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## External Assessment Material – Past Paper

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**AM20530 – Level 2 Certificate in Hairdressing and Beauty Therapy**



## External Assessment Material – Past Paper



### AM20530 – Level 2 Certificate in Hairdressing and Beauty Therapy

#### Past Paper Exam Questions

#### UV21578 – Understanding the hair and beauty sector

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

**Time allowed: 90 Minutes**

**Total Marks: 60 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

- There are two sections to this paper.
- Both sections should be attempted.
- The marks for the questions are shown in brackets.

#### Advice

Please read each question carefully before answering.



The hair and beauty industry is an exciting and ever-evolving industry with an annual turnover of around £6.2 billion. The sector plays an important role within the UK economy; providing employment opportunities, increasing national spending and supporting other industries.

**Q1 (a) Outline** the role of the hair and beauty sector in increasing national spending.

**[2 marks]**

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**Total for Question 1 = 2 marks**



The hair and beauty industry is an exciting and ever-evolving industry with an annual turnover of around £6.2 billion. The sector plays an important role within the UK economy; providing employment opportunities, increasing national spending and supporting other industries.

**Q2 (a) Describe** how high levels of employment benefit the UK economy.

**[3 marks]**

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**Total for Question 2 = 3 marks**



The hair and beauty industry is an exciting and ever-evolving industry with an annual turnover of around £6.2 billion. The sector plays an important role within the UK economy; providing employment opportunities, increasing national spending and supporting other industries.

**Q3 (a) Explain** the link between leisure and tourism and hair and beauty, **and analyse** the benefit of this association to both industries.

**[4 marks]**

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**Total for Question 3 = 4 marks**



**Q4 (a) Outline** how a temporary hair colour works.

**[2 marks]**

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**Total for Question 4 = 2 marks**



**Q5 (a) Identify two** benefits of a manicure treatment.

**[2 marks]**

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**Total for Question 5 = 2 marks**



Professional organisations offer membership to hair and beauty students and professionals, allowing them access to a range of benefits and resources. One role of a professional organisation is to help to regulate the hair and beauty industry.

**Q6 (a) Identify** the names of **two** professional organisations that help to regulate the hair and beauty industry.

**[2 marks]**

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**Total for Question 6 = 2 marks**





Professional Organisations offer membership to hair and beauty students and professionals, allowing them access to a range of benefits and resources. One role of a professional organisation is to help to regulate the hair and beauty industry.

**Q7 (a) Identify two** other roles of a professional organisation.

***Marks will not be awarded for regulation of the industry***

**[2 marks]**

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**Total for Question 7 = 2 marks**



Hair and beauty professionals are responsible for maintaining the high standards of the industry. Health and safety practices and procedures must be followed in the workplace to ensure the safety of themselves, their colleagues, and visitors to the business.

**Q8 (a) Describe** the term 'sterilisation' **and assess** its importance within the hair and beauty industry.

**[4 marks]**

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**Total for Question 8 = 4 marks**



Hair and beauty professionals are responsible for maintaining the high standards of the industry. Health and safety practices and procedures must be followed in the workplace to ensure the safety of themselves, their colleagues, and visitors to the business.

**Q9 (a) Explain** why a hairdresser should wear disposable gloves when perming hair.

**[3 marks]**

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**Total for Question 9 = 3 marks**



There are a variety of different types of hair and beauty businesses that clients can choose to visit depending on their individual preferences and their treatment or service aims.

**Q10 (a) Compare and contrast** the differences between a beauty salon **and** a spa.

**[4 marks]**

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

**Total for Question 10 = 4 marks**





**Q12 (a) State one** function of each of the following skincare products:

- Cleanser
- Toner

**[2 marks]**

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**Total for Question 12 = 2 marks**



**Q13 (a) Identify** the piece of legislation that prohibits false descriptions of products and services by the business.

