ICSE Class 10 Assistant Beauty Therapist Specimen Paper 2

Written by the Future Topper subject team on the CISCE examination pattern. Not an official CISCE paper.
Found a mistake? Write to contactfuturetopper@gmail.com

Maximum Marks: 100 | Time Allowed: Two hours | Reading Time: 15 minutes

Section A is compulsory. Attempt any four questions from Section B.

General Instructions

Write your answers on the separate answer paper provided. The first 15 minutes are for reading the paper, and you may not write during that time. Marks for each question, or part of a question, are shown in brackets. Section A is compulsory and carries 40 marks. Section B carries 60 marks, and you must attempt any four questions from it. Where a question asks for a diagram, draw it yourself in pencil and label it in words. No printed figures are supplied with this paper. About 30 marks of the paper are on Employability Skills and about 70 marks on the vocational units. This theory paper carries 100 marks; a further 100 marks are awarded in school for practical work and project work.

SECTION A (40 Marks)

Attempt all questions from this Section.

Question 1 [20]

Choose the correct answer for each part. Write only the option you choose. Each part carries 1 mark.

(i) The layer of the epidermis in which new skin cells are constantly formed by cell division is the:

(a) stratum corneum (b) stratum lucidum

(c) stratum granulosum (d) stratum basale

(ii) The layer of fatty tissue beneath the dermis that insulates the body and acts as a cushion is the:

(a) subcutaneous layer (b) stratum spinosum

(c) papillary layer (d) acid mantle

(iii) The skin makes vitamin D when it is exposed to:

(a) cold water (b) sunlight (c) moisturiser (d) steam

(iv) The large muscle of the upper back and neck that raises the shoulders, as in shrugging, and draws them backwards is the:

(a) frontalis (b) masseter

(c) trapezius (d) orbicularis oculi

(v) Skin that feels tight after washing, shows fine flaky patches and has small, barely visible pores is most likely:

(a) oily (b) combination (c) dry (d) normal

(vi) The small tube-shaped pit reaching down into the dermis, from the base of which a hair grows, is the:

(a) sweat pore (b) hair follicle

(c) sebaceous gland (d) arrector pili muscle

(vii) The soft, fine, short and lightly coloured hair found over most of the face and body is called:

(a) terminal hair (b) scalp hair (c) eyelash hair (d) vellus hair

(viii) The short change-over phase of the hair growth cycle, in which the hair stops growing and the follicle shrinks, is:

(a) catagen (b) anagen (c) telogen (d) exogen

(ix) The type of wax that is applied thickly, allowed to set and then lifted off by its own edge without a strip is:

(a) soft warm wax used with muslin strips (b) ready-made cold wax strips

(c) hard (stripless) wax (d) a depilatory cream

(x) Which of these must be used for one client only and then thrown away?

(a) the wax heater (b) used wax strips and wooden spatulas

(c) the trolley (d) the magnifying lamp

(xi) Twenty-four hours after a bleach patch test, the client says that the test area is red and itchy. The therapist should:

(a) go ahead, but leave the bleach on for less time (b) add more activator to the mix

(c) apply the bleach to the other side of the face only (d) not carry out the bleach, record the result and advise the client to see a doctor if the reaction does not settle

(xii) Threading is especially suited to:

(a) shaping the eyebrows and removing fine hair from the face (b) removing hair from the whole leg

(c) lightening the colour of hair (d) removing hair permanently

(xiii) A concealer is used chiefly to:

(a) set the foundation (b) add colour to the lips

(c) hide dark circles, spots and blemishes (d) define the eyebrows

(xiv) The most suitable foundation for a client with very oily skin is:

(a) a rich oil-based cream foundation (b) a heavy stick foundation

(c) a tinted moisturiser with added oil (d) an oil-free liquid or a powder (cake) foundation

(xv) To avoid spreading eye infections, mascara should be applied to a client's lashes with:

