ICSE Class 10 Assistant Hair Stylist Specimen Paper 2

Written by the Future Topper subject team on the CISCE examination pattern. Not an official CISCE paper.
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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) A comb with widely spaced teeth is best used for:

(a) making a sharp, precise centre parting (b) back-combing the roots to build volume

(c) detangling wet hair, starting from the ends (d) scissor over comb cutting at the nape

(ii) A gown and a cutting collar are placed on the client before a haircut mainly to:

(a) keep cut hair off the client's skin and clothes (b) keep the client's head still during cutting

(c) keep the client warm under the air conditioner (d) help the hair dry faster after the cut

(iii) In a V-cut:

(a) all the hair is cut to one level horizontal line (b) the back hair is cut to a point at the centre

(c) the back is cut in a smooth, rounded curve (d) the hair is shorter at the back than the front

(iv) A hydrogen peroxide developer of 40 volume strength contains about:

(a) 3 per cent hydrogen peroxide (b) 6 per cent hydrogen peroxide

(c) 9 per cent hydrogen peroxide (d) 12 per cent hydrogen peroxide

(v) Colour applied for the first time to hair that has never been coloured or chemically treated is called:

(a) a regrowth application (b) a virgin application

(c) a toner application (d) a refresher application

(vi) In make-up, the term skin tone refers to:

(a) how oily or dry the skin feels by midday (b) how firm and elastic the skin is to touch

(c) the natural colour of the skin, such as fair or dusky (d) the size of the pores on the nose and chin

(vii) Lowlighting means:

(a) lightening fine strands to a paler shade (b) applying one shade over the whole head

(c) toning the ends to remove warm tones (d) adding fine strands darker than the base shade

(viii) Concealer is used in make-up to:

(a) hide dark circles, spots and uneven patches (b) set the foundation so that it lasts longer

(c) add a soft glow to the top of the cheeks (d) outline the lips before lipstick goes on

(ix) A toner is used after cleansing the face to:

(a) add a light tint of colour to the cheeks (b) fill in fine lines before foundation

(c) remove last traces of cleanser and refresh skin (d) feed the skin with a rich layer of oil

(x) When lifting a heavy carton of stock in the salon, the assistant should:

(a) bend her knees and lift with a straight back (b) bend from the waist and lift with her arms

(c) lift in one quick jerk to save time (d) twist round to put it on the shelf

(xi) When the trolley is set up for a service, the tools and products are arranged:

(a) in a pile, so that they take up less space (b) with the newest products at the very back

(c) in the drawer, so the trolley top stays clear (d) clean, in the order the stylist will use them

(xii) A colleague is running late with her client. Good teamwork means that the assistant:

(a) tells the waiting client the colleague is slow (b) offers to shampoo her next client to help

(c) takes her own break while the colleague catches up (d) reports the colleague to the manager at once

(xiii) Which of the following can become a barrier to communication with a client?

(a) speaking slowly in short, simple sentences (b) asking the client to repeat the main points

(c) using salon terms the client does not know (d) asking her open questions about the style

(xiv) Choose the article that correctly fills the blank: "Your colour will take ___ hour to develop."

(a) an (b) a (c) any (d) no article

(xv) Kiran practises braids at home every evening because she enjoys getting better at them, not for any reward. This is an example of:

(a) external (extrinsic) motivation (b) self-regulation

(c) self-awareness (d) internal (intrinsic) motivation

(xvi) Scanning a computer regularly with up to date antivirus software protects it from:

(a) dust building up inside the keyboard (b) programs that damage files or steal data

(c) loss of work during a power cut (d) the screen and processor overheating

(xvii) A folder that is created inside another folder is called a:

(a) subfolder (b) shortcut (c) file extension (d) backup

(xviii) Which of the following is a myth about entrepreneurship?

(a) Entrepreneurs must plan for risk (b) Entrepreneurs can start small and grow

(c) Entrepreneurs are born and cannot be trained (d) Entrepreneurship can be a career choice

(xix) Which of these farming practices supports sustainable development?

