



Coimisiún na Scrúduithe Stáit State Examinations Commission

Leaving Certificate Applied 2007

Vocational Specialism – Hair and Beauty

(240 marks)

Tuesday 12 June

Morning 11.30 to 1.00

Directions to Candidates

1. Write your EXAMINATION NUMBER in this space:
2. WRITE ALL ANSWERS INTO THIS ANSWER BOOK.
3. Candidates must attempt **FOUR** questions.
One question from **each** of the four sections.
4. Each question carries 60 marks.

Total Mark

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Credit

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<p>MARKING SCHEME & SAMPLE ANSWERS</p>

<i>For the Superintendent only</i>	<i>For the Examiner only</i>		
Centre Stamp	1.	Total of end of page totals	
	2.	Aggregate total of all disallowed questions	
	3.	Total mark awarded (1 minus 2)	
	4.	Bonus mark for answering through Irish (if applicable)	
	5.	Total mark awarded if Irish Bonus (3 plus 4)	
<p>Note: The mark in row 3 (or row 5 if an Irish bonus is awarded) must correspond with the mark in the Total Mark box on the flap grid and on the front of the answer book</p>			

Section 1 – Salon and Customer Care

(Attempt Question 1 or Question 2 from this section, each question carries 60 marks)

1. (a) What are the benefits of using an *appointment system* in a hairdressing salon? (8 marks)
2 points @ 4 marks each

*It makes the best use of a stylist's time

*It keeps order in a salon and helps it to run efficiently

*Clients can plan ahead

- (b) Explain the differences between each of the following types of appointment systems: (16 marks)

2 points @ 4 marks

Manual appointment system

*Appointments are hand written into an appointment book

*Appointments are written in pencil so that they can be altered or removed easily

*The name of the client and the service they require is inserted in the stylists column at the requested time and date.

2 points @ 4 marks

Computerised appointment system

*Appointments are entered into a special software package on the computer.

*Other information such as client record cards can also be stored

*Information can be inputted and retrieved quickly

- (c) State two advantages of giving an *appointment card* to a client when they make an appointment. 2 advantages @ 4 marks each (8 marks)

* It reminds the client of the time and date of their next appointment

1. _____
*The client has the salon details in case he/she needs to change or cancel the appointment

2. _____
* A client can pass on the tel no of the salon to a prospective client e.g. a colleague
-

- (d) Describe the procedure that a receptionist should follow when taking a booking for a hair appointment over the telephone. (12 marks)

4 points @ 3 marks each

*State the name of the salon

*Greet the client

*Identify yourself

*Ask client if they have a preference for a particular stylist

*Find out the date and the preferred time

*Find out the type of service required

*Record the clients name, service requirements and tel no in the stylists column

*Thank client by name for making the appointment

- (e) Describe the steps that a receptionist should take when dealing with **each** of the following situations:

A client on the telephone who wishes to cancel their hair appointment. (8 marks)

2 points @ 4 marks

*Thank client for notifying the salon

*Remove appointment from the appointment book or system

*Ask if the client would like to make an alternative appointment

*If yes record the new appointment

*Thank client again

A client who requests an appointment with their hairdresser for a particular date and time. However, the hairdresser is already booked to do another client's hair. (8 marks)

4 points @ 2 marks

*Apologise and explain that the stylist is already book at the time requested

*Offer three possible alternatives to the client -

*Offer (if available) an appointment at another time in the day with the stylist

*Offer (if available) an appointment with a different stylist at the time requested

*Offer to call the client if there is a cancellation

2. (a) What is *first-aid*? (4 marks)

1 explanation @ 4 marks

*Dealing with small incidents quietly and calmly

*Making a patient comfortable until the arrival of the medical service

(b) List the items that should be in a *first-aid box* in the workplace. (12 marks)
6 items @ 2 marks each (Only items below acceptable-HSA guidelines)

*Adhesive plasters

*Sterile eye wash

*Triangular bandage

*Safety pins

*Sterile wound dressing

*Antiseptic wipes

*Latex gloves

*Scissors

(c) Why should the contents of a first-aid box be checked regularly? (8 marks)
2 reasons @ 4 marks each

*Used items need to be replaced

*So that the items required for basic first-aid procedures are always to hand when needed

*Items may have been used without the knowledge of the person responsible for the first-aid box

(d) Where should the first-aid box be stored in a hairdressing salon?
Give one reason for your answer. (8 marks)

