



Exemplar Paper

HB2D1.EX1 - Level 2 Diploma in Ladies Hairdressing

HB2ED1.EX1 - Level 2 Extended Diploma in Ladies Hairdressing

HB3D6.YR1.EX1 - Level 3 Combined Diploma in Hairdressing





HB2D1.EX1 - Level 2 Diploma in Ladies Hairdressing

HB2ED1.EX1 - Level 2 Extended Diploma in Ladies Hairdressing

HB3D6.YR1.EX1 - Level 3 Combined Diploma in Hairdressing

Please write clearly in block capitals.										
Centre number										
Learner number										
Surname										
Other names										
Learner signature										
Date										

EXAM QUESTIONS

Time allowed: 90 Minutes

Total marks: 70 Marks

Instructions

- Use black ink.
- Answer all questions.
- You must answer questions in the spaces provided.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

- The marks for the questions are shown in brackets.

Advice

Please read each question carefully before answering.



It is essential to use the necessary personal protective equipment (PPE) for both the clients and staff within the hairdressing salon.

Q1 (a) From the list of options, **identify** which PPE should be used to protect the client:

(1 mark)

- | | |
|--------------------------|------------------------------|
| <input type="checkbox"/> | A apron and gown |
| <input type="checkbox"/> | B apron and non-latex gloves |
| <input type="checkbox"/> | C barrier cream and gown |
| <input type="checkbox"/> | D cutting collar and gloves |
| <input type="checkbox"/> | E towel and apron |

Total for Question 1 = 1 mark



It is important to use the correct shampooing and conditioning massage techniques to ensure that the client receives the maximum benefit and that the hair is thoroughly prepared for the service.

Q2 (a) From the list of options, **identify** the description of the petrissage massage technique:

(1 mark)

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | A | deep, kneading movement, using the pads of the fingers to promote blood flow |
| <input type="checkbox"/> | B | quick, rubbing movement, using the palms of the hands to cleanse the hair |
| <input type="checkbox"/> | C | slow, stroking movement, using the pads of the fingers to relax the client and dislodge the dirt |
| <input type="checkbox"/> | D | slow, stroking movement, using the palms of the hands to spread the product |
| <input type="checkbox"/> | E | small, circular movement, using the pads of the fingers to increase the soap lather |

Total for Question 2 = 1 mark



Employers are required to provide the correct firefighting equipment for the hairdressing salon and the appropriate training for their staff.

Q3 (a) From the list of options, **identify** which appliance should be used in the event of an accelerator catching fire within the hairdressing salon:

(1 mark)

- | | | |
|--------------------------|---|-----------------------------------|
| <input type="checkbox"/> | A | a fire blanket |
| <input type="checkbox"/> | B | any type of fire extinguisher |
| <input type="checkbox"/> | C | CO ₂ fire extinguisher |
| <input type="checkbox"/> | D | foam fire extinguisher |
| <input type="checkbox"/> | E | water fire extinguisher |

Total for Question 3 = 1 mark



There are a wide range of setting methods and techniques used to create different effects on the hair.

Q4 (a) From the list of options, **identify** the method which produces a flat pin curl:

(1 mark)

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | A | the hair is wound around rollers and placed in a brick formation |
| <input type="checkbox"/> | B | the hair is wound around rollers and placed in the direction of the style |
| <input type="checkbox"/> | C | the hair is wound around the fingers and placed in a barrel shape |
| <input type="checkbox"/> | D | the hair is wound around the fingers and placed in a clock spring shape |
| <input type="checkbox"/> | E | the hair is wound on rods, starting at the root and finishing at the ends |

Total for Question 4 = 1 mark



An important part of the shampooing, conditioning and treatment service is to understand the massage movements used which maximise the benefits of scalp massage and to meet the individual client's needs.

Q5 (a) From the list of options, **identify** the description of a conditioning massage technique that will re-invigorate and signal the end of the scalp massage to the client:

(1 mark)

- | | |
|--------------------------|---|
| <input type="checkbox"/> | A quick, rubbing movement, using the pads of the fingers to stimulate the skin |
| <input type="checkbox"/> | B quick, rubbing movement, using the palms of the hands to stimulate the blood supply |
| <input type="checkbox"/> | C slow, stroking movement, using the pads of the fingers to spread the product |
| <input type="checkbox"/> | D small, circular movements, using the pads of the fingers to stimulate sebum |
| <input type="checkbox"/> | E small, tapping movements, using the fingertips to stimulate the blood supply |

Total for Question 5 = 1 mark



During the consultation, Sheila explained that her hair has been feeling heavy and she is struggling to get any volume into her hair. She has tried hairspray to hold the volume in place, and a dry shampoo to 'freshen it' as she has also been struggling to shampoo her hair. Sheila asks the stylist which product they would recommend to help with her hair styling.

Q6 (a) From the list of options, **identify** which product will improve the client's current hair issues:

(1 mark)

- | | |
|--------------------------|--|
| <input type="checkbox"/> | A an acid rinse to restore the cuticle shine and shape |
| <input type="checkbox"/> | B coconut shampoo to add oil and moisture to the hair |
| <input type="checkbox"/> | C purifying shampoo to cleanse the cuticle layers |
| <input type="checkbox"/> | D scalp treatment to add sebum to the epidermal layer |
| <input type="checkbox"/> | E surface conditioner to improve the flexibility in the cortex |

Total for Question 6 = 1 mark



During the styling process there are transitional changes that take place within the hair structure.

Q7 (a) From the list of options, **identify** the description of the hair structure when it is in its stretched state:

(1 mark)

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | A | alpha keratin state with the hair's disulphide bonds in the natural position |
| <input type="checkbox"/> | B | alpha keratin state with the hydrogen bonds in their new dried position |
| <input type="checkbox"/> | C | beta keratin state with the hydrogen bonds in a new dried position |
| <input type="checkbox"/> | D | beta keratin state with the hydrogen bonds in their original wet position |
| <input type="checkbox"/> | E | keratin state with the hair's disulphide bonds in a new dried position |

Total for Question 7 = 1 mark



Louise, the apprentice, discovered that a hydrogen peroxide bottle had cracked and was dripping onto the floor at the colour mixing area.

Q8 (a) From the list of options, **identify** the regulation which relates to the storage of chemicals:

(1 mark)

- | | |
|--------------------------|---|
| <input type="checkbox"/> | A The Control of Substances Hazardous to Health Regulations |
| <input type="checkbox"/> | B The Electricity at Work Regulations |
| <input type="checkbox"/> | C The Manual Handling Operations Regulations |
| <input type="checkbox"/> | D The Personal Protective Equipment at Work Regulations |
| <input type="checkbox"/> | E The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations |

Total for Question 8 = 1 mark



Selection of the correct shampoo will ensure that the right products are used and any identified problems are treated appropriately.

Q9 (a) From the list of options, **identify** the shampoo product used for damaged hair:

(1 mark)

- | | | |
|--------------------------|---|---------------|
| <input type="checkbox"/> | A | clarifying |
| <input type="checkbox"/> | B | medicated |
| <input type="checkbox"/> | C | moisturising |
| <input type="checkbox"/> | D | protein-based |
| <input type="checkbox"/> | E | sensitive |

Total for Question 9 = 1 mark



A thorough understanding of the various hair classifications and their characteristics will enable the stylist to make the correct choice of products, tools and equipment.

Q10 (a) From the list of options, **identify** the description of hair classification type 2a:

(1 mark)

- | | | |
|--------------------------|---|---------------------------------------|
| <input type="checkbox"/> | A | coarse hair with a tight 'z' pattern |
| <input type="checkbox"/> | B | fine or thin hair with a soft curl |
| <input type="checkbox"/> | C | fine or thin hair with an 's' pattern |
| <input type="checkbox"/> | D | hair that is coarse with a tight curl |
| <input type="checkbox"/> | E | medium straight hair with volume |

Total for Question 10 = 1 mark



There are non-contagious conditions that may prevent or restrict hairdressing services. Occasionally, planned hairdressing services will need to be adapted, depending on the severity of the condition.

Q11 (a) From the list of options, **identify** the non-contagious condition psoriasis, and the appropriate action to take:

(1 mark)

- | | | |
|--|---|---|
| | A | dry, red and itchy skin; continue with service |
| | B | dry, silvery scales of skin; continue with service |
| | C | excessive oil production; treat with a cool rinsing |
| | D | fragile hair shaft; rectify with a course of treatments |
| | E | inflamed, red scalp; treat with a cool rinsing |

Total for Question 11 = 1 mark



During the consultation, Katerina explained to her stylist that the curls 'dropped out' of her blow-dry following her previous visit to the hairdressing salon. Her stylist asked what Katerina did once leaving the salon. Katerina explained that she had to run to her parked car, because of the bad weather.

Q12 (a) From the list of options, **identify** the cause of the client's issue:

(1 mark)

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | A | the hair is hygroscopic and has absorbed moisture |
| <input type="checkbox"/> | B | the hair is hygroscopic and has repelled moisture |
| <input type="checkbox"/> | C | the hair's alpha keratin state has flattened the hair's cuticle |
| <input type="checkbox"/> | D | the hair's beta keratin state has altered the disulphide bonds |
| <input type="checkbox"/> | E | the hair's beta keratin state has permanently altered the cortex |

Total for Question 12 = 1 mark



Tracey, the apprentice, has been suffering with her hands whilst at work. Her hands are sore, red and cracking. The Salon Manager identified the problem and provided Tracey with some advice.

Q13 (a) From the list of options, **identify** the precaution that will reduce the risk of contact dermatitis:

(1 mark)

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | A | applying lotion to the arms and hands |
| <input type="checkbox"/> | B | moisturising hands before each service |
| <input type="checkbox"/> | C | removing jewellery before shampooing |
| <input type="checkbox"/> | D | using only freshly washed towels |
| <input type="checkbox"/> | E | washing and drying hands thoroughly |

Total for Question 13 = 1 mark



During consultation, the stylist has identified a condition on her client, Vicky, as seen in **Figure 1**.

Figure 1



Q14 (a) From the list of options, **identify** the name of the condition and the planned action to take:

(1 mark)

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | A | acne, seek advice from the pharmacist and re-book the appointment |
| <input type="checkbox"/> | B | eczema, refer to a GP or trichologist before safely continuing |
| <input type="checkbox"/> | C | folliculitis, refer to a GP and do not continue with the service |
| <input type="checkbox"/> | D | herpes, refer to a pharmacist and do not continue with the service |
| <input type="checkbox"/> | E | psoriasis, ask for advice from a more experienced, senior stylist |

Total for Question 14 = 1 mark



During some hairdressing services, the pH value of the hair and scalp will alter. It is necessary for a stylist to understand the changes that take place within the hair to enable them to recommend suitable products to their clients.

Q15 (a) From the list of options, **identify** the pH value and the benefit to the hair following the use of a colour saving conditioner:

(1 mark)

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | A | 3.0 - 4.0, restores shine and moisture |
| <input type="checkbox"/> | B | 4.0 - 5.5, closes down the cuticle |
| <input type="checkbox"/> | C | 6.5 - 7.0, prevents creeping oxidation |
| <input type="checkbox"/> | D | 7.0 - 8.0, creates a protective barrier |
| <input type="checkbox"/> | E | 7.5 - 9.0, locks in the hair's natural oils |

Total for Question 15 = 1 mark



During the consultation process, information is recorded by the stylist as part of the salon's requirements.

Q16 (a) From the list of options, **identify** which legislation ensures that faulty equipment is reported:

(1 mark)

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | A | The Control of Substances Hazardous to Health Regulations |
| <input type="checkbox"/> | B | The Electricity at Work Regulations |
| <input type="checkbox"/> | C | The Health and Safety at Work Act |
| <input type="checkbox"/> | D | The Environmental Protection Act |
| <input type="checkbox"/> | E | The Workplace Regulations |

Total for Question 16 = 1 mark



Having a thorough understanding of the hair and skin is important for stylists to be able to provide advice and guidance to their clients.

Q17 (a) From the list of options, **identify** the thickest layer of the skin:

(1 mark)

- | | | |
|--|---|-----------|
| | A | cortex |
| | B | cuticle |
| | C | dermis |
| | D | epidermis |
| | E | medulla |

Total for Question 17 = 1 mark



Joanne has hair that is classified as type 2a. Joanne is having her hair set to create soft curls on her below-shoulder length, layered hair. While Joanne's set was drying under the hood-dryer, the stylist wanted to gather everything ready to dress out Joanne's set.

Q18 (a) From the list of options, **identify** the combination of products, tools and equipment required for the dressing service:

(1 mark)

- | | |
|--------------------------|---|
| <input type="checkbox"/> | A a flat brush, hairspray and tongs |
| <input type="checkbox"/> | B a net, setting lotion and a wide-tooth comb |
| <input type="checkbox"/> | C a round brush, sectioning clips and a hairdryer |
| <input type="checkbox"/> | D a tail comb, volumising mousse and rollers |
| <input type="checkbox"/> | E setting lotion, ear protectors and a tail comb |

Total for Question 18 = 1 mark



The advice provided to clients during and after a hairdressing service is invaluable. It is essential for stylists to have a thorough understanding of the hair structure to enable a stylist to advise a client correctly.