**[1 mark]**

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**Total for Question 13 = 1 mark**



Madison is researching the skills and attributes required by hair and beauty industry professionals. She would like to pursue a career as a make-up artist but is unsure whether she would meet the requirements of the profession. Whilst researching on the internet and in her local newspaper, she has found three key skills and attributes that are commonly required for make-up artists; team working skills, dexterity and creativity.

**Q14 (a) Describe the three key skills and attributes commonly required by make-up artists and justify their individual importance.**

**[9 marks]**

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

**Total for Question 14 = 9 marks**





**Q15 (a) Identify two** types of qualifications that can be studied in further education.

**[2 marks]**

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**Total for Question 15 = 2 marks**





The hair and beauty industry is an exciting and ever-evolving industry with an annual turnover of around £6.2 billion. The sector plays an important role within the UK economy; providing employment opportunities, increasing national spending and supporting other industries.	
Q1 (a) Outline the role of the hair and beauty sector in increasing national spending.	
UV21578 LO1	Answer
Areas the candidate may discuss within their response: <ul style="list-style-type: none"><li>Hair and beauty businesses offer a variety of products and services which offers the consumer a greater choice. New products and services are being developed all of the time, encouraging people to spend money.</li></ul>	
Examiner Guidance	Total marks available
0 marks No valid response provided by the learner. The learner’s response did not contain accurate information of the hair and beauty industry’s role in increasing national spending.	2 marks
1 mark The learner stated the hair and beauty industry’s role in increasing national spending.	
2 marks The learner outlined the hair and beauty industry’s role in increasing national spending.	



The hair and beauty industry is an exciting and ever-evolving industry with an annual turnover of around £6.2 billion. The sector plays an important role within the UK economy; providing employment opportunities, increasing national spending and supporting other industries.

**Q2 (a) Describe** how high levels of employment benefit the UK economy.

UV21578 LO1	Answer	
<b>Areas the candidate may discuss within their response:</b> <ul style="list-style-type: none"><li>Higher levels of employment increases taxes to the government who then use this money to fund UK welfare state. Working people require less benefits from the government, therefore reducing the spending bill for the government. Employed workforce have increased spending power, therefore generating increased turnover in the UK through purchasing goods and services.</li></ul>		
Examiner Guidance		Total marks available
<b>0 marks</b> <p>No valid response provided by the learner. The learner response did not contain any accurate information of how high levels of employment benefit the UK economy.</p>		<b>3 marks</b>
<b>1-2 marks</b> <p>The learner response contained a brief outline of the link between high levels of employment and the increase in tax paid to the government.</p>		
<b>3 marks</b> <p>The learner response contained a full description of how high levels of employment benefit the UK economy, making links between high employment levels and the increase in tax paid to the government and how this benefits the UK economy, demonstrating a thorough understanding and application of knowledge.</p>		



The hair and beauty industry is an exciting and ever-evolving industry with an annual turnover of around £6.2 billion. The sector plays an important role within the UK economy; providing employment opportunities, increasing national spending and supporting other industries.

**Q3 (a) Explain** the link between leisure and tourism and hair and beauty, **and analyse** the benefit of this association to both industries.

UV21578 LO1, LO3	Answer
<p><b>Areas the candidate may discuss within their response:</b></p> <p><b>Link between leisure and tourism and hair and beauty</b></p> <ul style="list-style-type: none"> <li>Leisure and tourism is linked to the hair and beauty sector due to leisure centres, hotels and cruise ships having hair and beauty facilities within them. These facilities require qualified hair and beauty staff to work within them, offering treatments/services.</li> </ul> <p><b>Benefit of the association to both industries</b></p> <ul style="list-style-type: none"> <li>Leisure and tourism benefits from offering hair and beauty services/treatments because it will help to encourage more people into the business if they are offering additional services</li> <li>Hair and beauty will benefit from this link because they will have a captive audience which will increase business and profit</li> </ul>	
Examiner Guidance	Total marks available
<p><b>0 marks</b></p> <p>No valid response provided by the learner. The learner response did not contain any accurate information on the links between the two industries or the benefits of the association.</p>	<p><b>4 marks</b></p>
<p><b>1 mark</b></p> <p>The learner accurately identified a link between the two industries. The response provided limited detail and lacked explanation.</p>	
<p><b>2 marks</b></p>	