(a) a disposable wand, used once and thrown away (b) the wand that comes in the tube

(c) the therapist's own wand, wiped between clients (d) a cotton bud dipped back into the tube

(xvi) A therapist who nods, smiles and keeps eye contact while a client explains what she wants is using:

(a) written communication (b) non-verbal communication

(c) visual communication (d) telephonic communication

(xvii) Knowing one's own strengths, weaknesses, feelings and interests is called:

(a) self-regulation (b) self-motivation (c) self-awareness (d) self-confidence

(xviii) A small picture on the desktop that is clicked to open a program, file or folder is called:

(a) a taskbar (b) a menu (c) a window (d) an icon

(xix) A written document that describes a new business, its customers, costs, and how its goals will be reached is a:

(a) balance sheet (b) business plan (c) bill of sale (d) price list

(xx) Rainwater harvesting chiefly helps to:

(a) recharge groundwater and conserve water (b) increase air pollution

(c) produce electricity (d) make the soil salty

Question 2 [10]

(i) Fill in the blanks with the correct word or words.

(a) The part of the hair that can be seen above the surface of the skin is called the hair _____.

(b) The _____ muscle draws the eyebrows together and downwards, forming vertical frown lines between them.

(c) The forehead, nose and chin together are known as the _____, which is usually the oiliest part of the face.

(d) The strip at the bottom of the Windows desktop that shows the Start button and the open programs is the _____.

(e) Studying one's own strengths, weaknesses, interests and skills before choosing a business idea is called _____.

(ii) State whether each of the following is True or False.

(a) Mature skin is usually thinner and less elastic than young skin.

(b) Waxing removes hair permanently because it pulls the hair out from the root.

(c) Lipstick should be applied directly from the tube to each client's lips.

(d) Good eye contact and an open posture help a therapist to build trust with a client.

(e) Using a solar water heater and planting trees are examples of green practices.

Question 3 **[10]**

(i) Explain how the skin helps to keep the body temperature steady on a hot day. **[2]**

(ii) Distinguish between a contra-indication and a contra-action, giving one example of each from waxing. **[2]**

(iii) State two ways of preventing cross-infection when the same makeup products are used on several clients. **[2]**

(iv) Identify the type of each of these sentences: (a) "Please confirm your appointment by Saturday." (b) "What a lovely bridal look!" **[2]**

(v) State two reasons why a beauty therapist should keep a good posture while she works. **[2]**

SECTION B (60 Marks)

Attempt any four questions from this Section. Each question carries 15 marks.

Question 4 **[15]**

(a) Explain five functions of the skin. **[5]**

(b) For each of the following skin types, give one feature by which it can be recognised and one suitable product or point of care: normal, dry, oily, sensitive and mature. **[5]**

(c) Rahul has joined a salon as a trainee and is often given tasks to finish without supervision. Explain how the qualities of self-motivation, self-regulation, self-discipline, responsibility and time management will help him to work independently. **[5]**

Question 5 **[15]**

(a) Describe the three main stages of the hair growth cycle, and explain why some hairs appear again only a week or two after a client has been waxed. **[5]**

(b) The consultation and tests have been completed for a client who wants her lower legs waxed with warm (strip) wax. Describe the waxing procedure step by step, from preparing the skin to finishing the service. **[5]**

(c) After a leg wax at a salon in Lucknow, a client's legs show redness and some small raised spots around the follicles. Explain three contra-actions that can follow waxing and how the therapist should deal with each, stating when the client should be advised to see a doctor. **[5]**

Question 6 **[15]**

(a) State three benefits of threading, list the tools and materials needed, and explain the hygiene precautions that are particular to threading. **[5]**

(b) Name two types of bleach used in a salon, stating when each is suitable. Give two advantages and one disadvantage of bleaching. **[5]**

(c) Explain verbal, non-verbal and visual communication, giving one example of each from a salon. State two advantages of using visual communication with clients. **[5]**

