ICSE Class 10 Assistant Hair Stylist Specimen Paper 1

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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. Answers should be written in your own words and kept to the point, and every answer about a salon service should include the safety and hygiene steps that go with it. This written paper carries 100 marks. Practical work and project work, carrying a further 100 marks, are assessed in school and are not part of this paper.

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.

(i) The filter at the back of a blow dryer should be cleared of fluff and hair regularly, because a blocked filter:

(a) makes the air come out much cooler (b) makes the dryer overheat and can damage it

(c) stops the cool shot button from working (d) makes the nozzle work loose and fall off

(ii) During a wet haircut the hair is kept evenly damp with a water spray because:

(a) patches that dry out spring up and get cut unevenly (b) damp hair grows back more slowly after a cut

(c) water keeps the scissor blades sharper for longer (d) wet hair cannot tangle at all while it is cut

(iii) Clippers fitted with a guard attachment are mainly used to:

(a) remove bulk from long hair without losing length (b) outline the neckline with a sharp, clean edge

(c) cut short hair to one even length set by the guard (d) blend long layers into a one length perimeter

(iv) When passing scissors to the senior stylist during a service, the assistant should hand them over:

(a) open, so the stylist can start cutting at once (b) closed, with the points towards the stylist

(c) by laying them on the client's shoulder towel (d) closed, with the handles towards the stylist

(v) Curly hair is usually cut a little longer than the length the client asks for because:

(a) curly hair grows faster than straight hair (b) wet curly hair cannot be cut with scissors

(c) curls spring up and look shorter once they dry (d) curly hair blunts the scissors more quickly

(vi) To neutralise an unwanted yellow tone in lightened hair, the stylist uses a toner with a base of:

(a) violet (b) red (c) orange (d) gold

(vii) Pure henna applied to the hair gives:

(a) a lighter shade by lifting the natural pigment (b) an ash tone that cools down warm brown hair

(c) a colour that washes out at the next shampoo (d) a red-orange stain that builds up with use

(viii) Tubes of hair colour and bottles of developer are best stored:

(a) on a sunny window sill near the work stations (b) in a cool, dry place with the lids tightly closed

(c) beside the dryers, where the air stays warm and dry (d) open on the trolley so they are ready for use

(ix) Waterproof mascara is best removed with:

(a) a toner wiped firmly across the lashes (b) a gentle facial scrub around the eyes

(c) warm water and a bar of plain soap (d) an oil based eye make-up remover on cotton

(x) Before handing a product to the senior stylist for a chemical service, the assistant should first:

(a) shake it hard for a full minute to mix it (b) read the label to confirm the product and strength

(c) pour it into the bowl to save the stylist time (d) warm it slightly so that it spreads more easily

(xi) While standing through a long blow-dry, the assistant protects her back best by:

(a) keeping her back straight and weight on both feet (b) leaning forward over the client from the waist

(c) resting her weight on one hip at a time (d) keeping the client's chair as low as it goes

(xii) During a consultation, active listening by the assistant includes:

(a) suggesting a style before the client has spoken (b) filling in the record card while the client talks

(c) letting the client finish, then repeating her wishes (d) nodding along while preparing the next client

(xiii) In the communication cycle, the response from the receiver that tells the sender how the message was understood is called:

(a) feedback (b) encoding (c) the channel (d) noise

(xiv) In the sentence "The stylist quickly trimmed the fringe", the word "quickly" is:

(a) a noun (b) a verb (c) an adjective (d) an adverb

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

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

(xvi) The bar along the bottom of the Windows desktop that holds the Start button and shows the programs that are open is the:

(a) title bar (b) scroll bar (c) taskbar (d) menu bar

(xvii) Which file extension is normally used for a photograph saved on a computer?

(a) .docx (b) .jpg (c) .xlsx (d) .pptx

(xviii) A business plan is best described as:

(a) a list of the equipment needed to fit out a salon (b) the price list shown at the salon's reception

(c) a daily record of the salon's takings and costs (d) an outline of the services, customers, costs and income

(xix) In Windows, File Explorer is mainly used to:

(a) type and format letters and notices (b) browse websites on the internet

(c) find, open and organise files and folders (d) edit and resize photographs

(xx) Sustainable development is best described as development that:

(a) meets today's needs without harming future generations' needs (b) brings the fastest possible growth in income and industry

(c) protects forests by stopping all new building (d) depends on imported resources rather than local ones