<p>The learner's explanation of the link between the two industries was detailed and contained accurate information.</p>	
<p><b>3-4 marks</b></p> <p>The learner's explanation of the link between the two industries was detailed. The learner was able to apply their knowledge, forming judgements to draw conclusions on the benefits of the association for both industries, demonstrating conceptual understanding and analytical thinking.</p>	



<b>Q4 (a) Outline</b> how a temporary hair colour works.	
<b>UV21578 LO2</b>	<b>Answer</b>
<b>Areas the candidate may discuss within their response:</b> <ul style="list-style-type: none"> <li>• A temporary hair colour is a ready-mixed colour that works by sticking to the outside of the hair (colour mousse, hair mascara etc)</li> <li>• It washes out easily and normally only lasts for one wash as the molecules are too big to penetrate the hair shaft.</li> </ul>	
<b>Examiner Guidance</b>	<b>Total marks available</b>
<b>0 marks</b> No valid response provided by the learner. The learner response did not contain any accurate information of how a temporary hair colour works.	<b>2 marks</b>
<b>1 mark</b> The learner was able to state how a temporary hair colour works, however, a basic understanding was demonstrated.	
<b>2 marks</b> The learner was able to outline how a temporary hair colour works, demonstrating accurate recall of knowledge.	



Q5 (a) Identify two benefits of a manicure treatment.		
UV21578 LO2	Answer	
<p><b>Areas the candidate may discuss within their response:</b></p> <ul style="list-style-type: none"><li>• Softens/moisturises the skin</li><li>• Improves the appearance of the hands and nails</li><li>• Improves the nail shape</li><li>• Smooths the nail plate</li><li>• Conditions and tidies up the cuticles</li><li>• Relaxes the hand and arm muscles</li><li>• Relaxing treatment for the client</li><li>• Removes dead skin from the hand and arm</li><li>• Removes dirt/debris from the nails</li></ul>		
Examiner Guidance		Total marks available
<p><b>0 marks</b></p> <p>No valid response provided by the learner. The learner response did not contain any accurate information of the benefits of a manicure treatment.</p>		<b>2 marks</b>
<p><b>1 mark</b></p> <p>The learner response contained one correct identification of the benefits of a manicure treatment.</p>		
<p><b>2 marks</b></p> <p>The learner response contained two correct identifications of the benefits of a manicure treatment.</p>		





Professional organisations offer membership to hair and beauty students and professionals, allowing them access to a range of benefits and resources. One role of a professional organisation is to help to regulate the hair and beauty industry.

**Q6 (a) Identify** the names of **two** professional organisations that help to regulate the hair and beauty industry.

UV21578 LO1	Answer
<p><b>Areas the candidate may discuss within their response:</b></p> <ul style="list-style-type: none"> <li>• CTPA- Cosmetic, Toiletry and Perfumery Association</li> <li>• NHF- National Hairdressing Federation</li> <li>• FHT- Federation of Holistic Therapists</li> <li>• HC- Hairdressing Council</li> <li>• BABTAC- British Association of Beauty Therapy and Cosmetology</li> <li>• BACN- British Association of Cosmetic Nurses</li> <li>• HABIA- Hair and Beauty Industry Authority</li> </ul>	
Examiner Guidance	
<p><b>0 marks</b></p> <p>No valid response provided by the learner. The learner response did not contain an accurate identification of the name of a professional organisation.</p>	<p><b>2 marks</b></p>
<p><b>1 mark</b></p> <p>The learner accurately identified one name or acronym of a professional organisation.</p>	
<p><b>2 marks</b></p> <p>The learner accurately identified two names or acronyms of professional organisations.</p>	



Professional Organisations offer membership to hair and beauty students and professionals, allowing them access to a range of benefits and resources. One role of a professional organisation is to help to regulate the hair and beauty industry.