Q19 (a) From the list of options, **identify** the average amount of cuticle layers present in Asian type hair:

(1 mark)

- | | |
|--------------------------|------------------------------------|
| <input type="checkbox"/> | A on average 4 - 7 cuticle layers |
| <input type="checkbox"/> | B on average 7 - 11 cuticle layers |
| <input type="checkbox"/> | C on average 8 cuticle layers |
| <input type="checkbox"/> | D on average 9 - 10 cuticle layers |
| <input type="checkbox"/> | E on average 11 cuticle layers |

Total for Question 19 = 1 mark



Providing aftercare advice to clients will help them to maintain their hairstyle and the condition of their hair.

Q20 (a) From the list of options, **identify** the correct product to improve the condition of dry and damaged hair:

(1 mark)

- | | | |
|--------------------------|---|-------------------------|
| <input type="checkbox"/> | A | clarifying shampoo |
| <input type="checkbox"/> | B | medicated shampoo |
| <input type="checkbox"/> | C | penetrating conditioner |
| <input type="checkbox"/> | D | surface conditioner |
| <input type="checkbox"/> | E | volumising shampoo |

Total for Question 20 = 1 mark



During the consultation, Melissa explained that she would like her hair styled in soft, beach waves for a special occasion that evening. In order to fully analyse the hair, the stylist is going to test the hair to see which products and techniques are most suitable.

Q21 (a) From the list of options, **identify** which test will check how much tension is to be applied to the hair during the styling process:

(1 mark)

- | | |
|--------------------------|------------------------|
| <input type="checkbox"/> | A colour test |
| <input type="checkbox"/> | B development test |
| <input type="checkbox"/> | C elasticity test |
| <input type="checkbox"/> | D incompatibility test |
| <input type="checkbox"/> | E porosity test |

Total for Question 21 = 1 mark



The Salon Manager has been training the apprentice, Tom, for a number of weeks and is explaining to him how to select the correct shampooing and conditioning products.

Q22 (a) From the list of options, **identify** the shampoo product that may be used for seborrhoea:

(1 mark)

- | | | |
|--------------------------|---|---------------|
| <input type="checkbox"/> | A | clarifying |
| <input type="checkbox"/> | B | medicated |
| <input type="checkbox"/> | C | moisturising |
| <input type="checkbox"/> | D | protein-based |
| <input type="checkbox"/> | E | purifying |

Total for Question 22 = 1 mark



During the consultation, all relevant hair and skin tests must be carried out to ensure the safety of the client and to prevent any unnecessary damage to the client's hair or skin.

Q23 (a) From the list of options, **identify** which test is performed 24 - 48 hours prior to a colouring service:

(1 mark)

<input type="checkbox"/>	A	development test
<input type="checkbox"/>	B	elasticity test
<input type="checkbox"/>	C	porosity test
<input type="checkbox"/>	D	pull test
<input type="checkbox"/>	E	skin test

Total for Question 23 = 1 mark



The Salon Manager is explaining to the apprentice, Alesha, how to prepare a client for a setting and dressing service. They are role playing to ensure that Alesha is comfortable and confident whilst dealing with clients.

Q24 (a) Outline a method **and** the reason for preparing a client for the setting process.

(2 marks)

Total for Question 24 = 2 marks

It is essential that salon practices meet the legal requirements and that staff follow workplace policies correctly.

Q25 (a) Identify one possible consequence if the Electricity at Work Regulation is not followed.

(1 mark)

Total for Question 25 = 1 mark



There are various contagious and non-contagious conditions that may prevent or restrict hairdressing services.

Q26 (a) List two contagious conditions that a stylist may encounter within a hairdressing salon.

(2 marks)

Total for Question 26 = 2 marks

Wiktorija has been working in a hairdressing salon for a number of days and has started to train to shampoo and condition the hair and scalp. Wiktorija understands why it is important to shampoo, condition and treat the hair correctly. However, she would like to understand the effects of shampooing on the hair structure.

Q27 (a) Explain the effects of water temperature on the hair and scalp.

(2 marks)

Total for Question 27 = 2 marks



During the consultation for a blow-dry and styling service, the stylist should promote a clear understanding whilst agreeing client requirements, select the right products and techniques as well as confirming the client's expectations. Without an agreement between the stylist and client, the stylist may make incorrect decisions, leading to a dissatisfied client.

Q28 (a) List four different types of products that may be used for a blow-dry and styling service.

(4 marks)

Total for Question 28 = 4 marks

During the consultation for a blow-dry and styling service, the stylist should promote a clear understanding whilst agreeing client requirements, select the right products and techniques as well as confirming the client's expectations. Without an agreement between the stylist and client, the stylist may make incorrect decisions, leading to a dissatisfied client.

Q29 (a) Describe how the temperature of a hairdryer affects the hair structure whilst drying the hair.

(2 marks)

Total for Question 29 = 2 marks



During the consultation for a blow-dry and styling service, the stylist should promote a clear understanding whilst agreeing client requirements, select the right products and techniques as well as confirming the client's expectations. Without an agreement between the stylist and client, the stylist may make incorrect decisions, leading to a dissatisfied client.

Q30 (a) Explain two different hair classifications that create different blow-dry and styling challenges **and describe** the solution to prevent any disappointing results on the hair.

(4 marks)

Total for Question 30 = 4 marks



Gracie had recently booked an appointment for a cut and set at a newly opened hairdressing salon. During the consultation, Gracie explained that she has very difficult hair with various growth patterns. It is also very dry and she struggles when styling her own hair.

Q31 (a) List four safe and hygienic working methods to be followed whilst setting and dressing the hair.

(4 marks)

Total for Question 31 = 4 marks

Gracie had recently booked an appointment for a cut and set at a newly opened hairdressing salon. During the consultation, Gracie explained that she has very difficult hair with various growth patterns, it is also very dry and she struggles when styling her own hair.

Q32 (a) Outline a possible cause for the client's dry hair condition.

(2 marks)

Total for Question 32 = 2 marks



Gracie had recently booked an appointment for a cut and set at a newly opened hairdressing salon. During the consultation, Gracie explained that she has very difficult hair with various growth patterns, it is also very dry and she struggles when styling her own hair.

Q33 (a) Describe two different setting sectioning techniques that the stylist may use to improve the client's hair growth patterns **and explain** the benefits of using these techniques for the client.

(4 marks)

Total for Question 33 = 4 marks



Each client's hair is individual and has structural and characteristic differences. An understanding of the science behind the hair structure will allow the stylist select the correct tools, products and equipment to suit the individual client, achieve the desired result and to provide suitable aftercare advice.

Q34 (a) List the **four stages of the hair growth cycle.**

(4 marks)

Total for Question 34 = 4 marks

Each client's hair is individual and has structural and characteristic differences. An understanding of the science behind the hair structure will allow the stylist select the correct tools, products and equipment to suit the individual client, achieve the desired result and to provide suitable aftercare advice.

Q35 (a) Outline a layer of the hair structure.

(2 marks)

Total for Question 35 = 2 marks



Each client's hair is individual and has structural and characteristic differences. An understanding of the science behind the hair structure will allow the stylist select the correct tools, products and equipment to suit the individual client, achieve the desired result and to provide suitable aftercare advice.

Q36 (a) State four different hair growth patterns.

(4 marks)

Total for Question 36 = 4 marks



Lyndsey has been a client at 'The Artist' hairdressing salon for many years and is attending the salon for her regular cut and blow-dry appointment. During the shampooing and conditioning service, Lyndsey explained to the junior that she thoroughly enjoys the massage, however, she does not like conditioner on her scalp.

Q37 (a) List four influencing factors for the shampooing service.

(4 marks)

Total for Question 37 = 4 marks



Lyndsey has been a client at 'The Artist' hairdressing salon for many years and is attending the salon for her regular cut and blow-dry appointment. During the shampooing and conditioning service, Lyndsey explained to the junior that she thoroughly enjoys the massage, however, she does not like conditioner on her scalp.

Q38 (a) Outline two different shampooing and conditioning massage techniques and their benefits.

(4 marks)

Total for Question 38 = 4 marks

Lyndsey has been a client at 'The Artist' hairdressing salon for many years and is attending the salon for her regular cut and blow-dry appointment. During the shampooing and conditioning service, Lyndsey explained to the junior that she thoroughly enjoys the massage, however, she does not like conditioner on her scalp.

Q39 (a) Explain a scalp condition and the appropriate aftercare recommendation for this condition.

(2 marks)

Total for Question 39 = 2 marks

TOTAL FOR PAPER = 70 MARKS



END OF EXAM



HB2D1.HB2ED1.EX1.HB3D6.YR1.EX1 - Exemplar Paper - Mark Scheme

General marking guidance

- All learners must receive the same treatment. Examiners must mark all learners in the exact same way.
- Examiners should positively apply marking grids. Learners must be rewarded for what they have shown they can do, rather than be penalised for omissions.
- The marking grid should be used at all times with all marks used appropriately.
- Marks on the marking grid are designed to be awarded. Examiners are encouraged to award full marks if deserved. In contrast, examiners should award zero marks if there is no rewardable content.
- Where judgement is required, the marking grid will provide the principles by which marks will be awarded.
- Answers provided are indicative and not exhaustive. Other suitable answers provided by a learner should be rewarded.
- Examiners in doubt, regarding the application of the marking grid to a learner's response, must consult with a senior examiner.

It is essential to use the necessary personal protective equipment (PPE) for both the clients and staff within the hairdressing salon.		
Q1 (a) From the list of options, identify which PPE should be used to protect the client:		
UCO34M LO2	Multiple Choice Question	Answer
A	apron and gown	Incorrect answer because an apron is worn by the stylist. A gown would be worn to protect the client.
B	apron and non-latex gloves	Incorrect answer because the PPE within this option are both worn by the stylist.
C	barrier cream and gown	Correct answer because a gown is worn to protect the client and the barrier cream would be applied to a client.
D	cutting collar and gloves	Incorrect answer because a cutting collar would be used to protect the client. Gloves are worn by the stylist.
E	towel and apron	Incorrect answer because a towel would be used to protect the client and the apron is worn by the stylist.

Most correct answer

C

Least correct answer

A B D E

It is important to use the correct shampooing and conditioning massage techniques to ensure that the client receives the maximum benefit and that the hair is thoroughly prepared for the service.

Q2 (a) From the list of options, **identify** the description of the petrissage massage technique:

UHB175M LO2	Multiple Choice Question	Answer
A	deep, kneading movement, using the pads of the fingers to promote blood flow	Correct answer because this describes the petrissage massage technique.
B	quick, rubbing movement, using the palms of the hands to cleanse the hair	Incorrect answer because this is not a recognised massage technique.
C	slow, stroking movement, using the pads of the fingers to relax the client and dislodge the dirt	Incorrect answer because this is not a recognised massage technique.
D	slow, stroking movement, using the palms of the hands to spread the product	Incorrect answer because this describes the effleurage massage technique.
E	small, circular movement, using the pads of the fingers to increase the soap lather	Incorrect answer because this describes the rotary massage technique.

Most correct answer

Least correct answer

A

D

C

E

B

Employers are required to provide the correct firefighting equipment for the hairdressing salon and the appropriate training for their staff.		
Q3 (a) From the list of options, identify which appliance should be used in the event of an accelerator catching fire within the hairdressing salon:		
UCO34M LO3	Multiple Choice Question	Answer
A	a fire blanket	Incorrect answer because this combination is not suitable for an electrical fire. A fire blanket is for fires which include cooking fats and people.
B	any type of fire extinguisher	Incorrect answer because some types of extinguishers will be ineffective and may make the fire situation worse.
C	CO ₂ fire extinguisher	Correct answer because CO ₂ and dry powder are for use on an electrical fire.
D	foam fire extinguisher	Incorrect answer because this is used for flammable liquids.
E	water fire extinguisher	Incorrect answer because a water fire extinguisher would not be used on electrical equipment as water and electricity do not mix.

Most correct answer

C

Least correct answer

A D B E

There are a wide range of setting methods and techniques used to create different effects on the hair.		
Q4 (a) From the list of options, identify the method which produces a flat pin curl:		
UHB174M LO2	Multiple Choice Question	Answer
A	the hair is wound around rollers and placed in a brick formation	Incorrect answer because this describes a brick wind technique.
B	the hair is wound around rollers and placed in the direction of the style	Incorrect answer because this describes a directional wind technique.
C	the hair is wound around the fingers and placed in a barrel shape	Incorrect answer because this describes pin curling which provides volume in the hair.
D	the hair is wound around the fingers and placed in a clock spring shape	Correct answer because this describes pin curling which provides flat movement in the hair.
E	the hair is wound on rods, starting at the root and finishing at the ends	Incorrect answer because this describes a spiral curling technique.