Question 2 [10]

(i) State two contra-indications that would lead a stylist to postpone a blow-dry, or to carry it out only with very low heat. **[2]**

(ii) Give two reasons why the hair is divided into sections before a haircut. **[2]**

(iii) Distinguish between temporary and semi-permanent hair colour. **[2]**

(iv) While checking a client's scalp before a colour service, an assistant notices round, scaly, inflamed patches with broken hairs. State what she should do, and why. **[2]**

(v) Distinguish between verbal and non-verbal communication, giving one salon example of each. **[2]**

Question 3 [10]

(i) State two ways in which a new salon assistant can plan and complete her work without needing to be reminded. **[2]**

(ii) On a computer running Windows, state how you would (1) rename a file that was saved with the wrong name, and (2) recover a file that was deleted by mistake. **[2]**

(iii) Give two reasons why entrepreneurship can be a good career choice for a trained hair stylist. **[2]**

(iv) Name two problems that stand in the way of sustainable development in Indian towns and cities. **[2]**

(v) State two ways in which a salon can save water or electricity. **[2]**

SECTION B (60 Marks)

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

Question 4 [15]

(a) Before a blow-dry, the assistant holds a short consultation with the client. State five things she should find out or check, and explain briefly why each matters. **[5]**

(b) Describe the steps for blow drying shoulder length straight hair to a smooth finish with the ends turned under, from preparing the work area to finishing. **[5]**

(c) Name five hair designing tools or dryer attachments, other than the blow dryer itself and its brushes and combs, and state the effect each one produces. **[5]**

Question 5 [15]

(a) Explain what is meant by elevation in haircutting. State the effect of cutting the hair at 0 degrees, at 45 degrees and at 90 degrees of elevation. **[5]**

(b) Kavya, a college student in Pune with thick, straight hair reaching her waist, asks for a U-cut. Describe how the stylist sections her hair and cuts the U shape. Draw, in pencil, a labelled diagram of the back of the head showing the sections, the guideline and the finished U outline. **[5]**

(c) Farhan, aged 16, has asked for a short haircut. Describe the square, round and tapered outline shapes that can be given at the nape, and state two points of advice you would give him after the cut. **[5]**

Question 6 [15]

(a) Before a colour service, the stylist carries out a hair and scalp analysis. State five things that are checked, and explain why each matters. **[5]**

(b) Describe the procedure for a skin sensitivity test (patch test) before a permanent hair colour. State how a positive result is recognised and what the salon then does. **[5]**

(c) Mrs Fernandes, aged 52, has natural hair of depth 5 (light brown), with about 40 per cent grey hair at the roots. She chooses the shade 6.3 from a colour chart in which .3 is gold. Explain what the 6 and the .3 tell the stylist about the result. Name the type of colour suited to her and the developer strength usually used for full grey coverage. State two points of aftercare advice. **[5]**

Question 7 [15]

(a) Describe the procedure for threading the upper lip, including the preparation of the client and the aftercare. **[5]**

(b) Name four skin types. Give one sign by which each can be recognised, and state the kind of foundation suited to an oily skin. **[5]**

(c) State, in the correct order, the steps of a simple day make-up for a client going to an office function, from preparing the skin to the lips. **[5]**

Question 8 [15]

(a) Rohan, an assistant in a Bengaluru salon, is explaining the aftercare for a new colour to an elderly visitor from Kolkata who speaks mainly Bengali, while two hair dryers are running loudly next to them. Identify two barriers to communication in this situation, and suggest three ways in which Rohan could overcome them. **[5]**

(b) Explain what is meant by stress management and why it matters for a person working in a busy salon. Describe three techniques of managing stress. **[5]**

(c) Simran plans to open a small unisex salon in Ludhiana. She estimates monthly expenses of Rs 18,000 for rent, Rs 30,000 for wages, Rs 12,000 for products and Rs 6,000 for electricity and water. She expects about 320 services a month at an average charge of Rs 250. Calculate her expected monthly profit, showing your working, and state three qualities she will need as an entrepreneur. **[5]**

Question 9 [15]

(a) State five ways in which an assistant helps a senior stylist before and during a full head colour service. **[5]**

(b) State five ways in which a salon creates a pleasant and welcoming atmosphere (ambience) for its clients, giving a reason for each. **[5]**

(c) State five points of professional conduct that a salon assistant should follow at work. **[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 stated number of points, credit only that number, taking the best of those offered. In questions on salon services, a procedure that leaves out an essential safety step (a skin test before a chemical service, gloves for chemicals, checking contra-indications, sanitising tools) should not receive full marks for that step. Candidates are never expected to diagnose a scalp or skin disease: the expected answer is to stop or postpone the service and refer the client to a doctor. Brand names are not required and are not credited. Shade numbering in the International Colour Chart differs slightly between manufacturers above the main levels and tones given here; accept any standard manufacturer's version that the candidate applies correctly.