1 x suitable place @ 4 marks

*e.g. reception area behind reception desk

Suitable place to store first-aid box _____

1 x reason @ 4 marks

Reason _____

*Clearly visible to everyone

*Easy access when needed

*Accessible for regular checking

- (e) List **four** factors that may contribute to a hairdresser feeling faint in the workplace.
4 factors @ 3 marks each (12 marks)
- | | |
|--|------------|
| 1. _____
*Lack of air in the salon | *Heat |
| 2. _____
*Hunger | *Tiredness |
| 3. _____
*Standing in one position too long | *Fright |
| 4. _____
*Pregnancy | |

- (f) Describe the first-aid treatment for **each** of the following:

A hairdresser who is *feeling faint* (8 marks)
2 @ 4 marks each

- _____
- *Position person with their head between their knees
- _____
- *Loosen tight clothing
- _____
- *Bring person out into the fresh air
- _____
- _____

A hairdresser who has received a *minor cut* from a hairdressing scissors (8 marks)
2 @ 4 marks each

- _____
- * Wash hands
- _____
- *Wash cut
- _____
- *Apply pressure to stop bleeding
- _____
- *Apply antibacterial cream / ointment
- _____
- * Cover with a plaster

Section 2 – Haircare

(Attempt Question 3 or Question 4 from this section, each question carries 60 marks)

3. (a) State **four** factors that a stylist should consider before colouring a client's hair. (12 marks)
4 @ 3 marks each

*That the client understands which type of colour is to be applied e.g. grow out, wash out etc.

*A skin test is carried out

1. _____

*Texture of hair

*Clients requirements

2. _____

*Porosity of hair

*Clients base colour

3. _____

*Skin tone

*Amount of grey/white present

4. _____

*Amount of time client has available for service

*Client is aware of the charges

(b) Outline **two** advantages and **two** disadvantages of using hair colour. (16 marks)

Advantages **2 @ 4 marks each**

*Many types of colour available - permanent, semi permanent etc.

1. _____

*Colour can cover grey hair

*Fashionable and fun

2. _____

*Can be changed easily

Disadvantages **2 @ 4 marks each**

*Can be costly if done in a salon

1. _____

*Re growth with permanent colour - maintenance - roots need redoing

*Colours can go wrong

2. _____

*Can affect the condition of the hair

(c) Describe how to *protect* a client's skin and clothes before carrying out a colour service. (8 marks)

Skin **1 @ 2 marks**

*Protective barrier cream should be applied around the hairline

Clothes **1 @ 6 marks**

*Tinting gown should be worn

*Towel, plastic cape or tissues should be tucked in around neck

- (d) *Temporary hair colour* washes out of hair the first time it is shampooed.
Identify **two** different types of temporary hair colour and explain how **each** is applied.

2 types @ 6 marks each (12 marks)
e.g. Mousse, setting lotion, shampoo, hairspray

1. Type of temporary hair colour **1 @ 2 marks** _____ e.g. Coloured Mousse

How it is applied **2 @ 2 marks each**

*Shake container. *Squeeze nozzle.

*Apply with gloved hand to towel dried hair. *Spread over hair with fingertips.

2. Type of temporary hair colour **1 @ 2 marks** _____ e.g. Coloured Setting Lotion

How it is applied **2 @ 2 marks each**

*Sprinkle from the bottle on towel dried hair.

*Work in or apply with a brush and bowl

- (e) Why is it important to ensure that a client's *record card* is updated immediately after their colour service? **2 @ 6 marks each** (12 marks)

*So that the stylist knows what colour to use the next time

*To record an allergic reaction

*To record clients response to colour - feedback from client

*To record date when colour service was carried out

4 (a) What is the purpose of carrying out a *client consultation* in a hairdressing salon? (4 marks)

2 points @ 2 marks each

*To discuss the needs/wishes of the client

*To identify the condition of the clients hair

*To agree the hairstyle/service to be carried out

(b) List **two** tools / aids that a hairdresser might use during a client consultation. (4 marks)
2 @ 2 marks each

*Comb

*Brush

1.

*Style book

*Mirror

2.

(c) Suggest how a hairdresser might ensure the *comfort* and *privacy* of a client during a consultation. (12 marks)

4 @ 3 marks each

*Offer a tea or coffee

*Don't leave client card lying around for others to read

*Word questions and answers diplomatically * Speak quietly

*Sit with the client at their level

*Move to a quiet area if necessary

* Listen attentively

*Make eye contact

(d) Identify **four** relevant questions that a hairdresser should ask a client during a consultation. (16 marks)
4 relevant questions @ 4 marks each

*Do you have a particular hairstyle in mind?

1.

*Have you seen anything in the style book that you like?