(a) heavy use of chemical fertiliser every year (b) burning crop stubble to clear the fields

(c) clearing forest land for new fields (d) rotating crops and using organic manure

(xx) In the sentence "Meena folded the clean towels", the subject is:

(a) folded (b) Meena (c) the clean towels (d) clean

Question 2 [10]

(i) State two points of aftercare advice to give a client after a blow-dry. **[2]**

(ii) Name two items of information that should be written on a client's record card after a haircut, and say why one of them is useful. **[2]**

(iii) Give two reasons for carrying out a strand test before a hair colour service. **[2]**

(iv) Give two reasons why make-up brushes are cleaned after every client. **[2]**

(v) Operating systems are often grouped by the kind of user interface they offer. Distinguish between a character user interface (CUI) and a graphical user interface (GUI), naming one operating system of each kind. **[2]**

Question 3 [10]

(i) Name any two of the 7Cs of effective communication, and explain each with an example from giving aftercare advice to a client. **[2]**

(ii) State two ways of removing junk, such as spam and temporary files, from a computer, and say why this helps. **[2]**

(iii) Name two traditional Indian practices that save natural resources, and state what each one saves. **[2]**

(iv) State two functions of an entrepreneur. **[2]**

(v) Rewrite the following sentence correctly: the client have book her appointment for friday. **[2]**

SECTION B (60 Marks)

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

Question 4 [15]

(a) Name five styling products used in blow drying and finishing. For each, state when it is applied and what it does. **[5]**

(b) Riya, a guest at a wedding in Lucknow, has fine, straight, chin length hair and wants as much volume as possible. Describe the steps of a volume blow-dry for her, including the product, the brush, the dryer settings and the finish. **[5]**

(c) Name the brush or comb you would use for each of the following and give one reason for each: brushing long hair into a sleek, straight finish; dividing hair into neat sections; drying hair quickly before styling; smoothing hair with a soft bend at the ends; back-combing for volume. **[5]**

Question 5 [15]

(a) Name five tools used in haircutting. For each, state one use and one point of care. **[5]**

(b) Explain the following cutting techniques: club cutting, point cutting, slide cutting, tapering and scissor over comb. **[5]**

(c) Explain clipper over comb cutting and freehand cutting, stating where each is used. State one safety point to follow when using clippers around the ears and the nape. **[5]**

Question 6 [15]

(a) Draw, in pencil, a labelled colour wheel showing the three primary, the three secondary and the six tertiary colours. Explain how a tertiary colour is formed. **[5]**

(b) Describe the steps of giving highlights with foils, from the checks before the service to the final shampoo. **[5]**

(c) A shade must be mixed in the ratio of 1 part colour cream to 1.5 parts developer, by weight. The stylist needs 60 g of colour cream for Mrs Dutta's regrowth application. Calculate the mass of developer needed and the total mass of the mix, showing your working. Distinguish between a regrowth application and a full head application, and state one precaution to be taken while mixing. **[5]**

Question 7 [15]

(a) An assistant must choose the right products for a client's hair and scalp. State a suitable product, or the correct action, for each of the following: dry hair; an oily scalp; fine, limp hair; hair coloured last month; a scalp with mild, dry, white flakes and no redness or soreness. [5]

(b) While assisting during a colour service, state what the assistant should do in each of these situations: (1) the colour mixture runs short before the application is complete; (2) the client says the rinsing water is too hot; (3) the client says her neck aches at the backwash basin; (4) colour has stained the skin along the client's hairline; (5) the client says she must leave earlier than planned. [5]

(c) Describe the clean-up an assistant carries out after a colour service, covering the tools, the towels and capes, the waste, the work surfaces and the records. [5]

Question 8 [15]

(a) State the eyebrow shape that suits each of the following face shapes, giving a reason in each case: oval, round, square and long. State one hygiene rule to be followed while threading. [5]

(b) A caller rings the salon to book a bridal hair trial. State five points of telephone etiquette the assistant should follow during the call. [5]

(c) Mr Iyer returns to the salon two days after a haircut and complains, in front of other clients, that one side is longer than the other. Describe how the assistant should handle his complaint, and state what she must keep confidential. [5]

Question 9 [15]

(a) Explain what is meant by visual communication. Give two examples of its use in a salon, and state one advantage and one disadvantage of this method. [5]

(b) Explain what it means to be an environmental (green) citizen. Describe four actions by which a salon assistant can act as a green citizen at work or at home. [5]

(c) Neha, a trained assistant hair stylist in Jaipur, plans a home visit hair styling service for brides and their families. Explain what a SWOT analysis is, and give one point for her service under each of its four headings. [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) (c) detangling wet hair, starting from the ends. Wet hair stretches and breaks easily; wide teeth glide through it with little pulling.