Question 1 [20]

(i) (b) makes the dryer overheat and can damage it. The motor cannot draw in enough air, so the element and motor run too hot; this shortens the dryer's life and is unsafe.

(ii) (a) patches that dry out spring up and get cut unevenly. Dry hair sits differently from wet hair, so a section that has dried would be cut to a different length.

(iii) (c) cut short hair to one even length set by the guard. The guard holds the blades a fixed distance from the scalp, so all the hair is left the same length.

(iv) (d) closed, with the handles towards the stylist. Closed blades held by the assistant, handles first, protect both people from cuts.

(v) (c) curls spring up and look shorter once they dry. Wet curls are stretched out; as they dry they shrink back, so a cut made too short cannot be corrected.

(vi) (a) violet. Violet lies opposite yellow on the colour wheel, and complementary colours cancel each other.

(vii) (d) a red-orange stain that builds up with use. Henna is a vegetable colour that stains and coats the hair; it cannot lighten the hair or give ash tones.

(viii) (b) in a cool, dry place with the lids tightly closed. Heat, light and air make the products break down, and developer can build up pressure or lose strength.

(ix) (d) an oil based eye make-up remover on cotton. Waterproof products resist water; an oil based remover dissolves them without rubbing the delicate skin round the eyes.

(x) (b) read the label to confirm the product and strength. Using the wrong product or strength can damage the hair or burn the scalp, so the label is always checked.

(xi) (a) keeping her back straight and weight on both feet. Good posture, with the chair raised to a comfortable working height, prevents back and leg strain.

(xii) (c) letting the client finish, then repeating her wishes. Giving full attention and checking back shows the client she has been understood and avoids mistakes.

(xiii) (a) feedback. Feedback completes the cycle and lets the sender correct any misunderstanding.

(xiv) (d) an adverb. It tells us how the action, trimmed, was done.

(xv) (b) self-awareness. Self-awareness is the first step in working independently, because it shows a person what she can do and what she must improve.

(xvi) (c) taskbar. The taskbar lets the user switch between open programs and reach the Start menu.

(xvii) (b) .jpg. .jpg is a picture format; .docx is a word processor document, .xlsx a spreadsheet and .pptx a presentation.

(xviii) (d) an outline of the services, customers, costs and income. It helps the entrepreneur think the idea through and is needed when asking a bank for a loan.

(xix) (c) find, open and organise files and folders. File Explorer shows the drives, folders and files on the computer and lets the user copy, move, rename and delete them.

(xx) (a) meets today's needs without harming future generations' needs. It meets the needs of the present without compromising the ability of future generations to meet their own needs, balancing economic growth, society and the environment.

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

Question 2 [10]

(i) Any two of the following. Cuts, abrasions or a sore, broken scalp, because hot air on open skin causes pain and the risk of infection. A suspected scalp infection or infestation, such as head lice or scaly inflamed patches, in which case the service is postponed and the client is advised to see a doctor. Recent sunburn on the scalp. Hair that is very dry, brittle or over-processed after chemical services, which is blow dried only on low heat with a heat protectant, or not at all if it is breaking. A medical condition the client mentions that makes her sensitive to heat.

First valid contra-indication 1. Second valid contra-indication 1.

(ii) Sectioning keeps the hair under control, so that only a small, manageable amount is cut at a time and no hair is missed. It also lets the stylist follow a guideline from one section to the next, so the cut is even and balanced on both sides and the work is systematic and quicker.

Control, so that no hair is missed 1. Even, balanced result following a guideline 1.

(iii) A temporary colour coats only the outside of the hair, on the cuticle, and washes out at the next shampoo. A semi-permanent colour has smaller molecules that pass partly into the hair and lodge in the outer cortex; it is usually used without a developer and fades gradually over several shampoos, commonly six to eight.

Temporary: coats the cuticle, lost in one shampoo 1. Semi-permanent: partly penetrates, lasts several shampoos 1.