*Is the hairstyle for a special occasion?

2.

*How do you find the condition of your hair?

*Do you want to keep the length?

3.

*Do you need to be able to tie back your hair? for job? for sport?

*How well can you manage your hair yourself?

4.

(e) Name **each** of the following face shapes **and** describe a suitable hairstyle for **each**.

(24 marks)

marks

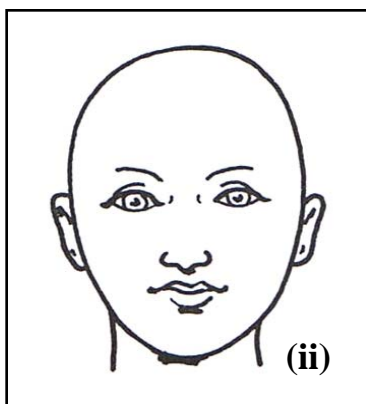


1 @ 2 marks *Oblong

(i) Name of face shape _____

Suitable hairstyle 1 @ 4

- *Short wider hairstyle.
- *Dressed around the sides of the face
- *Low side parting will also help to make the face wider

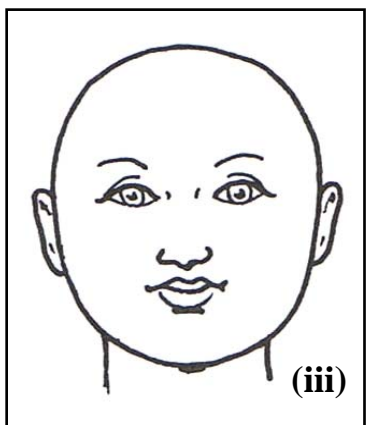


1 @ 2 marks *Oval

(ii) Name of face shape _____

Suitable hairstyle 1 @ 4 marks

- *Suits any hairstyle

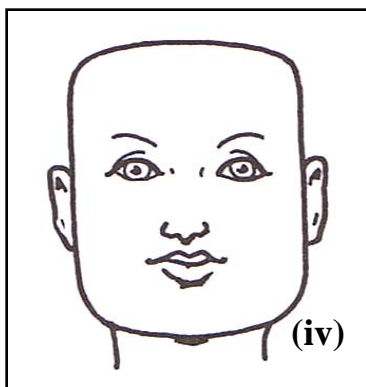


1 @ 2 marks *Round

(iii) Name of face shape _____

Suitable hairstyle 1 @ 4 marks

- *A style with height to reduce the width of the face
- *A centre parting will also help to reduce the width of the face



1 @ 2 marks *Square

(iv) Name of face shape _____

Suitable hairstyle 1 @ 4 marks

- *A style with a round shape
- *wisps of hair on the face

Section 3 – Beautycare

(Attempt Question 5 or Question 6 from this section, each question carries 60 marks)

5. (a) Explain the main differences between an *eyebrow trim* **and** an *eyebrow reshape*. (12 marks)

1 point @ 6 marks

Eyebrow trim _____

*Involves removing a few stray hairs

*to maintain existing shape

1 point @ 6 marks

Eyebrow reshape _____

*More eyebrow hairs are removed

*to create a new eyebrow shape

- (b) Name **and** describe **two** different methods that are used to remove hair from the eyebrows. (12 marks)

1. Name of method **1 @ 2 marks** e.g. Plucking

Description **2 @ 2 marks each**

*A tweezers is used

*to remove eyebrow hairs one by one from the root.

2. Name of method **1 @ 2 marks** e.g. Waxing

Description **2 @ 2 marks each**

*A thin layer of wax is applied to the area where hairs need to be removed from

*When the wax is pulled away quickly the hairs are removed with the wax

- (c) Outline **three** factors that should be considered *before* reshaping the eyebrows. (9 marks)

3 factors @ 3 marks each

1. _____
*The desired finished shape

*The shape that would best suit the face

2. _____
*The position of the eyes

*The method to be used
3. _____

(d) Tick (✓) whether **each** of the following statements is true **or** false. (10 marks)

5 @ 2 marks each	TRUE	FALSE
Eyebrow hairs should be removed in the direction of the hair growth.	✓	
Most of the eyebrow hairs are removed from above the eyebrow line.		✓
A scissors is a suitable tool to use when reshaping the eyebrow.		✓
Eyebrow shaping cannot take place in a salon if a client has an eye infection.	✓	
It is common to react by sneezing when having your eyebrows trimmed.	✓	

(e) What factors would you consider when purchasing a pair of tweezers? (9 marks)
3 @ 3 marks each