(ii) (a) keep cut hair off the client's skin and clothes. Short hair clippings are itchy and stick to clothes; the collar also keeps the towel clean.

(iii) (b) the back hair is cut to a point at the centre. The two sides of the back are cut at an angle down to a point, like the letter V. A rounded curve is a U-cut.

(iv) (d) 12 per cent hydrogen peroxide. 10 volume is about 3 per cent, 20 volume about 6 per cent, 30 volume about 9 per cent and 40 volume about 12 per cent. Such a strong developer is used only by a senior colourist, as the manufacturer directs, and kept off the scalp.

(v) (b) a virgin application. Virgin hair has no previous colour on it, so the whole length is untreated.

(vi) (c) the natural colour of the skin, such as fair or dusky. Skin tone guides the choice of foundation shade; skin type (oily, dry and so on) guides the kind of product.

(vii) (d) adding fine strands darker than the base shade. Lowlights add depth; highlights are strands lighter than the base.

(viii) (a) hide dark circles, spots and uneven patches. Concealer is thicker than foundation and covers small areas of uneven colour.

(ix) (c) remove last traces of cleanser and refresh skin. Toner leaves the skin clean and refreshed before moisturiser and make-up.

(x) (a) bend her knees and lift with a straight back. Lifting with the legs, keeping the load close to the body, protects the back from strain.

(xi) (d) clean, in the order the stylist will use them. Sanitised tools laid out in order let the stylist work without stopping or leaving the client.

(xii) (b) offers to shampoo her next client to help. Team members support one another so that clients are served on time.

(xiii) (c) using salon terms the client does not know. Unfamiliar technical words (jargon) are a language barrier; the other three help communication.

(xiv) (a) an. "An" is used before a word that begins with a vowel sound, and "hour" begins with a vowel sound.

(xv) (d) internal (intrinsic) motivation. The drive comes from inside her, from enjoyment and the wish to improve, not from money or praise.

(xvi) (b) programs that damage files or steal data. Antivirus software finds and removes viruses and other malware.

(xvii) (a) subfolder. Subfolders help to organise files, for example a folder for each month inside a Client Records folder.

(xviii) (c) Entrepreneurs are born and cannot be trained. Entrepreneurial skills can be learnt and developed through training and practice; the other three statements are true.

(xix) (d) rotating crops and using organic manure. Crop rotation and organic manure keep the soil fertile for the future; the others degrade soil, air or forests.

(xx) (b) Meena. The subject is the person or thing that does the action of the verb; "the clean towels" is the object.

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

Question 2 [10]

(i) Any two. Avoid steam, rain and humid places, and wear a shower cap while bathing, because moisture makes the hair return to its natural state. Comb gently with a wide toothed comb and do not brush hard. Sleep with the hair loosely tied or on a smooth (silk or satin) pillow cover to reduce frizz. Use a heat protectant before using a dryer or iron at home, and keep the heat moderate. A little serum smooths the ends.

First aftercare point 1. Second aftercare point 1.

(ii) Any two. The date of the service and the stylist's name; the style or cut given, with the guideline length and the elevation or technique used; the type and condition of the hair and scalp, with any contra-indications noticed; the products used and sold; the client's comments and feedback. Such records help the stylist repeat or adjust the same cut at the next visit, and they show any problem found earlier.

Two items named 1. Why one is useful 1.

(iii) A strand test shows the colour result that the chosen shade will give on the client's own hair, and how long it needs to develop, so the shade or the timing can be corrected before the whole head is coloured. It also shows the condition of the hair and whether it can take the chemical, and, on hair treated with compound henna, whether the product will react with the colour.

Checks colour result and development time 1. Checks hair condition or compatibility 1.

(iv) Any two. To prevent cross-infection, since bacteria and traces of skin, oil and product would otherwise pass from one client to the next. To keep the colours true, because old product left in a brush muddies the next shade. To keep the bristles soft and in shape, so the brushes apply product evenly and last longer. Clean brushes are part of the professional, hygienic impression the salon gives.