Question 7 **[15]**

(a) Name five makeup brushes or tools and state the use of each. **[5]**

(b) Describe how makeup brushes, sponges and other makeup tools should be cleaned, dried and stored in a salon. **[5]**

(c) Priya, a 22 year old with oily skin and a medium (wheatish) skin tone, wants makeup for a daytime wedding function in Chennai in May. Explain how the therapist should choose the foundation, powder, eye makeup, blusher and lip colour for her, giving a reason for each. **[5]**

Question 8 **[15]**

(a) Explain how the reception area and the staffroom of a salon should be managed. **[5]**

(b) Explain five points of the code of conduct and professional etiquette that every member of staff in a salon should follow. **[5]**

(c) The salon owner wants client records kept on a computer. Explain how files and folders should be created, named and organised so that records are easy to find and safe, and explain what happens when a file is deleted by mistake. **[5]**

Question 9 **[15]**

(a) Farida, who lives in Hyderabad, plans to start a home-based threading and makeup service. Explain five things she should consider while preparing her business plan. **[5]**

(b) Explain why sustainable development is important, describe three problems that stand in its way, and state one way in which a citizen can show environmental citizenship. **[5]**

(c) Distinguish between sanitisation, disinfection and sterilisation. State how each of the following should be dealt with in a salon: metal tweezers, towels, wooden spatulas and the surface of the trolley. **[5]**

ANSWER KEY AND MARKING SCHEME

A full model answer is given for every part. Marks shown in italics are the step marks an examiner would award. Accept any other correct point of equal value, and accept answers in the candidate's own words. Where a question asks for a set number of points, credit only the number asked for, taking the best of those offered. A point that describes an unsafe or unhygienic practice, such as dipping a used spatula back into the wax, leaving out a needed patch test or treating a client who shows a contra-indication, earns no mark. Candidates are not expected to diagnose any skin or eye condition: an answer that stops the service and refers the client to a doctor is the correct one and should be credited in full.

Question 1 [20]

(i) (d) stratum basale. It is the deepest layer of the epidermis, also called the stratum germinativum; it also holds the melanocytes.

(ii) (a) subcutaneous layer. It is also called the hypodermis, and it stores energy as fat.

(iii) (b) sunlight. Ultraviolet rays in sunlight start the formation of vitamin D in the skin.

(iv) (c) trapezius. The frontalis raises the eyebrows, the masseter closes the jaw in chewing and the orbicularis oculi closes the eye.

(v) (c) dry. Dry skin produces too little sebum, so it loses water and flakes.

(vi) (b) hair follicle. The hair grows from the papilla at the base of the follicle; the arrector pili is the tiny muscle that makes the hair stand up.

(vii) (d) vellus hair. Terminal hair is the longer, coarser, darker hair of the scalp, brows, underarms and legs.

(viii) (a) catagen. It lasts only a few weeks and comes between the growing phase (anagen) and the resting phase (telogen).

(ix) (c) hard (stripless) wax. Hard wax shrinks round the hair as it sets and is often used on small, sensitive areas such as the upper lip and underarms.

(x) (b) used wax strips and wooden spatulas. Single-use items cannot be cleaned properly and would spread infection.

(xi) (d) not carry out the bleach, record the result and advise the client to see a doctor if the reaction does not settle. A positive patch test is a contra-indication; the product must not be used on that client.

(xii) (a) shaping the eyebrows and removing fine hair from the face. It is precise, uses no chemicals and gives a clean line, so it suits the face; it is not permanent.

(xiii) (c) hide dark circles, spots and blemishes. It is thicker than foundation and gives more cover over small areas.

(xiv) (d) an oil-free liquid or a powder (cake) foundation. Oil-free and powder foundations control shine and are less likely to block the pores.

(xv) (a) a disposable wand, used once and thrown away. A fresh disposable wand is dipped into a fresh supply each time, so nothing passes from one client's eyes to the tube.