Most correct answer

Least correct answer

D	C	A	B	E
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An important part of the shampooing, conditioning and treatment service is to understand the massage movements used which maximise the benefits of scalp massage and to meet the individual client's needs.

Q5 (a) From the list of options, **identify** the description of a conditioning massage technique that will re-invigorate and signal the end of the scalp massage to the client:

UHB175M LO2	Multiple Choice Question	Answer
A	quick, rubbing movement, using the pads of the fingers to stimulate the skin	Incorrect answer because this describes friction massage techniques used in the shampooing process.
B	quick, rubbing movement, using the palms of the hands to stimulate the blood supply	Incorrect answer because this is not a recognised massage technique.
C	slow, stroking movement, using the pads of the fingers to spread the product	Incorrect answer because this is not a recognised massage technique.
D	small, circular movements, using the pads of the fingers to stimulate sebum	Incorrect answer because this describes rotary massage technique and is not used in the conditioning process.
E	small, tapping movements, using the fingertips to stimulate the blood supply	Correct answer because this describes a tapotement massage carried out during the conditioning massage process.

Most correct answer

Least correct answer

E	A	B	D	C
---	---	---	---	---

During the consultation, Sheila explained that her hair has been feeling heavy and she is struggling to get any volume into her hair. She has tried hairspray to hold the volume in place, and a dry shampoo to 'freshen it' as she has also been struggling to shampoo her hair. Sheila asks the stylist which product they would recommend to help with her hair styling.

Q6 (a) From the list of options, **identify** which product will improve the client's current hair issues:

UHB175M LO3	Multiple Choice Question	Answer
A	an acid rinse to restore the cuticle shine and shape	Incorrect answer because an acid rinse is a corrective rinse to lower the pH of the hair. This will not work to remove product build-up and will close the cuticle.
B	coconut shampoo to add oil and moisture to the hair	Incorrect answer because a coconut shampoo will add oil and moisture to the hair and will not effectively remove a build-up of styling products.
C	purifying shampoo to cleanse the cuticle layers	Correct answer because a purifying shampoo product will remove a build-up of styling products from the surface of the hair, which will assist the client when blow-drying the hair to achieve volume.
D	scalp treatment to add sebum to the epidermal layer	Incorrect answer because a scalp treatment is applied to the scalp only, to treat a specific condition.
E	surface conditioner to improve the flexibility in the cortex	Incorrect answer because a surface conditioner only smooths and coats the cuticles; it does not cleanse the hair.

Most correct answer

Least correct answer

C	B	E	A	D
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During the styling process there are transitional changes that take place within the hair structure.		
Q7 (a) From the list of options, identify the description of the hair structure when it is in its stretched state:		
UHB170M LO2	Multiple Choice Question	Answer
A	alpha keratin state with the hair's disulphide bonds in the natural position	Incorrect answer because the disulphide bonds are the permanent bonds within the cortex and are not affected when styling the hair.
B	alpha keratin state with the hydrogen bonds in their new dried position	Incorrect answer because the hair in its new dried position is known as the beta keratin state.
C	beta keratin state with the hydrogen bonds in a new dried position	Correct answer because the hair in its new dried position is known as the beta keratin state.
D	beta keratin state with the hydrogen bonds in their original wet position	Incorrect answer because hair in its original position is known as the alpha keratin state.
E	keratin state with the hair's disulphide bonds in a new dried position	Incorrect answer because the disulphide bonds are the permanent bonds within the cortex and are not affected when styling the hair.

Most correct answer

Least correct answer

C	D	B	A	E
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Louise, the apprentice, discovered that a hydrogen peroxide bottle had cracked and was dripping onto the floor at the colour mixing area.		
Q8 (a) From the list of options, identify the regulation which relates to the storage of chemicals:		
UCO34M LO1	Multiple Choice Question	Answer
A	The Control of Substances Hazardous to Health Regulations	Correct answer because this regulation covers hazardous products that need to be stored, handled, used and disposed of correctly.
B	The Electricity at Work Regulations	Incorrect answer because this regulation states that any faulty equipment should be labelled and reported.
C	The Manual Handling Operations Regulations	Incorrect answer because this regulation covers the correct training in manual handling.
D	The Personal Protective Equipment at Work Regulations	Incorrect answer because this regulation covers personal protective equipment and training in the use of PPE.
E	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations	Incorrect answer because this regulation covers the reporting of work related illnesses.

Most correct answer

Least correct answer

A	E	C	B	D
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Selection of the correct shampoo will ensure that the right products are used and any identified problems are treated appropriately.		
Q9 (a) From the list of options, identify the shampoo product used for damaged hair:		
UHB175M LO3	Multiple Choice Question	Answer
A	clarifying	Incorrect answer because a clarifying shampoo is used to remove product build-up on the hair.
B	medicated	Incorrect answer because a medicated shampoo is used for oily hair and different scalp conditions.
C	moisturising	Incorrect answer because a moisturising shampoo is used for dry hair.
D	protein-based	Correct answer because a protein-based shampoo is used for damaged hair.
E	sensitive	Incorrect answer because a sensitive shampoo is used for irritated and sore scalps.

Most correct answer

Least correct answer

D

C

B

E

A

A thorough understanding of the various hair classifications and their characteristics will enable the stylist to make the correct choice of products, tools and equipment.

Q10 (a) From the list of options, **identify** the description of hair classification type 2a:

UHB169M LO3	Multiple Choice Question	Answer
A	coarse hair with a tight 'z' pattern	Incorrect answer because this describes hair classification type 4c.
B	fine or thin hair with a soft curl	Incorrect answer because this describes hair classification type 3a.
C	fine or thin hair with an 's' pattern	Correct answer because this describes hair classification type 2a.
D	hair that is coarse with a tight curl	Incorrect answer because this describes hair classification type 3c.
E	medium straight hair with volume	Incorrect answer because this describes hair classification type 1b.

Most correct answer

Least correct answer

C	B	E	D	A
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There are non-contagious conditions that may prevent or restrict hairdressing services. Occasionally, planned hairdressing services will need to be adapted, depending on the severity of the condition.

Q11 (a) From the list of options, **identify** the non-contagious condition psoriasis, and the appropriate action to take:

UHB169M LO3	Multiple Choice Question	Answer
A	dry, red and itchy skin; continue with service	Incorrect answer because this is the description of contact dermatitis.
B	dry, silvery scales of skin; continue with service	Correct answer because this is the description of psoriasis.
C	excessive oil production; treat with a cool rinsing	Incorrect answer because this is the description of seborrhoea.
D	fragile hair shaft; rectify with a course of treatments	Incorrect answer because this is the description of dry hair.
E	inflamed, red scalp; treat with a cool rinsing	Incorrect answer because this is the description of scalp sensitivity.

Most correct answer

B

Least correct answer

A C E D

During the consultation, Katerina explained to her stylist that the curls ‘dropped out’ of her blow-dry following her previous visit to the hairdressing salon. Her stylist asked what Katerina did once leaving the salon. Katerina explained that she had to run to her parked car, because of the bad weather.

Q12 (a) From the list of options, **identify** the cause of the client’s issue:

UHB174M LO2	Multiple Choice Question	Answer
A	the hair is hygroscopic and has absorbed moisture	Correct answer because the hair is hygroscopic and moisture has been absorbed reverting the hair back to an alpha keratin state.
B	the hair is hygroscopic and has repelled moisture	Incorrect answer because the hair is hygroscopic and does not repel moisture.
C	the hair’s alpha keratin state has flattened the hair’s cuticle	Incorrect answer because the hair would be in the beta keratin state and the changes occur in the hair’s cortex.
D	the hair’s beta keratin state has altered the disulphide bonds	Incorrect answer because moisture cannot change the permanent disulphide bonds.
E	the hair’s beta keratin state has permanently altered the cortex	Incorrect answer because the change to beta keratin state is not a permanent change.

Most correct answer

Least correct answer

A

D

C

B

E

Tracey, the apprentice, has been suffering with her hands whilst at work. Her hands are sore, red and cracking. The Salon Manager identified the problem and provided Tracey with some advice.

Q13 (a) From the list of options, **identify** the precaution that will reduce the risk of contact dermatitis:

UCO34M LO2	Multiple Choice Question	Answer
A	applying lotion to the arms and hands	Incorrect answer because lotions are not moisturising enough to help prevent dermatitis.
B	moisturising hands before each service	Incorrect answer because the moisturiser would transfer onto the client's hair.
C	removing jewellery before shampooing	Incorrect answer because this will not help when applying styling products to the hair as they will sit under the jewellery on the skin and cause dermatitis. Jewellery should not be worn in the salon.
D	using only freshly washed towels	Incorrect answer because this would not prevent contact dermatitis.
E	washing and drying hands thoroughly	Correct answer because this would ensure that all products are removed from the skin and prevent the skin from becoming itchy, dry and cracked.

Most correct answer

Least correct answer

E

B

C

A

D

During consultation, the stylist has identified a condition on her client, Vicky, as seen in **Figure 1**.

Figure 1:



Q14 (a) From the list of options, **identify** the name of the condition and the planned action to take:

UHB169M LO3	Multiple Choice Question	Answer
A	acne, seek advice from the pharmacist and re-book the appointment	Incorrect answer because acne is not shown within the image and it is a non-infectious condition. The stylist would be able to carry out service.
B	eczema, refer to a GP or trichologist before safely continuing	Incorrect answer because eczema is not shown in the image and it is a non-infectious condition. The stylist would be able to carry out service.
C	folliculitis, refer to a GP and do not continue with the service	Incorrect answer because folliculitis is not shown in the image. This is a bacterial infection and it is infectious. A medical referral to the GP is required.
D	herpes, refer to a pharmacist and do not continue with the service	Correct answer because herpes is the condition that is shown in the image. It is a viral infection. The service should not continue and a referral to the GP is required.
E	psoriasis, ask for advice from a more experienced, senior stylist	Incorrect answer because psoriasis is not shown in the image and it is a non-infectious condition. A medical referral would be advisable.

Most correct answer

Least correct answer

D	C	B	A	E
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During some hairdressing services, the pH value of the hair and scalp will alter. It is necessary for a stylist to understand the changes that take place within the hair to enable them to recommend suitable products to their clients.

Q15 (a) From the list of options, **identify** the pH value and the benefit to the hair following the use of a colour saving conditioner:

UHB175M LO3	Multiple Choice Question	Answer
A	3.0 - 4.0, restores shine and moisture	Incorrect answer because this pH value is too low and will cause damage to the hair and dry the scalp.
B	4.0 - 5.5, closes down the cuticle	Correct answer because this is the pH value for treatment conditioner and will close the cuticle.
C	6.5 - 7.0, prevents creeping oxidation	Incorrect answer because this pH value is too high which will open the cuticle and cause colour fade and damage to the hair and scalp.
D	7.0 - 8.0, creates a protective barrier	Incorrect answer because this pH value is too high which will open the cuticle and cause colour fade and damage to the hair and scalp.
E	7.5 - 9.0, locks in the hair's natural oils	Incorrect answer because this pH value is too high which will open the cuticle and cause colour fade and damage to the hair and scalp.

Most correct answer

Least correct answer

B

A

C

D

E

During the consultation process, information is recorded by the stylist as part of the salon's requirements.		
Q16 (a) From the list of options, identify which legislation ensures that faulty equipment is reported:		
UCO34M LO1	Multiple Choice Question	Answer
A	The Control of Substances Hazardous to Health Regulations	Incorrect answer because this regulation covers hazardous products that need to be stored, handled, used and disposed of correctly.
B	The Electricity at Work Regulations	Correct answer because this regulation ensures that all electrical equipment is checked and any faulty equipment is reported.
C	The Health and Safety at Work Act	Incorrect answer because this act ensures that a safe working environment is provided.
D	The Environmental Protection Act	Incorrect answer because this act protects the environment.
E	The Workplace Regulations	Incorrect answer because this regulation covers the regulatory requirements on issues such as – ventilation, lighting etc.

Most correct answer

Least correct answer

B

C

E

A

D

Having a thorough understanding of the hair and skin is important for stylists to be able to provide advice and guidance to their clients.

Q17 (a) From the list of options, **identify** the thickest layer of the skin:

UHB169M LO3	Multiple Choice Question	Answer
A	cortex	Incorrect answer because this is the name for the middle layer of the hair structure.
B	cuticle	Incorrect answer because this is the name for the outer layer of the hair structure.
C	dermis	Correct answer because this is the name for the thickest layer of the skin structure.
D	epidermis	Incorrect answer because this is the name for the outer layer of the skin structure.
E	medulla	Incorrect answer because this is the name for the central, innermost part of the hair structure.

Most correct answer

Least correct answer

C

D

E

A

B

Joanne has hair that is classified as type 2a. Joanne is having her hair set to create soft curls on her below-shoulder length, layered hair. While Joanne's set was drying under the hood-dryer, the stylist wanted to gather everything ready to dress out Joanne's set.