- *Type e.g. automatic or manual

- *Shape of ends e.g. straight or slanted

- * Ends that meet well so that they will grasp the hairs

- * Cost

(f) What *aftercare advice* would you give to a client *following* an eyebrow reshape? (8 marks)
2 @ 4 marks each

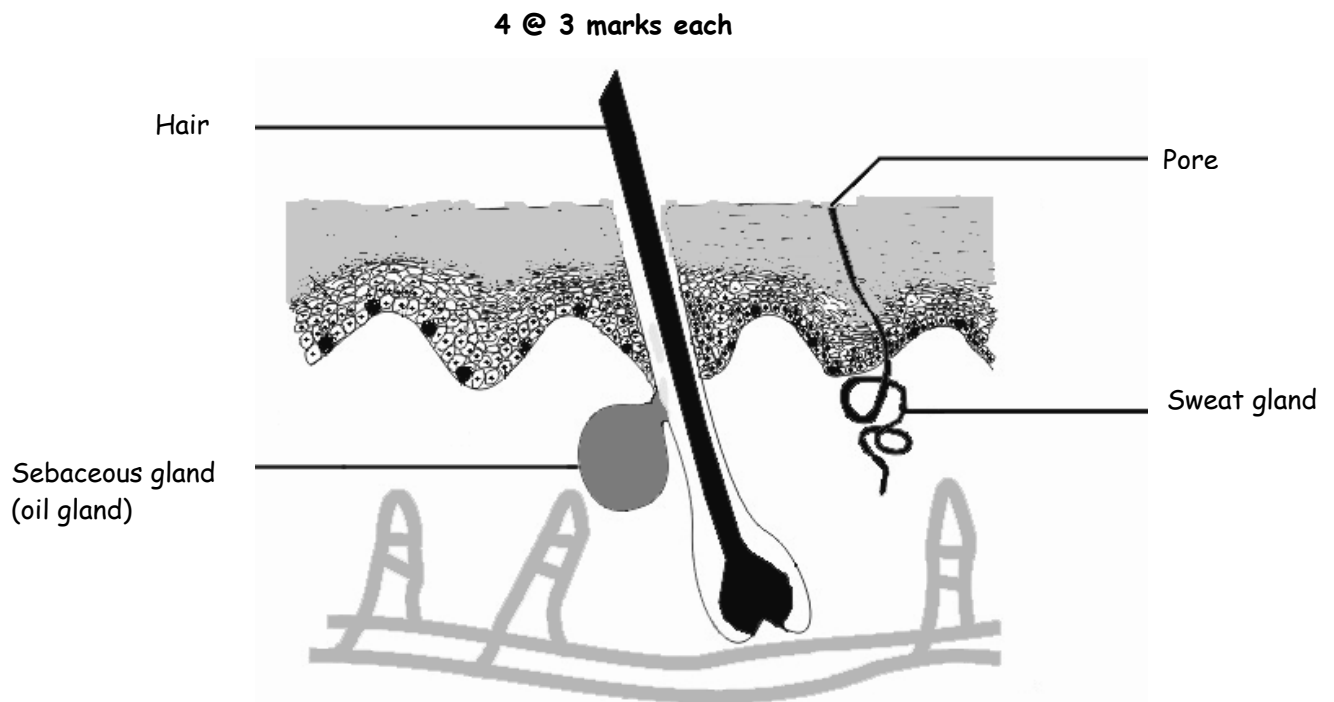
- *Refrain from applying make-up to the area for 8 hours

- *Use an antiseptic lotion if the skin is red

- *Be careful about exposure to the sun for 24 hours

6. (a) Label the diagram of the *skin* below to indicate the position of **each** of the following:

pore; sweat gland; hair; sebaceous gland (oil gland). (12 marks)



(b) List **four** functions of the skin. **4 @ 3 marks each** (12 marks)

*Protection from harmful substances and conditions

1. _____

*Heat regulation

*Excretion of waste products

2. _____

*Warning e.g. redness, irritation

*Moisture control

3. _____

*Sensitivity e.g. feelings touch, pressure, pain, heat, cold

4. _____

*Nutrition e.g. fat storage, production of Vitamin D

(c) Tick (✓) whether **each** of the following statements is true **or** false. (8 marks)

4 @ 2 marks each	TRUE	FALSE
The skin reflects a person's general health, diet and lifestyle.	✓	
The skin is thickest on the eyelids.		✓
A complete surface layer of skin is shed approximately every 5 days.	✓	
The skin is the smallest organ of the body.		✓

- (d) Using the information in the table below, match **each** skin type with the correct description. Record the answers in the spaces provided. (12 marks)

4 @ 3 marks each

SKIN TYPE		DESCRIPTION
NORMAL	(a)	The skin is partly oily and partly dry. The oily parts are usually found on the chin, nose and forehead.
DRY	(b)	The skin is balanced. It is neither too dry or too oily. It is free from blemishes and spots, and looks healthy.
GREASY	(c)	The skin lacks sebum or moisture. It may be rough in texture and inclined to flake.
COMBINATION	(d)	The skin is shiny due to excess sebum. It is prone to spots. The pores are enlarged and moisture content is high.