**Q7 (a) Identify two** other roles of a professional organisation.

***Marks will not be awarded for regulation of the industry***

UV21578 LO1	Answer
<p><b>Areas the candidate may discuss within their response:</b></p> <ul style="list-style-type: none"> <li>• Legal and professional advice</li> <li>• Business support</li> <li>• Advice on health and safety</li> <li>• Access to insurance advice and cover</li> <li>• Regular updates about industry trends</li> <li>• Professional register</li> </ul>	
Examiner Guidance	Total marks available
<p><b>0 marks</b></p> <p>No valid response provided by the learner. The learner was unable to identify two other roles of a professional organisation.</p>	<p><b>2 marks</b></p>
<p><b>1 mark</b></p> <p>The learner's response contained one accurate role of a professional organisation.</p>	
<p><b>2 marks</b></p> <p>The learner's response contained two accurate roles of a professional organisation.</p>	



Hair and beauty professionals are responsible for maintaining the high standards of the industry. Health and safety practices and procedures must be followed in the workplace to ensure the safety of themselves, their colleagues, and visitors to the business.

**Q8 (a) Describe** the term ‘sterilisation’ **and assess** its importance within the hair and beauty industry.

UV21578 LO2	Answer
<p><b>Areas the candidate may discuss within their response:</b></p> <p><b>Outline of the term</b></p> <ul style="list-style-type: none"> <li>• Sterilisation is the complete destruction of all living micro-organisms from metal equipment and tools. This can be achieved through using high temperatures or radiation, for example, an autoclave or a glass bead steriliser.</li> </ul> <p><b>Assessing the importance</b></p> <ul style="list-style-type: none"> <li>• This process is important to ensure that tools and equipment are clean and safe to use on clients</li> <li>• This will prevent germs being spread from one client to another through the use of contaminated tools or equipment. (cross-infection)</li> <li>• This promotes professionalism and instils clients confidence in the businesses hygiene</li> <li>• Failure to sterilise tools and equipment may cause harm to clients and lead to the business being sued</li> </ul>	
Examiner Guidance	Total marks available
<p><b>0 marks</b></p> <p>No valid response provided by the learner. The learner response did not contain any accurate information of the term sterilisation or its importance within the hair and beauty industry.</p>	<p><b>4 marks</b></p>
<p><b>1 mark</b></p> <p>The learner’s response contained an outline of the meaning of the term ‘sterilisation’. The response contained accurate information, however, a basic understanding was demonstrated.</p>	
<p><b>2 marks</b></p>	



<p>The learner provided a full description of the term 'sterilisation' which contained accurate information and demonstrated a thorough understanding.</p>	
<p><b>3-4 marks</b></p> <p>The learner's assessment of the importance of sterilisation in the hair and beauty industry was detailed and thorough. The learner was able to apply their knowledge of sterilisation to assess its value within the hair and beauty industry.</p>	



Hair and beauty professionals are responsible for maintaining the high standards of the industry. Health and safety practices and procedures must be followed in the workplace to ensure the safety of themselves, their colleagues, and visitors to the business.

**9 (a) Explain** why a hairdresser should wear disposable gloves when perming hair.

UV21578 LO2	Answer
<p><b>Areas the candidate may discuss within their response:</b></p> <ul style="list-style-type: none"> <li>A hairdresser should wear disposable gloves while perming hair to protect the skin of the hands and forearms from coming into contact with the chemicals in the perm solution. If chemicals contact the skin they can cause inflammation/dermatitis (redness, irritation, dryness, cracking, blistering etc) which can lead to a hairdresser having to change their job. They also need to follow manufacturer's instructions when using products and the Personal Protective Equipment at Work Regulations.</li> </ul>	
Examiner Guidance	Total marks available
<p><b>0 marks</b></p> <p>No valid response provided by the learner. The learner response did not contain accurate information of why a hairdresser should wear disposable gloves when perming hair.</p>	<p><b>3 marks</b></p>
<p><b>1 mark</b></p> <p>The learner was able to identify why gloves should be worn when perming hair to reduce contact with the skin in a simplistic manner.</p>	
<p><b>2-3 marks</b></p> <p>The learner response explained why gloves should be worn when perming hair, making the link between chemical contact and skin damage. The learner demonstrated a thorough understanding and application of knowledge.</p>	



There are a variety of different types of hair and beauty businesses that clients can choose to visit depending on their individual preferences and their treatment or service aims.