Q18 (a) From the list of options, **identify** the combination of products, tools and equipment required for the dressing service:

UHB174M LO3	Multiple Choice Question	Answer
A	a flat brush, hairspray and tongs	Correct answer because a flat brush is used to brush out the set marks, hairspray to hold the hair and tongs are used in case any definition is required in the hair.
B	a net, setting lotion and a wide-tooth comb	Incorrect answer because the net and wide-tooth comb are required to carry out the set and the setting lotion is a styling product and not a finishing product used when dressing out the hair.
C	a round brush, sectioning clips and a hairdryer	Incorrect answer because these tools and equipment are used for blow-drying and not a setting and dressing service.
D	a tail comb, volumising mousse and rollers	Incorrect answer because a tail comb and rollers are used create the set. A mousse will be used as a styling product and not a finishing product used when dressing out the hair.
E	setting lotion, ear protectors and a tail comb	Incorrect answer because the ear protectors and tail comb are used during the setting service and the setting lotion is a styling product and not a finishing product used when dressing out the hair.

Most correct answer

Least correct answer

A	E	D	B	A
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The advice provided to clients during and after a hairdressing service is invaluable. It is essential for stylists to have a thorough understanding of the hair structure to enable a stylist to advise a client correctly.

Q19 (a) From the list of options, **identify** the average amount of cuticle layers present in Asian type hair:

UHB169M LO3	Multiple Choice Question	Answer
A	on average 4 - 7 cuticle layers	Incorrect answer because this is the average found in Caucasian/European type hair.
B	on average 7 - 11 cuticle layers	Incorrect answer because this is the average found in African type hair.
C	on average 8 cuticle layers	Incorrect answer because this is not an average in any type of hair.
D	on average 9 - 10 cuticle layers	Incorrect answer because this is not an average in any type of hair.
E	on average 11 cuticle layers	Correct answer because this is the average found in Asian type hair.

Most correct answer

Least correct answer

E	D	B	C	A
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Providing aftercare advice to clients will help them to maintain their hairstyle and the condition of their hair.		
Q20 (a) From the list of options, identify the correct product to improve the condition of dry and damaged hair:		
UHB175M LO3	Multiple Choice Question	Answer
A	clarifying shampoo	Incorrect answer because clarifying is a type of shampoo product that removes product build-up in the hair.
B	medicated shampoo	Incorrect answer because a medicated shampoo is used for oily hair and different scalp conditions.
C	penetrating conditioner	Correct answer because the conditioner will penetrate the cortex to improve the hair's condition.
D	surface conditioner	Incorrect answer because this conditioner will only act on the cuticle to make it look better, but not improve the overall condition of the hair.
E	volumising shampoo	Incorrect answer because volumising shampoo is a product that will only act on the cuticle to coat and provide stability and volume, but not improve the overall condition of the hair.

Most correct answer

Least correct answer

C

D

E

B

A

During the consultation, Melissa explained that she would like her hair styled in soft, beach waves for a special occasion that evening. In order to fully analyse the hair, the stylist is going to test the hair to see which products and techniques are most suitable.

Q21 (a) From the list of options, **identify** which test will check how much tension is to be applied to the hair during the styling process:

UHB169M LO3	Multiple Choice Question	Answer
A	colour test	Incorrect answer because a colour test assesses the suitability of a chosen colour.
B	development test	Incorrect answer because a development test assesses the development of the curl during the perming process.
C	elasticity test	Correct answer because an elasticity test assesses the inner strength of the hair's cortex and how much the hair will stretch.
D	incompatibility test	Incorrect answer because an incompatibility test assesses the presence of any metallic salts in the hair.
E	porosity test	Incorrect answer because a porosity test will check to see how much moisture the hair will absorb and will influence the amount of time it takes to dry the hair.

Most correct answer

Least correct answer

C

E

A

B

D

The Salon Manager has been training the apprentice, Tom, for a number of weeks and is explaining to him how to select the correct shampooing and conditioning products.

Q22 (a) From the list of options, **identify** the shampoo product that may be used for seborrhoea:

UHB175M LO3	Multiple Choice Question	Answer
A	clarifying	Incorrect answer because a clarifying shampoo is used to remove product build-up on the hair.
B	medicated	Correct answer because a medicated shampoo is used for oily hair and different scalp conditions.
C	moisturising	Incorrect answer because a moisturising shampoo is used for dry hair.
D	protein-based	Incorrect answer because a protein-based shampoo is used for damaged hair.
E	purifying	Incorrect answer because a purifying shampoo is used to remove product build-up on the hair.

Most correct answer

Least correct answer

B

A

E

D

C

During the consultation, all relevant hair and skin tests must be carried out to ensure the safety of the client and to prevent any unnecessary damage to the client's hair or skin.

Q23 (a) From the list of options, **identify** which test is performed 24 - 48 hours prior to a colouring service:

UHB169M LO3	Multiple Choice Question	Answer
A	development test	Incorrect answer because a development test is carried out during the development of a colour.
B	elasticity test	Incorrect answer because an elasticity test will test the strength of the cortex.
C	porosity test	Incorrect answer because a porosity test is carried out to assess the hair's ability to absorb moisture.
D	pull test	Incorrect answer because a pull test is carried out to check the hair's ability to sustain weight, prior to hair extensions.
E	skin test	Correct answer because a skin test is carried out 24 - 48 hours prior to a colouring service.

Most correct answer

Least correct answer

E

B

C

D

A

The Salon Manager is explaining to the apprentice, Alesha, how to prepare a client for a setting and dressing service. They are role playing to ensure that Alesha is comfortable and confident whilst dealing with clients.

Q24 (a) Outline a method **and** the reason for preparing a client for the setting process.

UHB174M LO4	Answer	Total marks
	<p>2 marks awarded for outlining a method and the reason for client preparation from the following:</p> <ul style="list-style-type: none"> • 2 marks awarded for – method - adjusting the chair height <i>reason</i> to avoid excessive bending for the stylist and to ensure the client comfort • 2 marks awarded for – method - positioning a foot stool <i>reason</i> to aid client comfort and avoid injury • 2 marks awarded for - method - maintaining the correct posture <i>reason</i> to avoid any hazards or risks, excessive bending or stretching which could all result in injury • 2 marks awarded for - method - confirming client comfort <i>reason</i> to prevent discomfort or injury • 2 marks awarded for - method - removing all obstructive jewellery or any items <i>reason</i> that would inhibit the service • 2 marks awarded for - method - identifying any influencing factors and discussing these with the client <i>reason</i> to prevent damage or harm to the hair or skin • 2 marks awarded for - method - identifying the correct choice of products, tools and equipment <i>reason</i> to achieve a successful outcome/desired result • 2 marks awarded for - method - performing a consultation with the client <i>reason</i> to ensure that the client's requirements are met and any contra-indications are identified before the setting process • 2 marks awarded for - method - gowning of the client with a towel and gown <i>reason</i> to protect the client's skin and clothes • 2 marks awarded for - method - detangling the hair prior to the setting process <i>reason</i> to avoid client discomfort, damage to the hair and unsatisfactory curl result <p>(maximum - 2 marks)</p>	<p>2 marks</p>

Additional guidance	The answer must be related to the client and not the work area.	
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It is essential that salon practices meet the legal requirements and that staff follow workplace policies correctly.		
Q25 (a) Identify one possible consequence if the Electricity at Work Regulation is not followed.		
UCO34M LO1	Answer	Total marks
<p>1 mark awarded for identifying one possible consequence of not following the legislation:</p> <ul style="list-style-type: none"> • 1 mark awarded for - injury (to self and others) – lead to a hazard, client could be at risk, salon would not be safe to work in, burns • 1 mark awarded for - electrocution • 1 mark awarded for - fire • 1 mark awarded for - loss of client trust • 1 mark awarded for - bad reputation for the salon • 1 mark awarded for - loss of business/job • 1 mark awarded for - legal action • 1 mark awarded for - fines • 1 mark awarded for - imprisonment <p>(maximum - 1 mark)</p>		1 mark

There are various contagious and non-contagious conditions that may prevent or restrict hairdressing services.		
Q26 (a) List two contagious conditions that a stylist may encounter within a hairdressing salon.		
UHB169M LO3	Answer	Total marks
<p>2 marks awarded for listing any two of the following contagious conditions:</p> <ul style="list-style-type: none"> • 1 mark awarded for - impetigo • 1 mark awarded for - folliculitis • 1 mark awarded for - furuncles • 1 mark awarded for - barber's itch (sycosis barbae) • 1 mark awarded for - herpes • 1 mark awarded for - warts • 1 mark awarded for - ringworm • 1 mark awarded for - scabies • 1 mark awarded for - head lice <p>(maximum - 2 marks)</p>		2 marks
Do not award marks for	Non-contagious conditions	

Wiktorija has been working in a hairdressing salon for a number of days and has started to train to shampoo and condition the hair and scalp. Wiktorija understands why it is important to shampoo, condition and treat the hair correctly. However, she would like to understand the effects of shampooing on the hair structure.

Q27 (a) Explain the effects of water temperature on the hair and scalp.

UHB175M LO3	Answer	Total marks
<p>2 marks awarded for explaining the effect of temperature, to include the following:</p> <ul style="list-style-type: none">• 2 marks awarded for - Hot water will open the cuticle scales to allow for product penetration. Water that is too hot may cause burning to the scalp and client discomfort• 2 marks awarded for - Cold water will close the cuticle scales to aid shine, manageability and colour retention. Water that is too cold may cause client discomfort <p>(maximum - 2 marks)</p>		<p>2 marks</p>

During the consultation for a blow-dry and styling service, the stylist should promote a clear understanding whilst agreeing client requirements, select the right products and techniques as well as confirming the client's expectations. Without an agreement between the stylist and client, the stylist may make incorrect decisions, leading to a dissatisfied client.

Q28 (a) List four different types of products that may be used for a blow-dry and styling service.

UHB170M LO3	Answer	Total marks
<p>4 marks awarded for listing four different types of products used for a blow-dry and styling service:</p> <ul style="list-style-type: none"> • 1 mark awarded for - heat protectors • 1 mark awarded for - hairspray • 1 mark awarded for - finishing spray • 1 mark awarded for - mousse • 1 mark awarded for - cream • 1 mark awarded for - gel • 1 mark awarded for - serum/oil • 1 mark awarded for - hair gloss/lotion/cream • 1 mark awarded for - wax • 1 mark awarded for - volumising spray • 1 mark awarded for - root boost/lift • 1 mark awarded for - curl boost • 1 mark awarded for - styling cream • 1 mark awarded for - coloured mousse • 1 mark awarded for - smoothing cream <p>(maximum - 4 marks)</p>		<p>4 marks</p>
Additional guidance	Award one mark for any suitable product listed	
Do not award marks for	Manufacturer specific names rather than 'types' of product	

During the consultation for a blow-dry and styling service, the stylist should promote a clear understanding whilst agreeing client requirements, select the right products and techniques as well as confirming the client's expectations. Without an agreement between the stylist and client, the stylist may make incorrect decisions, leading to a dissatisfied client.

Q29 (a) Describe how the temperature of a hairdryer affects the hair structure whilst drying the hair.

UHB170M LO2	Answer	Total marks
	<p>2 marks awarded for describing how temperature of a hairdryer affects the hair structure:</p> <ul style="list-style-type: none"> • 2 marks awarded for - heat will open the cuticles and allow the hair to be moulded into its new shape. • 2 marks awarded for - using the cool setting on the hairdryer will allow the hydrogen bonds to harden into their new shape. • 2 marks awarded for - cool air closes the cuticle and sets the hair in the new shape • 2 marks awarded for - if the dryer is too cold, the hair won't be able to reform into a new position • 2 marks awarded for - the heat changes the keratin structure from alpha keratin to beta keratin state <p>(maximum - 2 marks)</p>	<p>2 marks</p>

During the consultation for a blow-dry and styling service, the stylist should promote a clear understanding whilst agreeing client requirements, select the right products and techniques as well as confirming the client's expectations. Without an agreement between the stylist and client, the stylist may make incorrect decisions, leading to a dissatisfied client.

Q30 (a) Explain two different hair classifications that create different blow-dry and styling challenges **and describe** the solution to prevent any disappointing results on the hair.