NORMAL		GREASY	
DRY		COMBINATION	

- (e) Discuss the possible effects of puberty on facial skin. (8 marks)

2 points @ 4 marks each

*Hormones are very active

*Causing skin to become more oily

*Blemishes often appear e.g. blackheads and spots

*Can lead to acne

- (f) Describe how the face should be cared for during puberty. (8 marks)

2 points @ 4 marks each

*Wash twice a day with warm water and cleaner /soap specially for acne or oily skin

*Don't pop spots as this leads to more swelling, redness and scarring

*Avoid touching face as this can spread infection

*Keep hair clean and out of face to prevent adding additional oil to the face and clogging Pores

Section 4 - Bodycare

(Attempt Question 7 or Question 8 from this section, each question carries 60 marks)

7. (a) Why is a high standard of *personal hygiene* important? (12 marks)
3 points @ 4 marks each

*To avoid unpleasant odours

*Unpleasant for others working in close proximity if you don't smell fresh

*To avoid transfer of germs and infection to others

*To give you confidence /feel good factor

- (b) Explain the differences between *bathing* and *showering*. (12 marks)
2 @ 3 marks

Bathing _____

*Relaxing

*Good for soothing aches and pains

*Uses a lot of water - more expensive to heat the water for a bath than a shower

*Usually takes more time to have a bath

*Can be more drying on the skin

2 @ 3 marks

Showering _____

*Uses less water than bath

*Quick

*Easier to get in and out of a shower than a bath

*Refreshing

- (c) Give examples of personal hygiene items that you would recommend to a teenager. (8 marks)

8 @ 1 mark each

e.g. *Toothbrush

1. _____

*Toothpaste

2. _____

*Deodorant

3. _____

*Shower gel

4. _____

*Sanitary towels/tampons

*Shampoo

5. _____

*Shaving foam/gel

6. _____

*Razor

7. _____

*Hair brush

8. _____

etc.

(d) Identify **four** factors that could contribute to underarm odour. (12 marks)

4 @ 3 marks each

1. _____
*Not bathing/showering regularly
2. _____
*Not using a deodorant *Wearing fabrics that don't breath
3. _____
*Not changing clothes regularly *Not laundering clothes regularly
4. _____

(e) Name **and** state the purpose of **each** of the following bathroom items, tools / equipment. (16 marks)



Name **Name @ 2 marks**

*Adjustable Mirror

Purpose **1 @ 2 marks**

- * Mirror that can be used for close-up work e.g. shaving & eyebrow trimming
- *Mirror can be pulled closer or tilted for easier viewing



Name **Name @ 2 marks**

*Nail brush

Purpose **1 @ 2 marks**

*Used to clean underneath the nails



Name **Name @ 2 marks**

*loofah

Purpose **1 @ 2 marks**

*Used to exfoliate the body / massage away dead skin



Name **Name @ 2 marks**

*Foot pumice

Purpose **1 @ 2 marks**

*Used to remove dead skin from feet

8. (a) What is *posture*? (4 marks)

1 @ 4 marks

*It is how you hold yourself when you stand, sit, or walk

(b) List **three** reasons why *good posture* is important. 3 @ 4 marks each (12 marks)

1. _____

*Prevents muscle fatigue and stiff joints

*It improves appearance

2. _____

*Enables you to work longer without becoming tired

3. _____

(c) Identify **three** factors that contribute to *poor posture*. 3 @ 4 marks each (12 marks)

*Improper shoes -high heels

1. _____

*Key board or chair at incorrect height/position

*Obesity

2. _____

*Osteoporosis

*Sitting in the same position for too long e.g. at a computer

3. _____

(d) Describe the correct *standing* position for an employee whose work involves standing for long periods. (12 marks)

2 @ 6 marks each

*Stand straight - avoid bent position

*Shoulders slightly back / chest out

*Feet slightly apart

*Toes pointing forwards

*Bottom in

*Avoid standing on one foot

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For the examiner only

Question	Mark
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