(iv) She should not go ahead with the service. She tactfully informs the senior stylist, and the client is told politely that the service must wait and is advised to consult a doctor (a dermatologist). The reason is that such patches may be an infectious condition, for example a fungal infection, which could spread to other clients through tools and towels, and chemicals on inflamed skin would make it worse. The stylist does not name or treat the condition; the tools and towels used are cleaned and disinfected, and the reason for postponing is noted on the record card.

Postpones the service, informs the stylist and refers the client to a doctor 1. Reason: possible infection that can spread, and chemicals would aggravate it 1.

(v) Verbal communication uses words, spoken or written, for example the assistant explaining aloud how long a colour will take, or writing the aftercare on a card. Non-verbal communication sends a message without words, through facial expression, eye contact, gestures, posture and tone, for example smiling and nodding while the client describes the style she wants, or showing her the back of the cut with a hand mirror.

Verbal, meaning and example 1. Non-verbal, meaning and example 1.

Question 3 [10]

(i) Any two. Check the appointment book at the start of the day and make a list of the services and the tools and products each will need. Set herself time targets, for example finishing the towels and the trolley before the first client arrives. Prepare the next work station while a service is processing, and tick off each task as it is done. Ask questions early about anything she is unsure of, and then carry on the task on her own.

First planning or self-regulation point 1. Second point 1.

(ii) (1) Right click the file, choose Rename (or select it and press F2), type the correct name and press Enter. (2) Open the Recycle Bin from the desktop, find the file, right click it and choose Restore, which puts it back in the folder it was deleted from.

Note for the examiner: Equivalent steps on another operating system are accepted.

Rename 1. Restore from the Recycle Bin 1.

(iii) Any two. She becomes her own employer and takes her own decisions. Her income can grow with her skill and effort instead of being fixed. She can use her creativity to design her own services and packages. A small salon or a home visit service can be started with fairly little money. She creates jobs for others and serves the people of her area. She can choose working hours that suit her family.

First reason 1. Second reason 1.

(iv) Any two. Shortage of clean water as ground water is overused; the large quantity of plastic and other waste, much of it not separated or recycled; air pollution from vehicles, industry and the burning of waste; heavy use of electricity produced from coal; loss of trees and green spaces as cities spread; pollution of rivers and lakes

by sewage and chemicals.

First problem 1. Second problem 1.

(v) Any two. Turn off the tap while lathering, and fit spray nozzles or flow restrictors at the basins. Repair leaking taps at once. Use LED lights and switch off lights, fans, dryers and irons when they are not in use. Choose energy efficient appliances. Use a solar water heater. Run the washing machine for towels only with a full load.

First way 1. Second way 1.

Question 4 [15]

(a) The finished look the client wants, smooth, volume, curls or flicked ends, shown with a picture if she has one, because this decides the brush, the product and the technique. The type and texture of the hair, fine or thick, straight, wavy or curly, because fine hair needs lift and thick hair needs more drying time and tension. The condition of the hair, whether it is dry, brittle or chemically treated, because damaged hair needs low heat and a heat protectant. The condition of the scalp, checking for cuts, sores, inflammation or head lice, because these are contra-indications and may need the service postponed and the client referred to a doctor. The length of time the style must last and the occasion, for example a wedding the same evening, and the client's lifestyle and how she manages her hair at home, so that suitable aftercare can be advised. Any allergy to styling products is also accepted.

1 mark for each of five points with a reason 5.

(b) Prepare the work area with a clean gown and towel, sanitised combs, sectioning clips, a round brush and a blow dryer with a nozzle, checking the cord and plug first. Gown the client, shampoo and condition the hair, towel dry it gently and detangle it with a wide toothed comb from the ends upwards. Apply a heat protectant and, if needed, a little smoothing product. Rough dry the hair until it is about two thirds dry, keeping the dryer moving. Section the hair, clipping up the top and sides and starting at the nape. Take a section no wider than the brush, place the brush under it at the root and draw it down slowly with the nozzle pointing down the hair shaft from root to point, turning the brush under at the ends; repeat until each section is completely dry and smooth, then work up the back, the sides and the top. Set the shape with a short burst of cool air, finish with a little serum or spray, show the client the back in a hand mirror and give aftercare advice. Switch off and unplug the dryer and clean the area.

Preparation of area, tools and client, with heat protectant 1. Rough drying and sectioning from the nape 1. Brush placement with nozzle directed root to point 1. Turning under the ends and completing each section systematically 1. Cool shot, finishing product, checking with the client and cleaning up 1.