UHB174M LO2	Answer	Total marks
	<p>4 marks awarded for explaining two hair classifications that create different blow-dry and styling challenges and describing the solution to prevent any disappointing results on the hair:</p> <ul style="list-style-type: none"> • 1 mark awarded for - fine / thin textured, straight hair, type 1a <ul style="list-style-type: none"> ○ 1 further mark awarded for - Solution: sometimes difficult to curl and may affect the styling of the hair, the correct product is required for the hair type to help with styling and hold • 1 mark awarded for –medium textured, straight hair with volume, type 1b <ul style="list-style-type: none"> ○ 1 further mark awarded for - Solution: sometimes difficult to curl and may affect the styling of the hair, the correct product is required for the hair type to help with styling and hold • 1 mark awarded for – coarse textured straight hair that is difficult to style, type 1c <ul style="list-style-type: none"> ○ 1 further mark awarded for - Solution: sometimes difficult to curl and may affect the styling of the hair, the correct product is required for the hair type to help with styling and hold • 1 mark awarded for – fine / thin textured, wavy hair with an 'S' pattern, type 2a <ul style="list-style-type: none"> ○ 1 further mark awarded for - Solution: can be good to work with, however, fine wavy hair can make styling more challenging at times, selection of correct product is essential to ensure hold for the fine / thin hair • 1 mark awarded for – medium textured, wavy hair with a frizzy 'S' pattern, type 2b <ul style="list-style-type: none"> ○ 1 further mark awarded for - Solution: can be good to work with, however, medium texture wavy hair can make styling more challenging at times, selection of correct product is essential to avoid frizziness • 1 mark awarded for – coarse textured, wavy hair with a very frizzy 'S' pattern, type 2c <ul style="list-style-type: none"> ○ 1 further mark awarded for - Solution: can be good to work with, however, coarse wavy hair can make styling more challenging at times, selection of correct product is essential to avoid frizziness 	<p>4 marks</p>

<ul style="list-style-type: none"> • 1 mark awarded for - thin / fine textured, curly hair with a soft curl pattern, type 3a <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Solution</i>: styling of curly hair needs products and control with styling tools • 1 mark awarded for – medium textured, curly hair with a loose curl pattern, type 3b <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Solution</i>: styling of curly hair needs products and control with styling tools • 1 mark awarded for – coarse textured, curly hair with a tight curl pattern, type 3c <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Solution</i>: styling of curly hair needs products and control with styling tools • 1 mark awarded for – fine / thin textured, very curly hair with a tight coiled curl pattern, type 4a <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Solution</i>: very curly hair needs lots of control, needs to use products specially designed for very curly hair • 1 mark awarded for – medium textured, very curly hair with a ‘Z’ pattern and spring curl, type 4b <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Solution</i>: very curly hair needs lots of control, needs to use products specially designed for very curly hair • 1 mark awarded for – coarse textured, very curly hair with a tight ‘Z’ pattern, type 4c <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Solution</i>: very curly hair needs lots of control, needs to use products specially designed for very curly hair <p>(maximum - 4 marks)</p>	
Additional guidance	Will allow the solutions to include techniques
Do not award marks for	Just writing the hair classification in number and letter form e.g. 2a, 3b

Gracie had recently booked an appointment for a cut and set at a newly opened hairdressing salon. During the consultation, Gracie explained that she has very difficult hair with various growth patterns. It is also very dry and she struggles when styling her own hair.

Q31 (a) List four safe and hygienic working methods to be followed whilst setting and dressing the hair.

UHB174M LO5	Answer	Total marks
	<p>4 marks awarded for listing four safe and hygienic working methods:</p> <ul style="list-style-type: none"> • 1 mark awarded for - using clean, sterilised tools and visually check equipment prior to the service • 1 mark awarded for - ensure the use of products does not cause harm or present a risk to include advice on products • 1 mark awarded for - use electrical equipment safely/PAT • 1 mark awarded for - remain in control of the equipment • 1 mark awarded for - demonstrate safe storage for products in accordance with COSHH • 1 mark awarded for - display good processes of application of products • 1 mark awarded for - carry out a service without causing danger or damage to self, client or work areas intentionally or by accident, awareness of work area • 1 mark awarded for - avoid inhaling products by self, client and others • 1 mark awarded for - identifying any potential risks and hazards • 1 mark awarded for - use of client PPE • 1 mark awarded for - client position to avoid stretching for both the client and stylist • 1 mark awarded for - do not put clips/grips in mouth when working <p>(maximum - 4 marks)</p>	<p>4 marks</p>

Gracie had recently booked an appointment for a cut and set at a newly opened hairdressing salon. During the consultation, Gracie explained that she has very difficult hair with various growth patterns, it is also very dry and she struggles when styling her own hair.

Q32 (a) Outline a possible cause for the client's dry hair condition.

UHB175M LO2	Answer	Total marks
	<p>2 marks awarded for outlining a possible cause for the client's dry hair condition to include the following:</p> <ul style="list-style-type: none"> • 2 marks awarded for - environmental damage to the hair can be caused by too much exposure to sun, wind, sea water and chlorine can affect the hair's condition by causing colours to fade or cuticle scales to open resulting in porous hair <i>or</i> • 2 marks awarded for - chemical damage to the hair can be caused by frequent chemical services leaving the hair dry, porous and the cuticle scales open and rough. The cortex may be weak with poor elasticity <i>or</i> • 2 marks awarded for - over use of heated styling equipment caused by excessive heat from heated equipment, incorrect use of equipment or failure to use heat protection products when styling can cause the hair to be porous, leaving the cuticle scales open and poor elasticity in the cortex <p>(maximum - 2 marks)</p>	<p>2 marks</p>

Gracie had recently booked an appointment for a cut and set at a newly opened hairdressing salon. During the consultation, Gracie explained that she has very difficult hair with various growth patterns, it is also very dry and she struggles when styling her own hair.

Q33 (a) Describe two different setting sectioning techniques that the stylist may use to improve the client's hair growth patterns **and explain** the benefits of using these techniques for the client.

UHB174M LO2	Answer	Total marks
	<p>2 marks awarded for describing any two of the following techniques and 2 further marks awarded for explaining any of the benefits:</p> <ul style="list-style-type: none"> • 1 mark awarded for - brick wind where rollers are placed in a brick formation <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Benefit</i> - the rollers can be placed to help control any split and avoid partings • 1 mark awarded for - directional wind supports the style, rollers to be placed in the same direction <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Benefit</i> - the rollers can be placed in the direction of the growth pattern or against it to control it • 1 mark awarded for - combination of brick wind and directional wind <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Benefit</i> - the rollers can be placed directionally at the front hair line and brick formation through the back to enhance or disguise growth patterns • 1 mark awarded for - basic roller wind - in 9 sections - creates an even amount of movement from roots to points all over the head <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Benefit</i> - rollers are placed over the growth patterns to control them <p>(maximum - 4 marks)</p>	<p>4 marks</p>

Each client's hair is individual and has structural and characteristic differences. An understanding of the science behind the hair structure will allow the stylist select the correct tools, products and equipment to suit the individual client, achieve the desired result and to provide suitable aftercare advice.

Q34 (a) List the four stages of the hair growth cycle.

UHB169M LO3	Answer	Total marks
	<p>4 marks awarded for listing any four of the following stages:</p> <ul style="list-style-type: none"> • 1 mark awarded for - anagen • 1 mark awarded for - catagen • 1 mark awarded for - telogen • 1 mark awarded for - early anagen <p>(maximum - 4 marks)</p>	<p>4 marks</p>

Each client's hair is individual and has structural and characteristic differences. An understanding of the science behind the hair structure will allow the stylist select the correct tools, products and equipment to suit the individual client, achieve the desired result and to provide suitable aftercare advice.

Q35 (a) Outline a layer of the hair structure.

UHB169M LO3	Answer	Total marks
<p>2 marks awarded for outlining any one layer from the following:</p> <ul style="list-style-type: none"> • 2 marks awarded for - cuticle - overlapping colourless scales. This is the protective surface to the hair <i>or</i> • 2 marks awarded for - cortex - fibrous middle layer containing colour pigments, which gives the hair its strength <i>or</i> • 2 marks awarded for - medulla - central innermost part of the hair with no known function <p>(maximum - 2 marks)</p>		<p>2 marks</p>

Each client's hair is individual and has structural and characteristic differences. An understanding of the science behind the hair structure will allow the stylist select the correct tools, products and equipment to suit the individual client, achieve the desired result and to provide suitable aftercare advice.

Q36 (a) State four different hair growth patterns.

UHB169M LO3	Answer	Total marks
<p>4 marks awarded for stating four hair growth patterns:</p> <ul style="list-style-type: none"> • 1 mark awarded for - double crown • 1 mark awarded for - widow's peak • 1 mark awarded for - cowlick • 1 mark awarded for - nape whorl <p>(maximum - 4 marks)</p>		<p>4 marks</p>

Lyndsey has been a client at 'The Artist' hairdressing salon for many years and is attending the salon for her regular cut and blow-dry appointment. During the shampooing and conditioning service, Lyndsey explained to the junior that she thoroughly enjoys the massage, however, she does not like conditioner on her scalp.

Q37 (a) List four influencing factors for the shampooing service.

UHB175M LO2	Answer	Total marks
	<p>4 marks awarded for listing four of the following influencing factors:</p> <ul style="list-style-type: none"> • 1 mark awarded for - density • 1 mark awarded for - texture • 1 mark awarded for - porosity • 1 mark awarded for - lifestyle • 1 mark awarded for - hair length • 1 mark awarded for - services prior to shampooing • 1 mark awarded for - a client with an allergy to perfumes or oils, need to check if able to use certain products • 1 mark awarded for - non-contagious factors could restrict the service depending on the severity • 1 mark awarded for - contra-indications • 1 mark awarded for - hair defects such as trichorrhexis nodosa • 1 mark awarded for - hair condition • 1 mark awarded for - hair classification/type <p>(maximum - 4 marks)</p>	<p>4 marks</p>

Lyndsey has been a client at 'The Artist' hairdressing salon for many years and is attending the salon for her regular cut and blow-dry appointment. During the shampooing and conditioning service, Lyndsey explained to the junior that she thoroughly enjoys the massage, however, she does not like conditioner on her scalp.

Q38 (a) Outline two different shampooing and conditioning massage techniques **and** their benefits.

UHB175M LO2	Answer	Total marks
	<p>4 marks awarded for outlining two massage techniques and their benefits:</p> <ul style="list-style-type: none"> • 2 marks awarded for - Effleurage – slow, stroking movements using the palms of the hands to spread the product and relax the client • 2 marks awarded for - Rotary – small, circular movements using the pads of the fingers to stimulate the scalp and remove dirt and grease • 2 marks awarded for - Friction – quick, rubbing movement, using the pads of the fingers to deep clean any difficult areas • 2 marks awarded for - Petrissage – deep, kneading movements to relax the client whilst stimulating the sebaceous glands and blood supply • 2 marks awarded for - Tapotement – small tapping movements with fingertips, used to stimulate blood supply to the scalp in conditioning treatments <p>(maximum - 4 marks)</p>	<p>4 marks</p>

Lyndsey has been a client at 'The Artist' hairdressing salon for many years and is attending the salon for her regular cut and blow-dry appointment. During the shampooing and conditioning service, Lyndsey explained to the junior that she thoroughly enjoys the massage, however, she does not like conditioner on her scalp.

Q39 (a) Explain a scalp condition **and** the appropriate aftercare recommendation for this condition.

UHB175M LO2	Answer	Total marks
	<p>2 marks awarded for explaining a scalp condition and the appropriate aftercare recommendation:</p> <ul style="list-style-type: none"> • 1 mark awarded for - <i>Seborrhoea</i> – excessive oily hair and scalp caused by overactive sebaceous gland <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Recommendation</i> – use of suitable products, cool rinse and avoid stimulating massage which will produce more sebum • 1 mark awarded for - <i>Scalp sensitivity</i> – an inflamed, sore and red scalp <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Recommendation</i> - remove tension from pony tails etc. and avoid stimulating massage and sharp tools • 1 mark awarded for - <i>Dandruff affected</i> – small, sometimes itchy, dry scales which are caused by overactive production and shedding of epidermal cells <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Recommendation</i> – refer to pharmacist, use of suitable products • 1 mark awarded for - <i>Psoriasis affected</i> – dry silvery scales of skin <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Recommendation</i> – refer to General Practitioner, use of suitable products • 1 mark awarded for - <i>Eczema affected</i> – Red inflamed itchy skin, sometimes weeping and split with irritation <ul style="list-style-type: none"> ○ 1 further mark awarded for - <i>Recommendation</i> – refer to General Practitioner, use of suitable products <p>(maximum - 2 marks)</p>	<p>2 marks</p>



Exemplar Paper

HB2D1.EX2 – Level 2 Diploma in Ladies Hairdressing

**HB2ED1.EX2 – Level 2 Extended Diploma in Ladies
Hairdressing**

HB3D6.YR1.EX2 – Level 3 Combined Diploma in Hairdressing





HB2D1 – Level 2 Diploma in Ladies Hairdressing

HB2ED1 – Level 2 Extended Diploma in Ladies Hairdressing

HB3D6.YR1.EX2 – Level 3 Combined Diploma in Hairdressing

Please write clearly in block capitals.										
Centre number										
Learner number										
Surname										
Other names										
Learner signature										
Date										

EXAM QUESTIONS

Time allowed: 70 Minutes

Total marks: 50 Marks

Instructions

- Use black ink.
- Answer all questions.
- You must answer questions in the spaces provided.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

- The marks for the questions are shown in brackets.

