sectioning technique
- Use of tools, products and materials

3. Advice and recommendations

- Home maintenance of colour and condition
- Future services
- Advice that vibrant colour fade quicker
- Accurate description of aftercare products
- Suggested time interval between services will likely be shorter as the hair's porosity

4. Salon reputation

- Explore adjusting the cost of service as a gesture of goodwill and future custom
- May consider staff training
- Client incentive to return to the salon
- Refund under the Consumer Protection Act.

Band 1 (1-4 marks)

Response lacked the identification of factors contributing to the complaint. Basic discussion showed a few recommendations to help rectify the issue with little or no supporting justification. Little appreciation of the scale of the issue by making tenuous links to client's requirements and impact on the salon. May not have identified the correct colour correction service to rectify the issue. Minimal and standard aftercare advice was recommended for the client. The response lacked structure and coherency. Where facts were provided, these were sometimes correct.

To access higher marks in the band the response will include some attempt at terminology and a broader number of recommendations.

Band 2 (5-8 marks)

Response clearly identified some factors contributing to the complaint. Clear discussion which makes a reasonable attempt to cover the effects of consultation, communication on client requirements and salon reputation, some recommendations were provided with a little justification. Some appreciation of the scale of the issue evident through links made to the depth of recommendations and advice. Aspects of the discussion may be fragmented and lack coherency in places. Some areas of the response may be more detailed than others and will include reference to the correct colour correction service with some justification on considerations for the service. Aftercare advice was mostly tailored to the client with appropriate reasoning for recommendations. Throughout the discussion recommendations and opinions are offered with use of some examples; content is mainly factually accurate. The overall discussion is presented in a clear format and the use of terminology is mostly appropriate.

To access higher marks in the band, the discussion will be mostly detailed and contain the most important advice and recommendations with relevant justifications including reference to some salon responsibility for the issue. The overall discussion is presented clearly and with some logical structure.

Band 3 (9-12 marks)

Response is comprehensive and clearly identifies most of the factors contributing to the complaint. Clear discussion which makes a good attempt to cover the effects of consultation and communication on client requirements and salon reputation, recommendations were provided with sound justification. Full appreciation of the scale of the issue was evident through links made to the depth of recommendations and advice. The correct colour correction service was recommended with justifications on most of the considerations for the service. Aftercare advice was tailored to the client with clear and appropriate reasoning for recommendations. Throughout the discussion recommendations and opinions are coherent and supported by accurate factual content and clearly defined examples. Relevant use of accurate terminology was evident.

To access higher marks in the band the response will be balanced and structured in a logical way with recommendations and advice fully justified.