First reason 1. Second reason 1.

(v) In a character user interface the user types commands as text at a prompt, using the keyboard, and the computer replies in text; MS-DOS, or the command line of Linux, is an example. In a graphical user interface the user works with icons, windows and menus on the screen and points and clicks with a mouse or touches the screen; Microsoft Windows, macOS, Ubuntu Linux with a desktop, and Android are examples.

CUI explained with an example 1. GUI explained with an example 1.

Question 3 [10]

(i) Any two. Clear: the message has one plain purpose, for example "Use this shampoo, made for coloured hair, twice a week." Concise: no unnecessary words, so the client remembers the main points. Concrete: specific details, for example "Come back for a root touch-up in five weeks" rather than "Come back some time." Correct: accurate information and correct language. Coherent: the points follow in a logical order, washing first and then styling. Complete: all the information the client needs is given. Courteous: polite and respectful, thanking the client.

First C with an example 1. Second C with an example 1.

(ii) Ways, any two: delete temporary files with the disk clean-up or storage tool of the operating system; empty the Recycle Bin; delete spam e-mails, mark them as spam and empty the spam folder, without opening their links or attachments; uninstall programs that are no longer used. This frees storage space so the computer runs faster, and removing spam lowers the risk of a virus.

Two ways of removing junk 1. Why it helps: space, speed or safety 1.

(iii) Any two. Rainwater harvesting in tanks, kunds or stepwells saves water by collecting rain for later use. Composting kitchen and garden waste returns nutrients to the soil and reduces waste. Using natural cleansers such as reetha (soapnut) and shikakai for hair reduces chemical waste in water. Using cloth bags and leaf plates in place of plastic reduces plastic pollution. Drying clothes and food in the sun saves electricity.

First practice with what it saves 1. Second practice with what it saves 1.

(iv) Any two. Identifying a business opportunity, for example a need for a salon in a new housing area. Making decisions about what to offer, where and at what price. Raising and managing money and other resources. Bearing risk. Organising and managing staff, materials and work. Introducing new ideas or services (innovation).

First function 1. Second function 1.

(v) The client has booked her appointment for Friday. The sentence must begin with a capital letter, and Friday, the name of a day, is a proper noun that takes a capital letter. The verb must agree with the singular subject and show a completed action, so "have book" becomes "has booked".

Note for the examiner: Accept "had booked" for the verb.

Capital letters for The and Friday 1. Verb corrected to has booked 1.

Question 4 [15]

(a) Any five. Heat protectant: sprayed on damp hair before drying, it reduces heat damage. Mousse: worked through damp hair before drying, it gives lift, body and a soft hold, especially to fine hair. Gel: applied to damp or dry hair, it gives a firm hold, a wet look or definition to short styles and curls. Styling cream: applied to damp or dry hair, it smooths, controls frizz and adds soft definition. Serum: a few drops on the lengths and ends, before or after drying, it adds shine and smooths frizz. Hair spray: misted over the finished style from a distance, it holds the style in place. Wax or pomade: on dry hair, it gives texture and separation to short styles.

1 mark for each product with its time of use and effect 5.

(b) After consultation and a scalp check, Riya is gowned, her hair is shampooed with a light volumising shampoo, conditioned on the ends only, and towel dried gently. A heat protectant and a volumising mousse are applied at the roots and combed through. The hair is rough dried on medium heat with the fingers lifting the roots, the dryer kept moving and not held close to the scalp. The hair is sectioned from the nape. A small or medium round brush is used: each section is lifted upwards from the scalp, overdirected so that the root stands up, and dried from root to end with the nozzle pointing down the shaft. On the crown and top, the sections are held up at the root and dried there before the lengths. Each section is set with a burst of cool air before the brush is removed. Light back-brushing at the crown can add more height, and the top is smoothed over it. The finish is a light, flexible hair spray, misted from a distance. Riya sees the back in the hand mirror and is given aftercare advice; the dryer is switched off and unplugged.

Preparation with heat protectant and volumising product at the roots 1. Rough dry lifting roots, sectioning 1. Round brush, sections lifted and overdirected at the root 1. Nozzle down the shaft, cool shot to set 1. Back-brushing or finish with light spray, check and safety 1.