Advice

Please read each question carefully before answering.



Prior to all hairdressing services, the correct identification of which consultation tests are required is imperative to ensure that the appropriate service can take place.

Q1 (a) From the list of options, **identify** the consultation tests required prior to a colouring service on virgin hair:

(1 mark)

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | A | elasticity test and incompatibility test |
| <input type="checkbox"/> | B | elasticity test and pull test |
| <input type="checkbox"/> | C | porosity test and pull test |
| <input type="checkbox"/> | D | pull test and test curl |
| <input type="checkbox"/> | E | skin test and test cutting |

Total for Question 1 = 1 mark



Gemma is a new client to the salon and would like her hair styled for a party that evening.
Gemma explained to the stylist that her hair is wavy and very frizzy.

Q2 (a) From the list of options, **identify** the client's hair classification:

(1 mark)

<input type="checkbox"/>	A	1a
<input type="checkbox"/>	B	2c
<input type="checkbox"/>	C	3a
<input type="checkbox"/>	D	3c
<input type="checkbox"/>	E	4b

Total for Question 2 = 1 mark



It is essential for the stylist to be able to identify the correct depth and tone of hair when providing colouring or lightening services. The depth and tone of colouring products are identified by either numbers or letters, depending on the colour manufacturer being used.

Q3 (a) From the list of options, **identify** the depth base number for dark blonde:

(1 mark)

<input type="checkbox"/>	A	3
<input type="checkbox"/>	B	4
<input type="checkbox"/>	C	5
<input type="checkbox"/>	D	6
<input type="checkbox"/>	E	7

Total for Question 3 = 1 mark



Merissa arrived at the hairdressing salon ready for her restyle appointment. It was agreed during the consultation that Merissa would be having her hair cut into a long, one length style.

Q4 (a) From the list of options, **identify** the cutting technique that cuts the hair with no tension applied and without holding the hair with the hand:

(1 mark)

<input type="checkbox"/>	A	club cutting
<input type="checkbox"/>	B	freehand
<input type="checkbox"/>	C	scissor over comb
<input type="checkbox"/>	D	texturising
<input type="checkbox"/>	E	thinning

Total for Question 4 = 1 mark



There are various tests performed during a consultation that will assess suitable hairdressing services and the selection of products to use on the client's hair.

Q5 (a) From the list of options, **identify** the test that is performed prior to the removal of the colour:

(1 mark)

- | | | |
|--------------------------|---|----------------------|
| <input type="checkbox"/> | A | colour test |
| <input type="checkbox"/> | B | development test |
| <input type="checkbox"/> | C | elasticity test |
| <input type="checkbox"/> | D | incompatibility test |
| <input type="checkbox"/> | E | porosity test |

Total for Question 5 = 1 mark



Suzie has booked in for a full head colour application to tone her hair. During the consultation process, her stylist finds that 100% of Suzie's hair has oxymelanin colour pigments which has achieved an overall depth base of 10. Suzie would like to keep the lightness of her hair, whilst removing the yellow tones. Her last toner didn't last long enough in between salon visits.

Q6 (a) From the list of options, **identify** which colouring product should be used on the client's hair:

(1 mark)

- | | | |
|--------------------------|---|------------------------|
| <input type="checkbox"/> | A | high-lift colour |
| <input type="checkbox"/> | B | lightening product |
| <input type="checkbox"/> | C | permanent colour |
| <input type="checkbox"/> | D | quasi-permanent colour |
| <input type="checkbox"/> | E | temporary colour |

Total for Question 6 = 1 mark



Maxine has virgin hair which is a depth base 3 has decided she would like a change in hair colour and has decided to have some light blonde tones through her hair. The cortex within the hair structure will go through changes to be able to achieve this colour.

Q7 (a) From the list of options, **identify** the term given to the prominent pigment in the client's natural hair:

(1 mark)

- | | |
|--------------------------|---------------|
| <input type="checkbox"/> | A eumelanin |
| <input type="checkbox"/> | B melanin |
| <input type="checkbox"/> | C oxymelanin |
| <input type="checkbox"/> | D paradyes |
| <input type="checkbox"/> | E pheomelanin |

Total for Question 7 = 1 mark



During styling services, it is essential that electrical heated styling equipment is used correctly to avoid any damage to the client's hair and to achieve the desired result.

Q8 (a) From the list of options, **identify** the type of electrical heated styling equipment available for use when creating soft curls and volume in longer hair lengths:

(1 mark)

<input type="checkbox"/>	A	accelerator
<input type="checkbox"/>	B	hairdryer
<input type="checkbox"/>	C	heated rollers
<input type="checkbox"/>	D	hood dryer
<input type="checkbox"/>	E	small barrelled tongs

Total for Question 8 = 1 mark



Joanne is booked in for a few natural highlights. During the consultation, it was decided that Joanne would like a colour that is quite gentle to her hair and will lift it to a lightest ash blonde.

Q9 (a) From the list of options, **identify** the correct description for the product that would be used to suit the client's requirements:

(1 mark)

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | A | large molecules coat the outside of the hair shaft and are washed away next time the hair is shampooed |
| <input type="checkbox"/> | B | medium and small molecules penetrate the cuticle and the smaller molecules enter the cortex |
| <input type="checkbox"/> | C | small molecules enter the cortex, oxidise and swell becoming trapped in the cortex |
| <input type="checkbox"/> | D | small molecules penetrate the outer edge of the cortex where they become trapped |
| <input type="checkbox"/> | E | uses an oxidation process which decolours the melanin pigment in the cortex leaving oxymelanin |

Total for Question 9 = 1 mark



It is essential for a stylist to be fully prepared whilst performing a highlighting service to ensure that they work methodically, safely and in a timely manner.

Q10 (a) From the list of options, **identify** the correct equipment to be used when performing a highlighting service:

(1 mark)

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | A | bowls, foils, measuring scales, tint brush |
| <input type="checkbox"/> | B | colour chart, bowls, tint brush, hood dryer |
| <input type="checkbox"/> | C | foils, tint brush, end papers, measuring scales |
| <input type="checkbox"/> | D | pin tail comb, foils, colour rake, end papers |
| <input type="checkbox"/> | E | tint brush, bowls, hood dryer, measuring scales |

Total for Question 10 = 1 mark



Alison, the senior stylist, was helping the apprentice to revise for her upcoming exam and was questioning them about cutting techniques and the angles used to achieve the various cuts.

Q11 (a) From the list of options, **identify** the correct angle to be used when a heavy fringe is required:

(1 mark)

<input type="checkbox"/>	A	0°
<input type="checkbox"/>	B	45°
<input type="checkbox"/>	C	90°
<input type="checkbox"/>	D	135°
<input type="checkbox"/>	E	180°

Total for Question 11 = 1 mark



During the colour removal process, it is imperative that the correct shampooing and conditioning products are selected to use on the client's hair.

Q12 (a) From the list of options, **identify** which conditioner will stop any further colour development from taking place following a colouring and lightening service:

(1 mark)

<input type="checkbox"/>	A	anti-oxidant
<input type="checkbox"/>	B	penetrating
<input type="checkbox"/>	C	pre-treatment
<input type="checkbox"/>	D	restructurant
<input type="checkbox"/>	E	surface

Total for Question 12 = 1 mark



A stylist must be able to recognise the various hair classifications and their characteristics to be able to understand how these may influence the selection of the cutting techniques to use.

Q13 (a) From the list of options, **identify** the correct definition of density:

(1 mark)

- | | |
|--------------------------|---|
| <input type="checkbox"/> | A the circumference of a strand of hair |
| <input type="checkbox"/> | B the condition of the cortex layer |
| <input type="checkbox"/> | C the condition of the cuticle layer |
| <input type="checkbox"/> | D the direction the hair grows from the scalp |
| <input type="checkbox"/> | E the number of hairs on the scalp |

Total for Question 13 = 1 mark



There are many strengths of hydrogen peroxide used within colouring and lightening services.
The strength of hydrogen peroxide is recognised by volume or a percentage.

Q14 (a) From the list of options, **identify** the percentage for 40 volume hydrogen peroxide strength:

(1 mark)

<input type="checkbox"/>	A	1.9%
<input type="checkbox"/>	B	3%
<input type="checkbox"/>	C	6%
<input type="checkbox"/>	D	9%
<input type="checkbox"/>	E	12%

Total for Question 14 = 1 mark



It is important for stylists to have an understanding of the importance of accurate record keeping.

Q15 (a) Identify two records that must be maintained in the salon.

(2 marks)

Total for Question 15 = 2 marks

For a stylist to be able to promote professionalism, demonstrating a readiness for clients prior to their arrival is paramount. This should also include cleanliness and promoting high standards of service.

Q16 (a) Outline the personal presentation responsibilities of the stylist for health and safety whilst providing colour or lightening services.

(2 marks)

Total for Question 16 = 2 marks



Bev has grown tired of her one length 'bob' hairstyle as she felt it had started to look round in shape. Bev asked her stylist what they could recommend, as she would like some shorter layers to make the hair look 'narrower'.

Q17 (a) Explain the angle used when cutting a short graduation technique.

(2 marks)

Total for Question 17 = 2 marks



Fiona is organising an '80's' fancy dress party for her 30th birthday in the summer. Fiona has booked an appointment with her stylist to practice several hairstyles.

Fiona has given the stylist an image, seen in **Figure 1**, to show them the look she is hoping for.

Figure 1



Q18 (a) List two tools and two pieces of heated styling equipment that could be used to create the style.

(4 marks)

Total for Question 18 = 4 marks



Fiona is organising an '80's' fancy dress party for her 30th birthday in the summer. Fiona has booked an appointment with her stylist to practice several hairstyles.

Fiona has given the stylist an image, seen in **Figure 1**, to show them the look she is hoping for.

Figure 1



Q19 (a) Outline the aftercare advice that would be provided to the client to enable them to remove the style at home.

(2 marks)

Total for Question 19 = 2 marks



Fiona is organising an '80's' fancy dress party for her 30th birthday in the summer. Fiona has booked an appointment with her stylist to practice several hairstyles.

Fiona has given the stylist an image, seen in **Figure 1**, to show them the look she is hoping for.

Figure 1



Q20 (a) Explain a method used to prepare the client for the styling service.

(2 marks)

Total for Question 20 = 2 marks



Fiona is organising an '80's' fancy dress party for her 30th birthday in the summer. Fiona has booked an appointment with her stylist to practice several hairstyles.

Fiona has given the stylist an image, seen in **Figure 1**, to show them the look she is hoping for.

Figure 1



Q21 (a) Identify two risks associated with using heated styling equipment.

(2 marks)

Total for Question 21 = 2 marks



Chloe likes to change her hair colour regularly. The summer months are approaching, therefore Chloe has booked in for a full head highlighting service to lighten her hair, and a cut and blow-dry. The stylist carried out a full consultation, with a hair and skin analysis.

Chloe and the stylist agreed on the desired colour outcome, and the application process began. During the colour removal, the stylist identifies that there are warm areas at the root in the last few highlights that were applied.

Q22 (a) List four types of highlighting equipment.

(4 marks)

Total for Question 22 = 4 marks



Chloe likes to change her hair colour regularly. The summer months are approaching, therefore Chloe has booked in for a full head highlighting service to lighten her hair, and a cut and blow-dry. The stylist carried out a full consultation, with a hair and skin analysis.

Chloe and the stylist agreed on the desired colour outcome, and the application process began. During the colour removal, the stylist identifies that there are warm areas at the root in the last few highlights that were applied.

Q23 (a) Outline two effective working methods to produce the desired highlighting service.

(4 marks)

Total for Question 23 = 4 marks



Chloe likes to change her hair colour regularly. The summer months are approaching, therefore Chloe has booked in for a full head highlighting service to lighten her hair, and a cut and blow-dry. The stylist carried out a full consultation, with a hair and skin analysis.

Chloe and the stylist agreed on the desired colour outcome, and the application process began. During the colour removal, the stylist identifies that there are warm areas at the root in the last few highlights that were applied.

Q24 (a) Explain how to rectify the colour problem being described.

(2 marks)

Total for Question 24 = 2 marks

Gail attends 'Beautiful' hairdressing salon on a regular basis to have her hair trimmed. Gail usually has her long graduated hair which has a long side fringe cut when it is dry, as she does not want to spend time having her hair styled.

Q25 (a) List three cutting tools and equipment to produce the client's requested cut.

(3 marks)

Total for Question 25 = 3 marks



Gail attends 'Beautiful' hairdressing salon on a regular basis to have her hair trimmed. Gail usually has her long graduated hair which has a long side fringe cut when it is dry, as she does not want to spend time having her hair styled.

Q26 (a) List two growth patterns that may influence the cutting techniques used to create the fringe.