(c) Any five. Hot (heated) rollers: set into dry hair, they give volume and soft curls or waves. Curling tong: the hair is wound round its heated barrel to give defined curls or ringlets, larger or smaller according to the size of the barrel. Flat (straightening) iron: the hair is drawn between two heated plates to give a straight, sleek, shiny finish; it can also be turned to make loose waves. Crimper: its ridged heated plates press a zigzag, crimped texture into the hair and add volume. Diffuser: a wide attachment on the dryer that spreads the air gently, so curly or wavy hair dries with its curl pattern defined and less frizz. Hot brush (heated round brush): smooths the hair and gives soft volume and a bend at the ends.

1 mark for each tool or attachment with its effect 5.

Question 5 [15]

(a) Elevation is the angle at which a section of hair is lifted away from the head, or from its natural fall, at the moment it is cut. It controls where the weight of the cut lies and how much the lengths are layered. At 0 degrees the hair is combed straight down in its natural fall and cut, which gives a one length cut with all the weight and a solid line at the perimeter. At 45 degrees the hair is lifted halfway and cut, which gives graduation, with the lengths stacking and building weight just above the perimeter, as in a graduated bob. At 90 degrees the hair is held straight out from the curve of the head, which gives uniform layers, with the hair the same length all over and the weight removed evenly.

Meaning of elevation 2. Effect of 0 degrees 1. Effect of 45 degrees 1. Effect of 90 degrees 1.

(b) Sectioning: the damp, detangled hair is parted from the centre of the forehead down to the nape, and the top and sides are clipped away; the stylist works in horizontal sections from the nape upwards, letting each section down in turn. Guideline: with Kavya sitting upright and her head level, the hair of the first section is combed straight down at 0 degrees and the centre guideline is cut across the ends at the centre back, at the length agreed. Cutting the U: working out to each side from the centre, the ends are cut in a gradual upward curve, so that the outline is lowest at the centre and rises evenly towards the sides; each new section is combed down and cut to the guideline beneath. Checking: the two sides are checked for balance by bringing equal sections forward over the shoulders, and the line is refined. Diagram: an outline of the back of the head and shoulders with a vertical line from the crown to the nape labelled centre parting, horizontal section lines working up from the nape, a short mark at the centre of the hair ends labelled guideline, and a curved outline lowest at the centre and rising evenly to each side, labelled U outline.

Sectioning from a centre parting, working up from the nape 1. Centre guideline cut across the ends at the centre back, at 0 degrees 1. Ends cut in an even upward curve to each side, following the guideline 1. Balance checked over the shoulders 1. Labelled diagram: parting, sections, guideline and symmetrical U outline 1.

(c) Square (blocked) outline: the hair at the nape is cut straight across in a horizontal line with square corners. It gives a neat, sharp finish and can make a thin neck look broader, but the line blurs as the hair grows and needs frequent trims. Round outline: the same horizontal line, but with the corners rounded off, which gives a softer look than the square shape. Tapered outline: the hair is graduated gradually shorter down to the natural hairline, with clippers or scissor over comb, so that there is no hard line; it looks natural, suits most necks and grows out neatly. Advice, any two: come back for a trim every three to four weeks to keep the short shape; shampoo and condition regularly; use only a little styling product, such as a cream or wax, worked through dry hair, and wash it out at night; comb or style the hair in the direction in which it was cut; book the next appointment before leaving.

Square outline 1. Round outline 1. Tapered outline 1. Two points of advice 2.

Question 6 [15]

(a) Any five. The natural depth (level) of the hair, because it decides the shade to be used and whether the colour must lift or deposit. The percentage of grey hair, because grey hair needs a permanent colour, and sometimes a natural base shade in the mix, for full coverage. The porosity of the hair, because porous hair takes up colour fast and may turn out darker or patchy, so the timing or the product is adjusted. The texture of the hair, because fine hair takes colour quickly while coarse hair may be resistant and need longer. The condition and elasticity of the hair, because weak, over-processed hair may break and may need a conditioning treatment first or the service postponed. Previous chemical treatments or henna, because colour builds up on old colour and some compound hennas react with the developer, so a strand test is needed. The condition of the scalp, checking for cuts, sores, inflammation or signs of infection, because colour must not be put on a broken or inflamed scalp, and the client with such a scalp is referred to a doctor. The result of the skin test, which must be negative.