**Q10 (a) Compare and contrast** the differences between a beauty salon **and** a spa.

UV21578 LO1	Answer
<p><b>Areas the candidate may discuss within their response:</b></p> <p><b>A spa</b></p> <ul style="list-style-type: none"> <li>• Spas are usually situated out of the town centre and usually include a pool, jacuzzi, steam room/sauna and hydrotherapy</li> <li>• A spa focuses on treatments that have a relaxing effect on the body and improve well-being</li> <li>• People normally visit a spa for a half-day or full-day package to include treatments, the use of the facilities and refreshments</li> <li>• Spas offer treatments to include; body wraps, hot stone, Indian head massage, massage etc</li> </ul> <p><b>A beauty salon</b></p> <ul style="list-style-type: none"> <li>• Beauty salons are usually situated in the high street or located within other businesses</li> <li>• Beauty salons offer treatments to include; waxing, eye treatments, facials, manicures and pedicures</li> <li>• People normally visit a beauty salon for a single service/treatment</li> </ul>	
Examiner Guidance	Total marks available
<p><b>0 marks</b></p> <p>No valid response provided by the learner. The learner response did not contain any accurate information of the differences or similarities between a beauty salon and a spa.</p>	<p><b>4 marks</b></p>
<p><b>1-2 marks</b></p> <p>The learner was able to identify that a spa's focus is relaxation and a beauty salon offers everyday treatments. The learner was able to identify limited information, however, lacked detail and application of knowledge.</p>	
<p><b>3-4 marks</b></p>	



<p>The learner was able to apply their knowledge of the two business types to accurately compare and make distinctions between them. The learner response covered a range of comparisons demonstrating a thorough understanding.</p>	
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Lucio, a fully qualified barber, has been working in a salon for the past 6 years. He has recently made the decision to move away from the area where he lives and works to open his own barbers shop. He has been exploring the different types of business ownership and is particularly interested in either becoming a sole-trader or part of a franchise.

**Q11 (a) Describe the two different types of business ownership and analyse the advantages and disadvantages of each one.**

**UV21578 LO1**

**Answer**

**Areas the candidate may discuss within their response.**

**A franchise**

- A joint venture between a franchisee and a franchiser
- The franchisee buys the right to copy a successful business model, the franchiser sells the right to use a business idea in a particular location
- Many high street stores and fast food restaurants are franchises

**Advantages/Disadvantages**

- Usually a less risky option than setting up an independent business
- This is a proven business model and will be well known to the public already
- The franchisee will have to pay the franchiser for the right to sell its branded products and services
- The franchisee has to agree to follow the franchiser's regulations. This may be opening hours, décor etc.
- The franchisee cannot make all of their own decisions about the business

**A sole trader**

- This is a business that is owned and controlled by one person
- A sole trader can employ people to work within the business
- Hairdressers, barbers and beauty therapists are very often sole traders

**Advantages/Disadvantages**

- It will take time to build the business up
- The sole trader is personally liable for all of the company's debts (unlimited liability)
- Any profit made is their own. They do not have to share it.





- A sole trader has the freedom to make their own decisions

Examiner Guidance	Total marks available
<b>0 marks</b> No valid response provided by the learner. The learner response did not contain accurate information of the two types of business ownership.	<b>10 marks</b>
<b>1-4 marks (1-2 marks awarded per outline)</b> The learner response contained an outline of the types of business ownership.	
<b>5-6 marks (1 further mark awarded per description)</b> The learner provided a full description of the types of business ownership which contained accurate information, demonstrating a thorough understanding.	
<b>7-10 marks (1-2 further marks awarded per analysis)</b> The learner's analysis of the two types of business ownership was detailed and contained a broad range of examples of advantages and disadvantages. The learner was able to apply their knowledge of the two types of business ownership, demonstrating conceptual understanding and analytical thinking.	