(2 marks)

Total for Question 26 = 2 marks

Gail attends 'Beautiful' hairdressing salon on a regular basis to have her hair trimmed. Gail usually has her long graduated hair which has a long side fringe cut when it is dry, as she does not want to spend time having her hair styled.

Q27 (a) Describe a method to ensure that the haircut is even and balanced.

(2 marks)

Total for Question 27 = 2 marks



Gail attends 'Beautiful' hairdressing salon on a regular basis to have her hair trimmed. Gail usually has her long graduated hair which has a long side fringe cut when it is dry, as she does not want to spend time having her hair styled.

Q28 (a) Explain the in-service checks which are made to ensure that the haircut meets the client's requirements.

(3 marks)

Total for Question 28 = 3 marks

TOTAL MARKS FOR PAPER = 50 MARKS



END OF EXAM



HB2D1.HB2ED1.EX2.HB3D6.YR1.EX2 - Exemplar Paper - Mark Scheme

General marking guidance

- All learners must receive the same treatment. Examiners must mark all learners in the exact same way.
- Examiners should positively apply marking grids. Learners must be rewarded for what they have shown they can do, rather than be penalised for omissions.
- The marking grid should be used at all times with all marks used appropriately.
- Marks on the marking grid are designed to be awarded. Examiners are encouraged to award full marks if deserved. In contrast, examiners should award zero marks if there is no rewardable content.
- Where judgement is required, the marking grid will provide the principles by which marks will be awarded.
- Answers provided are indicative and not exhaustive. Other suitable answers provided by a learner should be rewarded.
- Examiners in doubt, regarding the application of the marking grid to a learner's response, must consult with a senior examiner.

Prior to all hairdressing services, the correct identification of which consultation tests are required is imperative to ensure that the appropriate service can take place.

Q1 (a) From the list of options, **identify** the consultation tests required prior to a colouring service on virgin hair:

UHB171M LO2	Multiple Choice Question	Answer
A	elasticity test and incompatibility test	Incorrect answer because an incompatibility test is used prior to a permanent wave or colour and is not needed for virgin hair.
B	elasticity test and pull test	Incorrect answer because a pull test is used to check the hairs ability to sustain weight, specifically for hair extensions not for colouring services.
C	porosity test and pull test	Incorrect answer because a pull test is used to check the hairs ability to sustain weight, specifically for hair extensions not for colouring services.
D	pull test and test curl	Incorrect answer because a development curl test is used to check development of perm on the hair and a pull test is used to check the hairs ability to sustain weight, specifically for hair extensions not for colouring services.
E	skin test and test cutting	Correct answer because these are the tests that are carried out prior to a colouring service to check for skin allergies and assess the colour suitability of desired outcome and the resulting hair condition.

Most correct answer

Least correct answer

E

A

B

C

D

Gemma is a new client to the salon and would like her hair styled for a party that evening. Gemma explained to the stylist that her hair is wavy and very frizzy.

Q2 (a) From the list of options, **identify** the client's hair classification:

UHB176M LO2	Multiple Choice Question	Answer
A	1a	Incorrect answer because this is the hair classification for fine, straight hair.
B	2c	Correct answer because this is the hair classification is for wavy, very frizzy 's' pattern hair.
C	3a	Incorrect answer because this is the hair classification is for fine/thin, soft curly hair.
D	3c	Incorrect answer because this is the hair classification is for coarse, tight, curly hair.
E	4b	Incorrect answer because this is the hair classification is for medium, 'Z' pattern and spring curly hair.

Most correct answer

Least correct answer

B

C

D

E

A

It is essential for the stylist to be able to identify the correct depth and tone of hair when providing colouring or lightening services. The depth and tone of colouring products are identified by either numbers or letters, depending on the colour manufacturer being used.

Q3 (a) From the list of options, **identify** the depth base number for dark blonde:

UHB171M LO2	Multiple Choice Question	Answer
A	3	Incorrect answer because this is the number that represents dark brown.
B	4	Incorrect answer because this is the number that represents medium brown.
C	5	Incorrect answer because this is the number that represents light brown.
D	6	Correct answer because this is the number that represents dark blonde.
E	7	Incorrect answer because this is the number that represents medium blonde.

Most correct answer

Least correct answer

D	E	C	B	A
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Merissa arrived at the hairdressing salon ready for her restyle appointment. It was agreed during the consultation that Merissa would be having her hair cut into a long, one length style.

Q4 (a) From the list of options, **identify** the cutting technique that cuts the hair with no tension applied and without holding the hair with the hand:

UHB172M LO3	Multiple Choice Question	Answer
A	club cutting	Incorrect answer because the club cutting technique retains the bulk and weight and creates a blunt end to the hair.
B	freehand	Correct answer because the freehand cutting technique is used without holding the hair with the hand with no tension applied.
C	scissor over comb	Incorrect answer because the scissor over comb cutting technique is when the hair is being supported by a comb when cutting.
D	texturising	Incorrect answer because texturising is used to give a shattered look to the hair.
E	thinning	Incorrect answer because thinning is used when reducing bulk from the hair and to remove lines within the haircut.

Most correct answer

Least correct answer

B	C	E	D	A
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There are various tests performed during a consultation that will assess suitable hairdressing services and the selection of products to use on the client's hair.

Q5 (a) From the list of options, **identify** the test that is performed prior to the removal of the colour:

UHB171M LO2	Multiple Choice Question	Answer
A	colour test	Incorrect answer because a colour test is performed to check suitability of a desired outcome.
B	development test	Correct answer because a development test/strand test is performed to establish the correct development of colouring or lightening product.
C	elasticity test	Incorrect answer because an elasticity test is to assess the internal strength of the cortex.
D	incompatibility test	Incorrect answer because an incompatibility test is performed to check if metallic salts are present in the hair.
E	porosity test	Incorrect answer because a porosity test is to check the external strength of the cuticle.

Most correct answer

B

Least correct answer

E C D A

Suzie has booked in for a full head colour application to tone her hair. During the consultation process, her stylist finds that 100% of Suzie's hair has oxymelanin colour pigments which has achieved an overall depth base of 10. Suzie would like to keep the lightness of her hair, whilst removing the yellow tones. Her last toner didn't last long enough in between salon visits.

Q6 (a) From the list of options, **identify** which colouring product should be used on the client's hair:

UHB171M LO3	Multiple Choice Question	Answer
A	high-lift colour	Incorrect answer because this product will lighten the hair more gently than bleaching agents.
B	lightening product	Incorrect answer because this product will lighten the hair shade.
C	permanent colour	Incorrect answer because this product will cover 100% of white hair and will rinse out quickly on lightened porous hair.
D	quasi-permanent colour	Correct answer because this product is designed to tone lightened hair.
E	temporary colour	Incorrect answer because this product will only coat the cuticle, neutralising unwanted tones temporarily.

Most correct answer

Least correct answer

D	E	C	A	B
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Maxine has virgin hair which is a depth base 3 has decided she would like a change in hair colour and has decided to have some light blonde tones through her hair. The cortex within the hair structure will go through changes to be able to achieve this colour.

Q7 (a) From the list of options, **identify** the term given to the prominent pigment in the client's natural hair:

UHB171M LO2	Multiple Choice Question	Answer
A	eumelanin	Correct answer because eumelanin are the black and brown colour pigments produced by melanin.
B	melanin	Incorrect answer because this is the term given to the natural pigment of the hair.
C	oxymelanin	Incorrect answer because this is the term given to the process when melanin is oxidised by the hydrogen peroxide to form colourless oxy-melanin.
D	paradyes	Incorrect answer because this is the name given to synthetic dyes.
E	pheomelanin	Incorrect answer because pheomelanin are the yellow – red/brown colour pigments and is the main pigment found among red-haired clients.

Most correct answer

Least correct answer

A	B	E	C	D
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During styling services, it is essential that electrical heated styling equipment is used correctly to avoid any damage to the client's hair and to achieve the desired result.

Q8 (a) From the list of options, **identify** the type of electrical heated styling equipment available for use when creating soft curls and volume in longer hair lengths:

UHB176M LO3	Multiple Choice Question	Answer
A	accelerator	Incorrect answer because an accelerator is not heated styling equipment.
B	hairdryer	Incorrect answer because a hairdryer is not heated styling equipment.
C	heated rollers	Correct answer because heated rollers will create soft curls with volume on longer hair.
D	hood dryer	Incorrect answer because a hood dryer is not heated styling equipment.
E	small barrelled tongs	Incorrect answer because small barrelled tongs will create tight curls on longer hair.

Most correct answer

Least correct answer

C	E	A	B	D
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Joanne is booked in for a few natural highlights. During the consultation, it was decided that Joanne would like a colour that is quite gentle to her hair and will lift it to a lightest ash blonde.

Q9 (a) From the list of options, **identify** the correct description for the product that would be used to suit the client's requirements:

UHB171M LO3	Multiple Choice Question	Answer
A	large molecules coat the outside of the hair shaft and are washed away next time the hair is shampooed	Incorrect answer because this describes a temporary colour.
B	medium and small molecules penetrate the cuticle and the smaller molecules enter the cortex	Incorrect answer because this describes a quasi-permanent colour.
C	small molecules enter the cortex, oxidise and swell becoming trapped in the cortex	Correct answer because this describes a high-lift tint/ lightening agent.
D	small molecules penetrate the outer edge of the cortex where they become trapped	Incorrect answer because this describes a semi-permanent colour.
E	uses an oxidation process which decolours the melanin pigment in the cortex leaving oxymelanin	Incorrect answer because this describes a bleaching product.

Most correct answer

Least correct answer

C	E	B	D	A
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It is essential for a stylist to be fully prepared whilst performing a highlighting service to ensure that they work methodically, safely and in a timely manner.

Q10 (a) From the list of options, **identify** the correct equipment to be used when performing a highlighting service:

UHB171M LO3	Multiple Choice Question	Answer
A	bowls, foils, measuring scales, tint brush	Correct answer because these are all correct pieces of equipment used for a highlighting service.
B	colour chart, bowls, tint brush, hood dryer	Incorrect answer because a hood dryer is not used in a highlighting service.
C	foils, tint brush, end papers, measuring scales	Incorrect answer because end papers are used when perming to hold the hair in place at the points when winding.
D	pin tail comb, foils, colour rake, end papers	Incorrect answer because end papers are used when perming to hold the hair in place at the points when winding.
E	tint brush, bowls, hood dryer, measuring scales	Incorrect answer because a hood dryer is not used in a highlighting service.

Most correct answer

Least correct answer

A	D	C	B	E
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Alison, the senior stylist, was helping the apprentice to revise for her upcoming exam and was questioning them about cutting techniques and the angles used to achieve the various cuts.

Q11 (a) From the list of options, **identify** the correct angle to be used when a heavy fringe is required:

UHB172M LO5	Multiple Choice Question	Answer
A	0°	Correct answer because a 0° angle is used when cutting a heavier fringe is required.
B	45°	Incorrect answer because a 45° angle is used when cutting a short graduation cut style and will remove weight from the hair.
C	90°	Incorrect answer because a 90° angle is used when cutting a uniform layer cut and will remove weight.
D	135°	Incorrect answer because a 135° angle is used when cutting a long graduation cut and will remove weight.
E	180°	Incorrect answer because a 180° angle is used when cutting a long graduation cut and will remove weight.

Most correct answer

Least correct answer

A

B

C

D

E

During the colour removal process, it is imperative that the correct shampooing and conditioning products are selected to use on the client's hair.		
Q12 (a) From the list of options, identify which conditioner will stop any further colour development from taking place following a colouring and lightening service:		
UHB171M LO3	Multiple Choice Question	Answer
A	anti-oxidant	Correct answer because an anti-oxidant conditioner will stop any further oxidation from taking place.
B	penetrating	Incorrect answer because a penetrating conditioner will repair the internal structure of the hair.
C	pre-treatment	Incorrect answer because a pre-treatment conditioner is used before colour to even out the hair's porosity.
D	restructurant	Incorrect answer because a restructurant conditioner penetrates and aids damaged hair by filling the hair structure, making it pliable.
E	surface	Incorrect answer because a surface conditioner will close the cuticle, aid shine and manageability.

Most correct answer

Least correct answer

A	B	D	E	C
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A stylist must be able to recognise the various hair classifications and their characteristics to be able to understand how these may influence the selection of the cutting techniques to use.

Q13 (a) From the list of options, **identify** the correct definition of density:

UHB172M LO2	Multiple Choice Question	Answer
A	the circumference of a strand of hair	Incorrect answer because this is the definition of the texture of the hair.
B	the condition of the cortex layer	Incorrect answer because this is the definition of the elasticity of the hair.
C	the condition of the cuticle layer	Incorrect answer because this is the definition of the porosity of the hair.
D	the direction the hair grows from the scalp	Incorrect answer because this is the definition of the growth patterns in the hair.
E	the number of hairs on the scalp	Correct answer because this is the definition of the density of the hair.

Most correct answer

Least correct answer

E

A

B

C

D

There are many strengths of hydrogen peroxide used within colouring and lightening services. The strength of hydrogen peroxide is recognised by volume or a percentage.