(c) Sleek, straight finish on long hair: a paddle (flat cushion) brush, because its wide flat base holds a broad section flat and smooth under the dryer. Dividing hair into neat sections: a tail comb (pin tail comb), because the long tail draws clean, straight partings. Drying hair quickly: a vent brush, because the open back lets the air pass straight through the hair. Smoothing with a soft bend at the ends: a round brush, because the hair wraps round the barrel under tension and the ends take its curve. Back-combing: a fine toothed teasing comb or a narrow back-combing brush, because the close teeth push the short hairs down towards the root to build a cushion.

1 mark for each tool correctly named with a reason 5.

Question 5 [15]

(a) Any five. Cutting scissors: for club and point cutting; wiped clean of hair after each client, disinfected, oiled at the pivot and kept in a case, never dropped. Thinning scissors: to remove bulk without losing length; cleaned and disinfected after use and kept closed in a case. Razor: for tapering and soft, textured ends; a fresh single use blade for each client, the used blade going into a sharps container. Clippers: for short cuts and fades, using attachment guards; hair brushed out of the blades, blades disinfected with a spray and oiled, cord checked. Trimmer: for outlines and necklines; cleaned and disinfected after use and charged or checked before use. Cutting comb: for sectioning and holding hair while cutting; washed in hot soapy water and disinfected after each client. Sectioning clips and a spray bottle are also accepted.

1 mark for each tool with a use and a point of care 5.

(b) Club (blunt) cutting: the section is held straight and cut straight across, so all the hair ends at the same point, which gives a solid, strong line and keeps the weight, as in a one length bob. Point cutting: the tips of the scissors are pointed into the ends of the section and small cuts are made, which softens a hard line and adds texture. Slide cutting (slithering): slightly open scissors are glided along the surface of a section, which removes weight and blends layers; it is done on dry or nearly dry hair by a skilled hand. Tapering: the hair is cut so that it becomes gradually shorter towards the ends or the hairline, using scissors or a razor, which gives a fine, graduated finish, as at a nape. Scissor over comb: the comb lifts the short hair away from the head and the scissors cut the hair that shows above the comb, which is used for short, closely tapered areas such as the back and sides of a short men's cut.

Club cutting 1. Point cutting 1. Slide cutting 1. Tapering 1. Scissor over comb 1.

(c) Clipper over comb: the comb lifts the short hair away from the head at an angle and the clipper blade is run flat across the teeth of the comb, cutting the hair that shows above it. It is used to blend and taper short back and sides, from very short at the nape to longer above, where a guard alone cannot give a smooth blend. Freehand cutting: the hair is combed into its natural fall and cut without being held between the fingers or under tension. It is used where tension would make the result uneven, such as fringes, the outline round the ears, curly hair, and hairlines with a strong growth pattern such as a cowlick. Safety point, any one: fold the ear down and hold it out of the way with the fingers; keep the blade flat and do not dig the corners into the skin; check that the blades are aligned and not hot before starting; use clean, disinfected blades.

Clipper over comb explained 1. Where it is used 1. Freehand cutting explained 1. Where it is used 1. One safety point 1.

Question 6 [15]

(a) The drawing is a circle divided into twelve equal segments. The primary colours, red, yellow and blue, are placed evenly round it, with three segments between each pair. The secondary colours lie halfway between the primaries: orange between red and yellow, green between yellow and blue, and violet between blue and red. The six tertiary colours fill the remaining segments, each between a primary and the secondary next to it: red-orange, yellow-orange, yellow-green, blue-green, blue-violet and red-violet. A tertiary colour is formed by mixing a primary colour with the secondary colour next to it on the wheel, in equal amounts, and it is named with the primary first.

Twelve-part wheel with primaries evenly spaced 1. Secondaries correctly placed and labelled 1. Six tertiaries correctly placed and labelled 2. How a tertiary colour is formed 1.

(b) Before the service: consultation, with the record card checked; a skin test 24 to 48 hours before, as for every colour service, following the manufacturer's directions; and a strand test to check the lift and the timing. The client is gowned and the hair is combed out and divided into sections, which are clipped up. Mixing: the lightener or high lift colour is mixed with the developer the stylist chooses, wearing gloves and following the manufacturer's ratio. Application: working from the nape or the crown as planned, a fine slice or weave of hair is taken with a tail comb, a foil is placed under it close to the scalp, the product is brushed on, leaving a small gap at the root so it does not seep on to the scalp, and the foil is folded to close it; the next foil is placed on a slice of untreated hair, and the pattern is repeated evenly. Processing: the development is checked from time to time by opening a foil and wiping a strand, and the client is asked about comfort. Removal: the foils are taken out at the basin, the product is rinsed thoroughly with lukewarm water, and the hair is shampooed, toned if needed, and conditioned.