(xvi) (b) non-verbal communication. Facial expression, gestures, posture and eye contact all pass a message without words.

(xvii) (c) self-awareness. Self-awareness is the first step in working independently, because it shows where one needs help or practice.

(xviii) (d) an icon. The taskbar is the strip at the bottom of the screen, and a menu is a list of choices.

(xix) (b) business plan. A business plan helps the entrepreneur think the idea through and is needed when asking a bank for a loan.

(xx) (a) recharge groundwater and conserve water. Rain collected from roofs is stored or sent into the ground, raising the water table.

1 mark for each correct option. No marks are deducted for a wrong option.

Question 2 [10]

(i)

(a) shaft

(b) corrugator

(c) T-zone
(d) taskbar
(e) self-analysis (accept SWOT analysis)

(ii)

(a) True
(b) False. The follicle is not destroyed, so the hair grows again, usually within a few weeks.
(c) False. A little is taken out with a clean spatula and applied with a disposable or cleaned lip brush.
(d) True
(e) True

1 mark for each correct answer. In part (i) accept a correct word of the same meaning; in part (ii) the candidate need write only True or False.

Question 3 [10]

(i) The sweat glands produce more sweat, which spreads over the skin and takes heat from the body as it evaporates. The blood vessels in the dermis widen so that more warm blood flows near the surface, and heat is lost from the skin to the air; this is why the face looks flushed in the heat.

Sweating and cooling by evaporation 1. Widening of blood vessels near the surface to lose heat 1.

(ii) A contra-indication is a condition found before the service that means it must not be given, or must be changed or restricted, for example broken skin, sunburn or a skin infection on the area. A contra-action is an unwanted reaction that happens during or after the service, for example excessive redness, a burn, bruising, small spots in the follicles or an allergic rash.

Contra-indication explained with an example 1. Contra-action explained with an example 1.

(iii) Products are never applied straight from the container: a little is taken out with a clean spatula on to a palette, so nothing goes back into the pot. Disposable applicators, such as mascara wands, lip brushes and sponges, are used once and thrown away. Pencils are sharpened before each client to expose a fresh surface, and brushes are cleaned and sanitised after every client.

First correct method 1. Second correct method 1.

(iv) (a) An imperative sentence, because it gives a request or an instruction. (b) An exclamatory sentence, because it expresses a strong feeling, here admiration, and ends with an exclamation mark.

(a) imperative 1. (b) exclamatory 1.

(v) A good posture, with the back straight, the weight evenly spread and the couch and stool at the right height, prevents backache, neck and shoulder strain and tiredness over a long working day. It also lets her work steadily and safely and gives the client an impression of a confident, professional therapist.

Prevents backache, strain and fatigue 1. Safer, steadier work or a professional impression 1.

Question 4 [15]

(a) Protection: the skin forms a barrier against germs, dirt, chemicals and knocks, its acid mantle discourages bacteria, and melanin absorbs some of the sun's ultraviolet rays. Sensation: nerve endings in the dermis let us feel touch, pressure, pain, heat and cold, which warns us of danger. Temperature control: sweating and the widening or narrowing of the blood vessels help to keep the body at about 37 degrees Celsius. Excretion: small amounts of water, salt and waste such as urea leave the body in sweat. Secretion: the sebaceous glands release sebum, which keeps the skin and hair soft. Vitamin D is formed in the skin in sunlight. Absorption of a few substances, storage of fat and water in the lower layers, and a part in the body's immunity are also accepted.

Five functions explained, 1 for each 5.