1 mark for each of five points with a reason 5.

(b) The test is done 24 to 48 hours before the colour service, as the manufacturer directs, and before every colour service, even for a regular client. A small area behind the ear, or in the crook of the elbow, is cleaned with cotton wool and a little surgical spirit or soap and water and allowed to dry. A small amount of the colour that will be used, prepared as the manufacturer instructs, is applied to the area with a cotton bud, about the size of a small coin, and allowed to dry. The client is told not to wash or cover the area, and to remove the product with water and contact the salon at once if she feels burning, itching or swelling before the appointment. The date, the product and the result are written on the record card. A positive result shows as redness, itching, burning, swelling, blistering or a rash at the test area. In that case the colour service must not be carried out, the result is recorded, and the client is advised to see a doctor if the reaction is strong or spreads.

Timing, before every colour service 1. Area cleaned and product applied and left uncovered 1. Client instructions and result recorded 1. Signs of a positive result 1. Colour not done, record, refer to doctor if reaction is strong 1.

(c) The 6 is the depth, or level, of the colour: dark blonde on the usual scale where 1 is black and 10 is the lightest blonde, so the result will be one level lighter than her natural light brown. The .3 is the tone: golden, giving a warm shade. A permanent colour is suited, because only a permanent colour gives reliable coverage of 40 per cent grey and lasts until the hair grows out. It is usually mixed with a 20 volume (6 per cent) developer, in the ratio the manufacturer gives, often equal parts, after a patch test and a strand test. Aftercare, any two: use a shampoo and conditioner made for coloured hair; avoid shampooing for the first two days or so; rinse with lukewarm rather than hot water; protect the hair from strong sun and chlorinated water; book a regrowth (root) application in about four to six weeks.

Note for the examiner: Accept 30 volume only if the candidate links it to a manufacturer that recommends it for lift; 20 volume is the expected answer.

6 is the depth, dark blonde 1. .3 is the tone, gold 1. Permanent colour with reason 1. 20 volume, 6 per cent developer in the maker's ratio 1. Two aftercare points 1.

Question 7 [15]

(a) Preparation: wash the hands, seat the client comfortably with the head supported, and check the area for contra-indications such as cuts, pimples, rashes or moles. Use a fresh length of clean cotton thread for each client. Cleanse the upper lip and wipe it with a mild antiseptic or toner, and dry it; a light dusting of powder may be used to absorb moisture. Procedure: ask the client to press her tongue behind the upper lip, or hold the skin taut with the fingers, so that the skin is stretched. Make a loop of the thread twisted in the middle, and move the twist against the direction of hair growth so that it catches the hairs and lifts them out from the root, working from one corner of the lip to the centre and then the other side. Aftercare: wipe the area with a soothing lotion, aloe gel or a mild astringent, or apply a cold compress to reduce redness. Advise the client not to touch the area, and to avoid make-up, heat and strong sun for a few hours. Throw away the thread.

Contra-indication check and hygiene, fresh thread 1. Cleansing and antiseptic, area dried 1. Skin held taut 1. Twisted thread moved against hair growth, systematic 1. Soothing aftercare and advice 1.

(b) Normal skin: smooth and even, neither oily nor dry, with fine pores. Dry skin: feels tight after washing, looks dull and may flake, with fine pores and fine lines. Oily skin: shiny, with enlarged pores and a tendency to pimples and blackheads. Combination skin: oily on the forehead, nose and chin (the T zone) and normal or dry on the cheeks. Sensitive skin, which reddens or itches easily, is also accepted. For an oily skin a light, oil free, matte finish foundation, such as a water based liquid or a powder foundation, is chosen.

1 mark for each of four skin types with a sign 4. Oil free or matte foundation for oily skin 1.

(c) Prepare: wash the hands, sanitise the brushes, protect the client's clothes and tie back her hair. Cleanse, tone and moisturise the face, and check for contra-indications. Apply a primer if used, then a foundation matched to the skin tone on the jawline, blended evenly; apply concealer to dark circles or marks. Set with a light dusting of loose powder. Eyes: a soft, neutral eye shadow, a thin line of eyeliner and mascara; shape and fill the brows lightly with a brow pencil. Apply a soft blusher on the cheekbones. Lips: outline with a lip liner and fill with a lipstick in a natural shade, keeping the whole look light and suited to daylight.