Q14 (a) From the list of options, **identify** the percentage for 40 volume hydrogen peroxide strength:

UHB171M LO3	Multiple Choice Question	Answer
A	1.9%	Incorrect answer because this percentage of hydrogen peroxide strength is 6 volume.
B	3%	Incorrect answer because this percentage of hydrogen peroxide strength is 10 volume.
C	6%	Incorrect answer because this is the correct percentage for 20 volume hydrogen peroxide strength.
D	9%	Incorrect answer because this percentage of hydrogen peroxide strength is 30 volume.
E	12%	Correct answer because this percentage of hydrogen peroxide strength is 40 volume.

Most correct answer

Least correct answer

E	D	C	B	A
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It is important for stylists to have an understanding of the importance of accurate record keeping.		
Q15 (a) Identify two records that must be maintained in the salon.		
UHB171M LO1	Answer	Total marks
<p>2 marks awarded for identifying two records to be maintained:</p> <ul style="list-style-type: none"> • 1 mark awarded for - client records (chemical processes, testing and products) • 1 mark awarded for - electrical records are updated if equipment becomes faulty during the service • 1 mark awarded for - latest equipment testing date records are checked <p>(maximum - 2 marks)</p>		2 marks

For a stylist to be able to promote professionalism, demonstrating a readiness for clients prior to their arrival is paramount. This should also include cleanliness and promoting high standards of service.

Q16 (a) Outline the personal presentation responsibilities of the stylist for health and safety whilst providing colour or lightening services.

UHB171M LO1	Answer	Total marks
	<p>2 marks awarded for outlining the personal presentation responsibilities of the stylist for health and safety whilst providing colour or lightening services from the following:</p> <ul style="list-style-type: none"> • 1 mark awarded for - personal presentation is important in creating an overall good impression and promotes client satisfaction, repeat/new business and a positive reputation for the salon • 1 mark awarded for - positive image and attitude with good posture throughout the service • 1 mark awarded for - ensure salon uniform requirements are adhered to, i.e. learners should strictly follow individual salon's agreed professional dress code (as appropriate). As a health and safety requirement, closed-in low-heel shoes are advised. Clothing should be modest, clean, pressed and in good condition. Other examples may include a set uniform, colour choice or T-shirt with or without salon logo • 1 mark awarded for - presentable and good personal hygiene including clean clothes, clean teeth and fresh breath • 1 mark awarded for - must ensure they avoid strong smells of tobacco, heavy perfume or aftershave • 1 mark awarded for - wearing personal protective equipment PPE to protect the stylist's skin and clothes. Examples may include apron, gloves, barrier cream. <p>(maximum - 2 marks)</p>	<p>2 marks</p>

Bev has grown tired of her one length 'bob' hairstyle as she felt it had started to look round in shape. Bev asked her stylist what they could recommend, as she would like some shorter layers to make the hair look 'narrower'.		
Q17 (a) Explain the angle used when cutting a short graduation technique.		
UHB172M LO5	Answer	Total marks
2 marks awarded for explaining the cutting angle used to create a short graduation from the following: <ul style="list-style-type: none"> 2 marks awarded for - the hair is held at a range of angles 45° - 90° depending on the degree of graduation required in the haircut. These angles will create longer internal layers, shorter external layers (maximum - 2 marks)		2 marks

Fiona is organising an '80's' fancy dress party for her 30th birthday in the summer. Fiona has booked an appointment with her stylist to practice several hairstyles.

Fiona has given the stylist an image, seen in **Figure 1**, to show them the look she is hoping for.



Q18 (a) List two tools and two pieces of heated styling equipment that could be used to create the style.

UHB176M LO3	Answer	Total marks
	<p>2 marks awarded for listing any two tools:</p> <p>Tools</p> <ul style="list-style-type: none"> • 1 mark awarded for - Flat brushes • 1 mark awarded for - Vent brush/rake brush • 1 mark awarded for - Wide tooth combs • 1 mark awarded for - Dressing comb • 1 mark awarded for - Sectioning clips/clamps • 1 mark awarded for - Tail comb <p>2 further marks awarded for listing any two electrical styling equipment :</p> <p>Equipment</p> <ul style="list-style-type: none"> • 1 mark awarded for - Heated rollers • 1 mark awarded for - Tongs • 1 mark awarded for - Straighteners • 1 mark awarded for - Conical wand <p>(maximum - 4 marks)</p>	<p>4 marks</p>

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Fiona has given the stylist an image, seen in **Figure 1**, to show them the look she is hoping for.



Q19 (a) Outline the aftercare advice that would be provided to the client to enable them to remove the style at home.

UHB176M LO5	Answer	Total marks
	<p>2 marks awarded for outlining the aftercare advice provided to the client from the following:</p> <ul style="list-style-type: none"> • 2 marks awarded for - to remove the back combing/brushing, gently brush in sections from points to roots using a flat brush • 2 marks awarded for - use a purifying shampoo to remove hairspray and product build up • 2 marks awarded for - use a penetrating conditioning treatment to restore the moisture to the hair following the styling techniques and heated equipment used <p>(maximum - 2 marks)</p>	<p>2 marks</p>

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Fiona has given the stylist an image, seen in **Figure 1**, to show them the look she is hoping for.



Q20 (a) Explain a method used to prepare the client for the styling service.

UHB176M LO5	Answer	Total marks
<p>2 marks awarded for explaining a method of preparation for the client:</p> <ul style="list-style-type: none"> • 2 marks awarded for - Remove obstructive jewellery or items that would inhibit the electrical styling service or heat-up causing burns to the client's skin • 2 marks awarded for - Gown up correctly to protect the client's skin and clothes, by using a gown and a towel • 2 marks awarded for - Adjust the styling chair height to avoid excessive bending / stretching by the stylist and maximise client comfort • 2 marks awarded for - Position a foot stand where necessary (or available) for additional client comfort and keep the client sat in the correct position • 2 marks awarded for - Ensure the client maintains the correct posture to avoid causing hazards or risks • 2 marks awarded for - Confirm that the client is comfortable at the start of the service to avoid client discomfort and excessive bending / stretching by the stylist <p>(maximum - 2 marks)</p>		<p>2 marks</p>

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Fiona has given the stylist an image, seen in **Figure 1**, to show them the look she is hoping for.



Q21 (a) Identify two risks associated with using heated styling equipment.

UHB176M LO1	Answer	Total marks
	<p>2 marks awarded for identifying two associated risks:</p> <ul style="list-style-type: none"> • 1 mark awarded for - trip over a trailing electrical lead • 1 mark awarded for - burn themselves or client on hot equipment • 1 mark awarded for - slip on product used with heated styling equipment • 1 mark awarded for - electrocution from electrical styling equipment <p>(maximum - 2 marks)</p>	<p>2 marks</p>

Chloe likes to change her hair colour regularly. The summer months are approaching, therefore Chloe has booked in for a full head highlighting service to lighten her hair, and a cut and blow-dry. The stylist carried out a full consultation, with a hair and skin analysis.

Chloe and the stylist agreed on the desired colour outcome, and the application process began. During the colour removal, the stylist identifies that there are warm areas at the root in the last few highlights that were applied.

Q22 (a) List four types of highlighting equipment.

UHB171M LO3	Answer	Total marks
<p>4 marks awarded for listing any four of the following highlighting equipment:</p> <ul style="list-style-type: none"> • 1 mark awarded for - foils • 1 mark awarded for - meche • 1 mark awarded for - cap • 1 mark awarded for - rake • 1 mark awarded for - spatula • 1 mark awarded for - foam <p>(maximum - 4 marks)</p>		<p>4 marks</p>
<p>Do not award marks for</p>	<p>Combs, sectioning clips, tint bowl, tint brush, colour or lightening products, whisk, timer, ICC.</p>	

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Chloe and the stylist agreed on the desired colour outcome, and the application process began. During the colour removal, the stylist identifies that there are warm areas at the root in the last few highlights that were applied.

Q23 (a) Outline two effective working methods to produce the desired highlighting service.

UHB171M LO5	Answer	Total marks
<p>4 marks awarded for outlining any two effective working methods:</p> <ul style="list-style-type: none"> • 2 marks awarded for - Demonstrate use of the correct products appropriate to the client's needs. An example of this would be an application of a quasi/semi-permanent colour to tone the highlights colour • 2 marks awarded for - Ensure the correct measurements are used to optimise use of the product, produce effective colour results and minimise waste • 2 marks awarded for - Apply products evenly and methodically, which are appropriate for the product / techniques being used and only on hair that needs product application. Learners will use different application methods or techniques for particular products, e.g. bowl and brush ensures even distribution • 2 marks awarded for - Follow manufacturers' instructions throughout all of colour and/or lightening products for the mixing, application, development (where applicable) and removal processes • 2 marks awarded for - Remove colouring and lightening products from hair with minimum discomfort to client. Leave hair and scalp free from product after the desired effect is achieved • 2 marks awarded for - Identify any problems during the service and resolve them within the limits of own authority. Refer to relevant person if necessary <p>(maximum - 4 marks)</p>		<p>4 marks</p>

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Chloe and the stylist agreed on the desired colour outcome, and the application process began. During the colour removal, the stylist identifies that there are warm areas at the root in the last few highlights that were applied.

Q24 (a) Explain how to rectify the colour problem being described.

UHB171M LO3	Answer	Total marks
<p>2 marks awarded for explaining how to rectify the problem:</p> <ul style="list-style-type: none"> 2 marks awarded for - under-developed lightener that was removed too soon - <i>rectified</i> by weaving out warm areas and re-highlight with lightener if the hair condition allows <p>(maximum - 2 marks)</p>		<p>2 marks</p>

Gail attends 'Beautiful' hairdressing salon on a regular basis to have her hair trimmed. Gail usually has her long graduated hair which has a long side fringe cut when it is dry, as she does not want to spend time having her hair styled.

Q25 (a) List three cutting tools and equipment to produce the client's requested cut.

UHB172M LO3	Answer	Total marks
	<p>3 marks awarded for listing any three of the cutting tools and equipment:</p> <ul style="list-style-type: none"> • 1 mark awarded for - scissors • 1 mark awarded for - thinning scissors • 1 mark awarded for - razors • 1 mark awarded for - cutting comb • 1 mark awarded for - sectioning clips • 1 mark awarded for - cutting collar • 1 mark awarded for - back mirror • 1 mark awarded for - water spray <p>(maximum - 3 marks)</p>	<p>3 marks</p>

Gail attends 'Beautiful' hairdressing salon on a regular basis to have her hair trimmed. Gail usually has her long graduated hair which has a long side fringe cut when it is dry, as she does not want to spend time having her hair styled.

Q26 (a) List two growth patterns that may influence the cutting techniques used to create the fringe.

UHB172M LO2	Answer	Total marks
<p>2 marks awarded for listing the two relevant growth patterns:</p> <ul style="list-style-type: none"> • 1 mark awarded for - cowlick • 1 mark awarded for - widow's peak <p>(maximum - 2 marks)</p>		<p>2 marks</p>
	<p>Do not award marks for</p> <p>Double crown or nape whorl</p>	

Gail attends 'Beautiful' hairdressing salon on a regular basis to have her hair trimmed. Gail usually has her long graduated hair which has a long side fringe cut when it is dry, as she does not want to spend time having her hair styled.

Q27 (a) Describe a method to ensure that the haircut is even and balanced.

UHB172M LO3	Answer	Total marks
<p>2 marks awarded for describing a method to ensure the cut is even:</p> <ul style="list-style-type: none"> • 2 marks awarded for - ensure that the client sits straight in the seat with their legs uncrossed, and facing forwards • 2 marks awarded for - cross-checking technically, place hands in the hair on each side of the head, run fingers through to the ends • 2 marks awarded for - cross-checking visually, stand away from the client and position yourself centrally to the haircut and look to see if it is balanced and even • 2 marks awarded for - cross-checking visually using the mirror and look through it to see if it is balanced and even • 2 marks awarded for - checking the accuracy of the cut by using sections that are taken in the opposite direction to how they were cut <p>(maximum - 2 marks)</p>		<p>2 marks</p>

Gail attends 'Beautiful' hairdressing salon on a regular basis to have her hair trimmed. Gail usually has her long graduated hair which has a long side fringe cut when it is dry, as she does not want to spend time having her hair styled.

Q28 (a) Explain the in-service checks which are made to ensure that the haircut meets the client's requirements.

UHB172M LO5	Answer	Total marks
<p>3 marks awarded for explaining the in-service checks to include the following information:</p> <ul style="list-style-type: none"> Use appropriate communication and questioning techniques to check on the client's comfort and general wellbeing throughout the service. Ensure that the checks with the client confirm the agreed service. Demonstrate that the checks made enhance the haircut and disguise influencing factors. Seek approval from the client before making changes or adaptations. <p>(maximum - 3 marks)</p>		<p>3 marks</p>