(b) Normal skin: it is smooth, even and neither oily nor dry, with fine pores; a gentle cleanser and a light moisturiser keep it balanced. Dry skin: it feels tight, looks dull and may flake, with fine lines round the eyes and mouth; a cleansing milk or cream and a richer moisturising cream suit it, and harsh soap is avoided. Oily skin: it looks shiny and thick, with open pores and a tendency to blackheads and spots; a foaming or gel cleanser, a mild astringent and an oil-free moisturiser suit it. Sensitive skin: it reddens easily and reacts to

heat, cold, wind or products, often with fine visible capillaries; mild, fragrance-free products are used and a patch test is done before any new product. Mature skin: it is thinner and less elastic, with lines, wrinkles and some sagging; a cream cleanser, a nourishing moisturiser and daily sunscreen suit it.

Five skin types, each with a correct feature and a suitable product or care point, 1 for each 5.

(c) Self-motivation means wanting to do well without being pushed, so he starts work on time and finishes it properly even when no one is checking. Self-regulation means controlling his feelings and behaviour, so he stays calm and polite with a difficult client and does not cut corners on hygiene. Self-discipline means keeping to the right routine even when it is dull or no one is watching, so he cleans and sterilises the tools after every client and practises his skills regularly. Responsibility means owning his work and its results, so he follows the salon's procedures, admits mistakes and puts them right. Time management means planning his tasks and keeping to the appointment times, so clients are not kept waiting and the trolley and room are ready before each service.

Five qualities, each linked to independent work in the salon, 1 for each 5.

Question 5 [15]

(a) Anagen is the active growing stage. The hair is attached to the papilla at the base of the follicle, from which it draws nourishment, and the cells divide to make the hair longer. It lasts a few years for scalp hair but only weeks or months for most body and facial hair. Catagen is a short change-over stage of a few weeks. Growth stops, the hair comes away from the papilla and the follicle shrinks. Telogen is the resting stage, lasting a few months, in which the hair stays in the follicle until it is shed and a new anagen hair begins to grow beneath it. Each follicle goes through the cycle on its own, so at any one time the hairs on an area are at different stages. Waxing removes only the hairs that have reached the surface. Hairs that were still growing up inside the follicle and had not yet come through were not gripped by the wax, so they appear a week or two later, while the full regrowth takes longer.

Anagen described 1. Catagen described 1. Telogen described 1. Follicles are at different stages at any time 1. Hairs below the surface were not removed and appear later 1.

(b) The therapist washes her hands and puts on gloves, and the client lies comfortably on the covered couch with her clothing protected by a towel. The legs are cleansed with a pre-wax antiseptic lotion, dried, and lightly dusted with talc so that the wax grips the hair and not the skin. The temperature of the wax is checked on the therapist's inner wrist and then on a small part of the client's leg. Working one section at a time, a thin, even layer of wax is spread with a fresh wooden spatula held at an angle, in the direction of hair growth; a used spatula is never put back into the pot. A strip is laid on the wax and pressed firmly in the direction of growth. With the skin held taut, the strip is pulled off quickly against the direction of growth, close and almost parallel to the skin, and the palm is pressed on the area at once. The leg is covered section by section in this way, and any stray hairs are removed with sterilised tweezers. Traces of wax are removed with an after-wax oil or lotion, a soothing lotion is applied, the client is given the aftercare advice, and the service and any reaction are written on the record card. Used strips and spatulas go into the lined, lidded bin.

Hands, gloves, client positioned and protected 1. Skin cleansed, dried and talc applied; wax temperature checked 1. Thin layer applied in direction of growth with a fresh spatula, no double dipping 1. Strip pressed on, skin held taut, removed quickly against growth, pressure applied 1. Wax residue removed, soothing lotion, aftercare, record and waste disposal 1.