Note for the examiner: Accept concealer before foundation if the candidate is consistent. The order matters more than product names.

Skin preparation: cleanse, tone, moisturise 1. Foundation and concealer, blended 1. Powder to set 1. Eyes and brows in order 1. Blusher and lips, light day finish 1.

Question 8 [15]

(a) Barriers: a language barrier, because the client speaks mainly Bengali and may not follow Rohan's Kannada or English; a physical barrier, the noise of the dryers, which drowns the message. Her age may also make hearing harder. Ways to overcome them, any three: move to a quieter place, such as the reception, or ask for the dryers to be switched off for a moment; speak slowly and clearly in short, simple sentences, using a common language such as Hindi or simple English if she follows it; show the actual shampoo and conditioner and demonstrate how to use them; give her the instructions written on an aftercare card she can show her family; ask her to repeat the main points, or check with a family member, to confirm she has understood.

Language barrier 1. Physical barrier: noise 1. Three ways to overcome them, 1 each 3.

(b) Stress management means the methods a person uses to recognise and control stress, so that pressure does not harm her health, mood or work. It matters in a salon because the work involves long hours on the feet, rush periods such as weddings and festivals, and demanding clients; an assistant under stress makes mistakes with chemicals and tools and is short with clients. Techniques, any three: regular physical exercise, such as walking or cycling, which releases tension and improves sleep; yoga and deep breathing, which relax the body and calm the mind; meditation for a few minutes a day, which improves concentration; a walk in a park or time in nature; planning the day and managing time so that work does not pile up; enough sleep and a holiday or leisure activity.

Meaning of stress management 1. Why it matters in a salon 1. Three techniques explained, 1 each 3.

(c) Expected income = 320 x Rs 250 = Rs 80,000. Total monthly expenses = 18,000 + 30,000 + 12,000 + 6,000 = Rs 66,000. Expected profit = Rs 80,000 - Rs 66,000 = Rs 14,000 a month. Qualities, any three: confidence in her own skills and plan; willingness to take calculated risks; hard work and patience, since a new salon takes time to build up clients; creativity in offering services and packages; good decision making; good communication and people skills with staff and clients; honesty and discipline with money.

Note for the examiner: The figures were checked by machine. Award the second mark for a correct subtraction from a wrongly added total.

Income and total expenses correct 1. Profit Rs 14,000 1. Three qualities, 1 each 3.

Question 9 [15]

(a) Any five. Check the record card to confirm that a patch test has been done and was negative, and tell the stylist if it has not. Set up the trolley with the bowl, tint brush, sectioning clips, comb, gloves, scale, cotton wool, barrier cream and timer, all clean and sanitised. Gown the client with a colour cape and towel and apply barrier cream along the hairline and ears. Fetch, weigh and mix the colour and developer exactly as the stylist directs, wearing gloves. Hand tools and products to the stylist and keep the work area tidy, wiping spills at once. Keep an eye on the timer, check on the client's comfort and report any complaint of burning or itching to the stylist straight away. Take the client to the basin, emulsify and rinse the colour thoroughly, and shampoo and condition with products for coloured hair.

1 mark for each of five assisting tasks 5.

(b) Any five. The reception, work stations and floor are kept clean and tidy, and cut hair is swept up at once, because cleanliness is the first sign of good hygiene. Lighting is bright and even at the mirrors and softer at reception, so the stylist sees colours correctly and the client can relax. The salon is kept at a comfortable temperature and is well ventilated, so that the client is comfortable and chemical fumes do not build up. Soft background music is played at a low volume, which relaxes clients without drowning conversation. The air smells fresh and pleasant, with no strong chemical or stale smells. Comfortable seating, drinking water and style books are offered to waiting clients, so that the wait feels shorter. The decor is in calm colours and the price list is clearly displayed, so the client knows what to expect. The staff are well groomed, courteous and cheerful.

1 mark for each way with a reason 5.

(c) Any five. Be punctual and in uniform on time. Be honest in billing and with the salon's money and products. Treat every client with the same courtesy and respect, whatever her age, background or the service she has chosen. Do not criticise colleagues or other salons in front of clients. Keep clients' personal information and records confidential. Do not carry out a service she has not been trained for, but refer the client to a senior stylist. Follow the salon's hygiene and safety rules every time. Avoid personal phone calls and chatting with colleagues while serving a client. Co-operate with the team, share the work and accept feedback from seniors.

1 mark for each of five points 5.