Checks: record, tests 1. Sectioning and mixing with gloves 1. Fine slices placed on foil, gap at root, foil folded 1. Development checked by strand during processing 1. Rinsing, shampoo, toner if needed and conditioner 1.

(c) Developer = 60 g x 1.5 = 90 g. Total mass of the mix = 60 g + 90 g = 150 g. A regrowth (root) application puts the colour only on the new, uncoloured growth at the roots, without overlapping on the lengths coloured earlier, because overlapping builds up colour and damages the hair. A full head application covers all the hair from roots to ends, as for a first colour or a change of shade; on virgin hair that is being lightened, the stylist often applies to the mid-lengths and ends first and the roots last, because the warmth of the scalp makes the colour at the roots develop faster; when the target shade is the same depth or darker, the colour is applied from roots to ends. Precaution, any one: weigh both the colour and the developer on a scale, because the ratio is by weight; confirm first that a negative skin test has been recorded; wear gloves and an

apron; mix in a non-metallic bowl just before use and throw away any mixture left over.

Note for the examiner: The arithmetic was checked by machine.

Developer 90 g 1. Total 150 g 1. Regrowth application 1. Full head application 1. One precaution 1.

Question 7 [15]

(a) Dry hair: a moisturising shampoo and a rich conditioner or hair mask, used on the lengths. Oily scalp: a gentle shampoo for oily hair, with conditioner on the ends only, since conditioner on the scalp adds oil. Fine, limp hair: a volumising shampoo and a light conditioner or a leave-in spray, avoiding heavy creams. Coloured hair: a shampoo and conditioner made for coloured hair, which are mild and help the colour last. Mild dry flakes: an anti-dandruff shampoo used as directed, with gentle massage and thorough rinsing; if the scalp becomes red, sore, weeping or the flaking is severe or spreading, the client is advised to see a doctor rather than being treated in the salon.

Dry hair 1. Oily scalp 1. Fine, limp hair 1. Coloured hair 1. Mild dandruff, with referral if severe 1.

(b) (1) Tell the stylist at once and, as directed, weigh and mix a fresh amount of the same shade and developer in the same ratio, using the record card, so the colour matches; never stretch the mixture with water or use another shade. (2) Move the spray away from the scalp at once, apologise, and adjust the water to lukewarm, testing it on the inside of the wrist before going on; tell the stylist if the skin looks red. (3) Adjust the chair and basin so the neck rests in the curve of the basin, place a folded towel or neck cushion for support, check the client is comfortable and do not keep her there longer than needed. (4) Remove the stain gently with damp cotton wool and a stain remover made for hair colour, without scrubbing the skin. (5) Tell the stylist; explain politely how much time is left, since the processing time of a permanent colour must not be cut short, and save time only on safe steps, such as having the basin and dryer ready, or arrange to finish the styling at another time.

1 mark for each situation handled correctly 5.

(c) Tools: bowls, tint brushes and combs are washed in warm soapy water to remove all colour, rinsed, disinfected and dried; clips are cleaned the same way; the electrical tools are switched off, unplugged and wiped. Towels and capes: used towels go into a covered laundry bin and are washed in hot water; capes are wiped or washed. Waste: leftover mixed colour is never kept for reuse and is disposed of as the manufacturer and local rules direct; empty tubes, foils, gloves and cotton wool go into a lined, covered bin, and any blades into the sharps container. Work surfaces: the trolley, the chair, the basin and the mirror are wiped with disinfectant, the floor is swept of hair and any spill is wiped at once so that no one slips. Records: the shade, the developer, the timing, the result and the products sold are written on the client's record card, products are restocked, and the assistant washes her hands.

Tools cleaned and disinfected 1. Towels and capes 1. Safe disposal of waste and leftover colour 1. Surfaces and floor 1. Record card updated, restocking, hand washing 1.