(c) Redness and small raised spots around the follicles (a histamine reaction or mild irritation): this is common. The therapist applies a cool compress and a soothing after-wax lotion, and advises the client to keep the area clean, to avoid heat, sun and tight clothing, and not to scratch. It usually settles within a day. A burn from wax that was too hot: the area is cooled at once under cool running water for 10 to 20 minutes and covered with a clean dressing, with no creams or ice applied. Bruising or lifting of the skin from poor technique: a cold compress is applied, and broken skin is covered with a clean dressing and not waxed again until healed. Broken hair or ingrown hairs may follow later; regular gentle exfoliation is advised. An allergic reaction such as an itchy rash or swelling: the area is cleaned of all product and cooled. In every case the reaction is recorded on the record card. The client is advised to see a doctor if the redness, swelling or spots do not settle within a day or two, if the skin blisters, oozes or shows signs of infection, or if there is any severe reaction; swelling of the face or difficulty in breathing needs emergency help at once.

First contra-action with correct action 1. Second contra-action with correct action 1. Third contra-action with correct action 1. Reaction recorded on the card 1. Clear statement of when to refer to a doctor 1.

Question 6 [15]

(a) Benefits: it gives a precise, clean shape, especially to the eyebrows; it uses no chemicals or heat, so it suits many sensitive skins; it is quick and inexpensive and removes the hair from the root, so the result lasts longer than shaving, usually two weeks or more. Tools and materials: a spool of pure cotton thread, scissors to cut it, sterilised tweezers for stray hairs, an eyebrow brush, antiseptic cleansing lotion, cotton wool, talc, soothing lotion or aloe vera gel, gloves and a clean towel or cape. Hygiene: a fresh length of thread is cut for every client and thrown away after use, since it touches the skin and cannot be cleaned, and the spool is kept in a clean, covered container so that the thread is not soiled before use. Hands are washed and the area cleansed with antiseptic before and after, tweezers and scissors are cleaned and sterilised between clients, and threading is not done over spots, cuts or infected skin.

Three benefits 1. Tools and materials listed 1. Fresh thread for each client, discarded after use 1. Thread stored clean and covered; hands washed and area cleansed with antiseptic 1. Tweezers and scissors sterilised; spots, cuts or infected skin avoided 1.

(b) Cream bleach is the most common for the face: it is mild, easy to spread and stays where it is put, so it suits the upper lip, face and most skins after a patch test. Powder bleach is stronger and acts faster; it suits coarser body hair on the arms or legs and is not used on sensitive or facial skin. Gel bleach is also accepted, as are the types named in the course book, such as milk or soap flake bleach, when their use is correctly stated. Advantages: it is quick and painless, and because the hair is not removed there is no stubble as it grows; it makes fine, dark hair blend with the skin, and it costs little. Disadvantages (any one is enough): the hair is still there and the effect lasts only a few weeks, as new dark hair grows; it is a chemical that can cause redness, itching, dryness or an allergic reaction, so a patch test is always needed, and it does not hide thick, coarse hair well.

Two types of bleach each with a suitable use, 1 for each 2. Two advantages, 1 for each 2. One disadvantage 1.

(c) Verbal communication uses words, spoken or written. In a salon the receptionist speaking to a client about her booking, or a written aftercare leaflet, is verbal communication. Non-verbal communication passes a message without words, through facial expression, gestures, eye contact, posture, touch and tone of voice; a therapist smiling, nodding and keeping eye contact while she listens shows that she is interested and caring. Visual communication uses pictures, signs, charts, colours and photographs; a price list with pictures, a shade chart for foundation or a "Wet Floor" sign are examples. Visual communication is quickly understood even by a client who cannot read well or does not speak the same language. It also helps a client to choose a style or shade before the service begins, so there is less chance of a misunderstanding about the result, and a well designed display attracts attention to services and offers.

Verbal explained with a salon example 1. Non-verbal explained with a salon example 1. Visual explained with a salon example 1. Two advantages of visual communication, 1 for each 2.