**Q12 (a) State one** function of each of the following skincare products:

- Cleanser
- Toner

**UV21578 LO2**

**Answer**

**Areas the candidate may discuss within their response:**

**Cleanser**

- remove dirt and grime
- remove natural oils
- remove make-up
- remove dead skin cells

**Toner**

- close the pores
- remove left over cleanser
- rebalance the skins pH
- prepare the skin for further treatment

**Examiner Guidance**

**Total marks available**

**0 marks**

No valid response provided by the learner. The learner response did not contain any accurate information of the function of a cleanser and toner.

**1 mark**

The learner's response stated one accurate function of a cleanser or a toner.

**2 marks**

**2 marks**



The learner's response stated one accurate function of a cleanser and one accurate function of a toner, demonstrating recall of knowledge.	
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Q13 (a) Identify the piece of legislation that prohibits false descriptions of products and services by the business.		
UV21578 LO2	Answer	
Areas the candidate may discuss within their response: <ul style="list-style-type: none"><li>Trade Descriptions Acts</li></ul>		
Notional levels of attainment Examiner Guidance		Total marks available
0 marks No valid response provided by the learner. The learner response did not accurately identify the piece of legislation that prohibits false descriptions of products and services by the business.		1 mark
1 mark The learner’s response contained the correct identification of the piece of legislation that prohibits false descriptions of products and services by the business, demonstrating recall of knowledge		



Madison is researching the skills and attributes required by hair and beauty industry professionals. She would like to pursue a career as a make-up artist but is unsure whether she would meet the requirements of the profession. Whilst researching on the internet and in her local newspaper, she has found three key skills and attributes that are commonly required for make-up artists; team working skills, dexterity and creativity.

**Q14 (a) Describe the three key skills and attributes commonly required by make-up artists and justify their individual importance.**

UV21578 LO3	Answer
<p><b>Areas the candidate may discuss within their response:</b></p> <p><b>Description of the three key skills/attributes</b></p> <ul style="list-style-type: none"> <li>• <b>Dexterity-</b> this refers to an individual's skill in performing a task, especially with the hands</li> <li>• <b>Creativity-</b> this is about the ability of an individual to use their imagination and generate new and worthwhile ideas and concepts</li> <li>• <b>Team working skills-</b> this is about an individual having the ability to work with other people to achieve a goal</li> </ul> <p><b>Justification of their importance</b></p> <ul style="list-style-type: none"> <li>• <b>Dexterity-</b> a make-up artist will be required to perform tasks that require intricate detail and skill, it is important that a make-up artist has a steady hand and is able to use the tools required effectively to create the different make-up effects. If a make-up artist does not have dexterity, they will be unable to achieve the precision required and the make-up will not look professional.</li> <li>• <b>Creativity-</b> make-up artists need to be creative people and have good artistic skills. They should understand how to use colours and techniques to enhance a person's appearance. They are often given a theme to work to and they will need to be able to create that specific look on a model. They will need to be able to interpret designs and use their imagination to create them. If a make-up artist is not creative it will be very difficult for them to visualise a look and to understand how it can be created.</li> <li>• <b>Team working skills-</b> this is an important skill to have as a make-up artist because they will often be required to work as part of a team to create a look, for example, a character for a play will need a make-up artist, a hairstylist, wardrobe people etc. Having good team working skills will mean that goals can be achieved and create a good working relationship with peers. If a make-up artist does not possess team working skills, it would affect working relationships and may lead to loss of employment.</li> </ul>	
Examiner Guidance	
0 marks	Total marks available 9 marks