Question 8 [15]

(a) Oval face: a soft, natural arch, because the oval face is already balanced and the brow only needs to follow its shape. Round face: a high arch with a slightly angled peak, because it draws the eye upwards and makes the face look longer. Square face: a soft, rounded or curved arch, because the curve softens the strong angles of the jaw and forehead. Long (oblong) face: a fairly flat, straight brow, because the horizontal line makes the face look shorter and wider. Hygiene rule, any one: use a new piece of thread for every client and throw it away afterwards; wash and sanitise the hands before starting; wipe the area with an antiseptic before and a soothing lotion after; do not thread over broken skin, pimples or infection.

Oval 1. Round 1. Square 1. Long 1. One hygiene rule 1.

(b) Any five. Answer within three rings. Greet the caller, give the salon's name and her own name, and offer help. Speak clearly and pleasantly, not too fast, and smile, since a smile can be heard in the voice. Listen without interrupting. Note the caller's name, phone number, the date and time wanted, the service and any special needs, such as a skin test if colour is planned. Repeat the details back to confirm them. Ask before putting the caller on hold and do not leave her waiting long. Do not eat, or talk to colleagues, during the call. Thank the caller, let her end the call first, and enter the booking in the appointment book straight away.

1 mark for each of five points 5.

(c) She stays calm and polite and invites Mr Iyer to sit in a quieter area, away from the other clients. She listens to the complaint fully without interrupting or arguing, and apologises for the trouble. She looks at the haircut, or asks the senior stylist or the salon manager to do so, since she should pass on a complaint she cannot settle herself (escalate it). The salon offers to correct the cut at once, or at a time that suits him, at no charge. She thanks him for telling them, and the complaint and the action taken are recorded on his record card or in the feedback register so that the stylist can learn from it. She keeps confidential his personal details, such as his phone number and address, his record card and the details of the complaint; these are not discussed with other clients or outsiders.

Stays calm, moves to a quieter place, listens without arguing 1. Apologises and checks the cut 1. Escalates to the senior stylist or manager 1. Offers correction and records the complaint 1. Confidentiality of personal details and records 1.

Question 9 [15]

(a) Visual communication passes on information through pictures, signs, symbols, charts, colours and demonstrations rather than through words alone. Examples, any two: a shade card or swatch book used to choose a hair colour; a style catalogue or photographs on a tablet; a price list with pictures of the services; safety signs such as a wet floor sign or a fire exit sign; before and after photographs on the salon's social media page. Advantage, any one: it is quick to understand and easy to remember; it helps where the client and the assistant do not share a language; it catches attention. Disadvantage, any one: a picture can be misunderstood, for example a photograph may not show how the style will look on the client's own hair; it cannot carry detailed or abstract information; good visuals cost time and money to prepare; it does not help a person who cannot see well.

Meaning of visual communication 1. Two salon examples 2. One advantage 1. One disadvantage 1.

(b) An environmental, or green, citizen understands that the environment belongs to everyone, takes personal responsibility for protecting it, uses natural resources carefully, follows the rules made to protect the environment and encourages others to do the same. Actions, any four: separate waste into dry, wet and hazardous, and dispose of each correctly; save water at the basins and at home; switch off lights, fans and appliances when not in use; refuse plastic bags and carry a cloth bag; never pour leftover chemicals into drains in bulk, and follow the disposal instructions; walk, cycle or use public transport where possible; plant and care for trees; take part in local clean-up drives; tell clients about refill packs.

Meaning of a green citizen 1. Four actions, 1 each 4.

(c) A SWOT analysis is a simple planning tool for studying a business idea, or a person, under four headings: Strengths and Weaknesses, which are inside the business, and Opportunities and Threats, which come from outside it. Strength, any one: she is trained in bridal hairdos; she has no salon rent to pay; she can go to the client's home. Weakness, any one: she has little money to start with; she has limited equipment; working alone, she can serve only one client at a time. Opportunity, any one: the long wedding season and destination weddings in Jaipur; free marketing through social media; tie-ups with wedding planners and photographers. Threat, any one: competition from established salons and other freelancers; few bookings in the months with no weddings; travel time in traffic; rising product prices.

Meaning of SWOT 1. Strength 1. Weakness 1. Opportunity 1. Threat 1.