Question 7 [15]

(a) Foundation brush, a flat brush with firm synthetic bristles, used to spread liquid or cream foundation evenly. Powder brush, large, soft and rounded, used to dust loose powder over the face. Blusher brush, medium sized and rounded or angled, used to sweep blusher along the cheekbones. Eye shadow brush, small and flat or domed, used to place and blend eye shadow on the lid. Angled brow brush, short and firm with a slanted tip, used to fill in the eyebrows with powder. Lip brush, small and pointed, used to outline and fill the lips. A make-up sponge used to blend foundation, a spoolie used to comb the brows and lashes, a fine eyeliner brush and a concealer brush are also accepted.

Five brushes or tools, each with its correct use, 1 for each 5.

(b) Between clients the brushes are wiped free of product and treated with a quick-drying brush cleanser or sanitiser so that they are clean for the next person, or a clean set is used. At the end of the day each brush is washed in lukewarm water with a mild shampoo or brush cleanser, working the lather gently through the bristles without soaking the handle, then rinsed until the water runs clear. The water is squeezed out gently, the bristles are reshaped and the brushes are laid flat or hung with the bristles pointing down to dry, so that

water does not run into the ferrule and loosen the glue. Sponges and wands are disposable and thrown away after one client; any washable sponge is washed with soap and dried fully. Metal tools such as tweezers and eyelash curlers are cleaned and disinfected, and pencils are sharpened before each client. Clean, dry tools are stored in a closed, clean container or cabinet, away from dust, and separated from used ones.

Cleaning or sanitising between clients 1. Thorough washing method 1. Correct drying, bristles flat or downward 1. Disposable sponges and wands discarded; metal tools disinfected 1. Storage in a clean, closed container 1.

(c) Foundation: an oil-free, matte, long-wearing liquid or a light powder foundation, because her skin is oily and the weather is hot and humid. The shade is tested on the jawline in daylight and should match the skin of the face and neck exactly, neither lighter nor darker. Powder: a translucent or matching loose powder pressed on to set the base and control shine, with blotting through the day. Eye makeup: soft, warm shades such as bronze, gold or peach for day, with a waterproof eyeliner and mascara, because sweat and heat can make ordinary products smudge. Blusher: a peach, coral or soft rose shade that suits a medium skin tone, in a powder form, which stays better on oily skin than a cream. Lips: a long-lasting lipstick in a shade such as coral, rose or a soft red that tones with her outfit and suits daylight, applied over a lip liner so that it does not bleed. Throughout, the products are chosen to suit her skin type, her skin tone, the climate and the time of day, and a patch test is done if she has not used a product before.

Foundation type and shade matched, with reason 1. Powder chosen to set and control shine 1. Eye makeup suited to day and heat, waterproof 1. Blusher suited to medium skin tone, powder form 1. Lip colour suited to day and outfit, with liner 1.

Question 8 [15]

(a) Reception area: it should be clean, tidy, well lit and pleasantly ventilated, with comfortable seating, because it gives the client her first impression of the salon. The receptionist is neatly groomed and greets every client at once with a smile. The price list and the services offered are clearly displayed, the appointment book or computer is kept up to date, and clients are told how long they may have to wait. Retail products are displayed neatly with prices, magazines are current, and drinking water is available. Staffroom: it is kept separate from the client areas, clean and tidy. Staff keep their personal belongings in lockers, take meals and breaks only there and not in treatment areas, and leave it clean after use. A notice board carries the duty rota and salon notices, and the first aid kit and accident book are kept where staff can find them.

Reception clean, tidy, comfortable 1. Receptionist greets clients and manages waiting 1. Price list, bookings and products displayed and kept up to date 1. Staffroom separate, clean, belongings in lockers 1. Meals and breaks only in the staffroom; rota and first aid kit 1.

(b) Punctuality: arrive on time and keep to appointment times, so clients are not kept waiting. Confidentiality: keep client information, such as health details and personal matters, private and never discuss one client with another. Honesty: do not promise results a treatment cannot give, and advise the client truthfully, referring her to a doctor where needed. Respect and courtesy: treat every client and colleague politely whatever their age, background or the service they ask for, and do not gossip or criticise colleagues in front of clients. Hygiene and safety: follow the salon's rules on hand washing, sterilisation, waste disposal and patch tests every time. Personal phones are not used during a service, and following salon policies and dressing in the correct uniform are also accepted.