No valid response provided by the learner. The learner response did not contain any accurate information of the three types of skills and attributes commonly required by make-up artists.	
<b>1-3 marks (1 mark awarded per outline)</b> The learner response contained an outline of the key skills and attributes commonly required by make-up artists.	
<b>4-6 marks ( 1 further mark awarded per description)</b> The learner response contained a description of the key skills and attributes commonly required by make-up artists which contained accurate information, demonstrating a thorough understanding.	
<b>7-9 marks (1 further mark awarded per justification)</b> The learner response provided a detailed and thorough justification of the individual importance of the key skills and attributes required by make-up artists. The learner demonstrated a thorough understanding by applying their knowledge to make judgements on the importance of the skills and attributes to a make-up artist, demonstrating higher-order thinking skills.	



Q15 (a) Identify two types of qualifications that can be studied in further education.		
UV21578 LO3	Answer	
<p><b>Areas the candidate may discuss within their response:</b></p> <ul style="list-style-type: none"><li>• Apprenticeships</li><li>• VRQs</li><li>• NVQs</li><li>• GCSEs</li><li>• HNDs</li><li>• Technical Certificates</li><li>• Technical Level Qualifications</li><li>• A levels</li><li>• BTEC Diplomas</li></ul>		
Examiner Guidance		Total marks available
<p><b>0 marks</b></p> <p>No valid response provided by the learner. The learner response did not contain any accurate information on the types of qualifications that can be studied in further education.</p>		<b>2 marks</b>
<p><b>1 mark</b></p> <p>The learner’s response contained one correct identification of a qualification that can be studied in further education.</p>		
<p><b>2 marks</b></p> <p>The learner’s response contained two correct identifications of qualifications that can be studied in further education.</p>		



Q16 (a) Describe the responsibilities of a hairdresser and summarise the advantages and disadvantages of this career.	
UV21578 LO3	Answer
<p><b>Areas the candidate may discuss within their response:</b></p> <ul style="list-style-type: none"> <li>• A hairdresser carries out services and treatments on peoples hair</li> <li>• They work on people of all ages and both male and female clients</li> <li>• Some examples of treatments/services that they carry out are; cutting, colouring, shampooing, blow drying, perming etc.</li> <li>• They also carry out consultations with clients before a treatment/service to check the clients suitability</li> <li>• They provide aftercare and homecare advice to clients on how to look after their hair at home and the best products to use</li> <li>• They also retail products to clients as part of the service they offer</li> <li>• They need to be able to take appointment bookings and answer the telephone</li> <li>• They are responsible for following health and safety, ensuring the safety of themselves, their colleagues and their clients</li> </ul> <p><b>Advantages</b></p> <ul style="list-style-type: none"> <li>• They can work as a mobile hairdresser, be self-employed or work in contracted employment</li> <li>• They can gain employment in other industries, for example theatre and media, photography, fashion, leisure and tourism etc.</li> <li>• They get to meet lots of different people in their everyday work</li> <li>• They build up good relationships with their clients as they see them regularly</li> <li>• They can earn commission on product sales</li> </ul> <p><b>Disadvantages</b></p> <ul style="list-style-type: none"> <li>• They work long hours which usually includes the weekends and late nights</li> <li>• Due to the nature of their work, they are on their feet all day which can be very tiring</li> <li>• They work with harmful chemicals which can damage their skin over a long period of time</li> <li>• They can suffer with dermatitis due to their hands being frequently in water and exposed to irritants/substances</li> </ul>	
Examiner Guidance	Total marks available
0 marks	





No valid response provided by the learner. The learner response did not contain any accurate information on the role of a hairdresser.	<b>8 marks</b>
<b>1-2 marks</b> The learner response contained an outline of the responsibilities of a hairdresser.	
<b>3-4 marks</b> The learner response contained a description of the responsibilities of a hairdresser which contained accurate information, demonstrating a thorough understanding.	
<b>5-8 marks</b> The learner's summary of the role of a hairdresser was detailed and contained a broad range of examples of advantages and disadvantages. The learner was able to apply their knowledge of the role of a hairdresser and weigh up the advantages and disadvantages of this career route.	