Five points of conduct explained, 1 for each 5.

(c) A main folder, for example "Client Records", is created on the drive by right-clicking, choosing New and then Folder, and giving it a clear name. Inside it, sub-folders are made, for example one for each year and inside each year one for each month, so that the folders form a tree-like structure. Each file is given a short, meaningful name, such as the client's name and the date, so it can be found by searching. Files are saved in the right folder and not left on the desktop, and files no longer needed are deleted or moved to an archive folder; folders and files can be renamed, copied or moved as needed. A backup copy is kept regularly on an external drive or a secure cloud store, and the computer is protected by a password because client details are private. A file deleted in the usual way is not lost at once: it is moved to the Recycle Bin, from which it can be restored to its original folder by opening the Recycle Bin, selecting the file and choosing Restore. Once the Recycle Bin is emptied, or a file is deleted with Shift and Delete, it is removed permanently, which is another reason for keeping backups.

Main folder created and named 1. Sub-folders in a structure 1. Meaningful file names, saved in place 1. Backup and password protection 1. Deleted file goes to the Recycle Bin and can be restored until it is emptied 1.

Question 9 [15]

(a) Her service and customers: exactly which services she will offer, and who her customers will be, for example working women and college students in her area, and what they need. Her competitors: which parlours are nearby, what they charge and how her service will be different, perhaps by home visits or evening hours. Costs and prices: what she must spend on equipment, products and a room or travel, and what she will charge, so that she can work out her profit. Finance: how much money she needs to start, and whether it will come from savings, family or a bank loan or a government scheme for small businesses. Marketing: how she will make herself known, for example through social media, leaflets and word of mouth. Her own skills and the time she can give, licences or registration needed, safety and hygiene arrangements, and her goals for the first year are also accepted.

Five points of the business plan explained, 1 for each 5.

(b) Sustainable development is important because natural resources such as water, forests, fertile soil and fuels are limited, and if they are used up or polluted now, people in the future will not have enough; it balances economic growth with care for people and the environment. Problems in its way include a rapidly growing population, which increases the demand for food, water, energy and land; pollution of the air, water and soil by industry, vehicles and waste; deforestation, which destroys habitats and adds to climate change; poverty, which forces people to overuse what is around them; and the wasteful use of water and energy. A citizen shows environmental citizenship by taking personal responsibility, for example by saving water and electricity, segregating waste, using public transport, planting trees, or valuing traditional practices that waste little, such as reusing cloth bags and storing rainwater.

Importance of sustainable development 1. Three problems, 1 for each 3. One act of environmental citizenship 1.

(c) Sanitisation is cleaning that removes dirt and lowers the number of micro-organisms to a safe level, for example washing with soap and water or using a hand sanitiser. Disinfection destroys most harmful micro-organisms on tools and surfaces, though not all spores, using a chemical disinfectant made up and left in contact for the time the maker states. Sterilisation destroys all micro-organisms, including spores, for example by steam under pressure in an autoclave. Metal tweezers are first washed with detergent to remove any dirt, then sterilised in an autoclave, or disinfected by complete immersion in a suitable disinfectant for the stated time, then dried and stored in a clean, closed container or a UV cabinet, which keeps them clean but does not itself sterilise them. Towels are used fresh for each client, put into a covered laundry bin after use, washed hot with detergent and dried fully before being stored in a clean closed cupboard. Wooden spatulas are single-use and are thrown away into a lined, lidded bin after one client. The trolley surface is cleaned and then wiped with a disinfectant before and after each client.

Sanitisation, disinfection and sterilisation correctly distinguished 2. Metal tweezers 1. Towels 1. Wooden spatulas and the trolley surface 1.