



Coimisiún na Scrúduithe Stáit
State Examinations Commission

LEAVING CERTIFICATE APPLIED

2009

MARKING SCHEME

HAIR AND BEAUTY



Coimisiún na Scrúduithe Stáit State Examinations Commission

Leaving Certificate Applied 2009

Vocational Specialism – Hair and Beauty

(240 marks)

Tuesday 9 June

Morning 11.30 to 1.00

Total Mark

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Credit

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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.

Marking Scheme & Sample Answers
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<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 if Irish Bonus awarded (3 plus 4)	
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			

Section 1 – Salon and Customer Care

(Attempt Question 1 or Question 2 from this section. Each question carries 60 marks)

1. (a) Suggest **four** reasons why products are available for purchase in salons. (12 marks)

3 @ 4 marks

1. _____
**Convenience for the client*
- _____
- _____
2. _____
**Add on service to clients*
- _____
- _____
3. _____
**Brings in retail customers who haven't booked services*
- _____
- _____
- _____
4. _____
**Increases sales / revenue for the salon*
- _____
- _____
- _____
5. _____
**Professional products are available that can't be purchased elsewhere*
- _____
- _____
6. _____
**Stylists / receptionist know the products and can make appropriate recommendations to clients*
- _____
- _____

(b) List **four** different products that are sold in salons. (4 marks)

4 @ 1 mark

1. _____
**Shampoo *Conditioner *Conditioning treatments *Hair gel *Hair mousse*
2. _____
**Hair spray *GHD *Hair dryer*
3. _____
**Cleanser *Toner *Moisturiser *Face mask *Body lotion *Make-up*
4. _____
**Bath oil *Nail varnish *Hand cream etc.*

(c) Outline **four** tasks, that involve *retail stock*, that a receptionist might carry out in a salon. (12 marks)

4 @ 3 marks

1. _____
**Check stock on delivery at salon i.e. correct order, product types, nos etc.*
- _____
- _____
2. _____
**Store the stock safely*
- _____
- _____
3. _____
**Display the stock on shelves etc. *Rotate stock s that older items are sold first*
- _____
- _____
- _____
4. _____
**Advise clients on different products that are in stock*
- _____
- _____
- _____
5. _____
**Carry out stock checks*
- _____
- _____
6. _____
**Order stock when it runs out or when a client requests a special item*
- _____
- _____

- (d) Discuss the features of a good retail display under **each** of the following headings: (24 marks)

2 @ 3 marks

Position

**Placed where clients can see display e.g. at reception area*

**Shelves where possible should be at eye level*

**Positioned so that the display does not cause an obstruction or is easily disturbed*

2 @ 3 marks

Aesthetics

**Attractive display*

**Props used to make the display eye catching e.g. flowers photos etc.*

**Nicely laid out so products types etc. can be easily seen*

**Not over cluttered with too many items *Updated to match times of year, events etc.*

2 @ 3 marks

Stock

**Stock should be checked regularly for missing items*

**Older stock should be kept to the front of the display so that products don't go out of date*

**Products should be realigned and tidied each day so that items that may have been moved or put back in the wrong place can be returned to their correct place*

2 @ 3 marks

Cleanliness

**Shelves cleaned regularly. Dust especially on glass shelves looks unsightly*

**Products dusted, and finger marks removed if items have been handled*

**Displays that are not clean will not attract customers to them and sales will not be made*

- (e) Give **two** reasons why retail products should be kept out of direct sunlight. (8 marks)

2 @ 4 marks

1.

**Packaging might fade*

**Products often indicate that they must be stored below a certain temperature*

2.

**Some products react e.g. product might separate*

**Safety, especially in the case of pressurised containers and the risk of explosion*

2. (a) A busy city centre hairdressing salon is advertising for a receptionist. The advertisement for the position states that applicants must have experience in the areas listed below. Outline **two** skills / qualities that a receptionist would need to demonstrate in **each** of the areas.

Answering the telephone **2 @ 4 marks** (8 marks)

1. _____
**Clear speaking voice* **Good listening skills*
- _____
- *Professional manner* **Courteous*
2. _____
**Ability to take appointments, messages etc correctly*
- _____

Dealing with clients **2 @ 4 marks** (8 marks)

1. _____
**Good communicator* **Pleasant manner* **Professional*
- _____
- *Respect confidentiality* **Good listener*
2. _____
**Recognise /anticipate their needs* **Greet on arrival & acknowledge*
- _____

Managing the appointment book **2 @ 4 marks** (8 marks)

1. _____
**Enter the correct length for each service booked.*
- _____
- *Use the correct abbreviations for services*
- _____
- *Enter appointments for the correct stylists/beauticians*
- _____
- *Take client details so that they can be contacted*

Cash and till duties **2 @ 4 marks** (8 marks)

1. _____
**Ensure till is secure at all times*
- _____
- *Check carefully money as its take and change as its give*
2. _____
**Know how to accept credit/debit cards and check all required details*
- _____
- *Issue and take vouchers as payment*
**Check float at start of day*
**Cash up in the evening*

(b) Outline the role of the receptionist in managing **each** of the following:

Salon Cleanliness **2 @ 4 marks** (8 marks)

1. _____
**Check that the floor is swept after each haircut*
- _____
- * Check that cups and magazines are removed from stations before a new client sits down*
2. _____
** Check that toilets and wash hand basins are kept clean*
- _____
- *Check that the shampoos areas are kept clean, colour removed from basins and dirty towels stored properly*

Salon Safety **2 @ 4 marks** (8 marks)

1. _____
**Check that the fire drill is run regularly*
- _____
- *Brief new staff on fire safety*
2. _____
**Check that no flexes etc are trailing where they could cause falls*
- _____
- *Check that no electrical equipment is near water*
**See that spills are wiped up immediately*
**Ensure that the first-aid box is restocked regularly*

(c) Identify **two** different ways that an individual could train to become a receptionist. Outline **one** advantage and **one** disadvantage of each training method. (12 marks)

1 @ 2 marks

1. Training Method _____
**Attend college e.g. FETAC Certified Course*

1 @ 2 marks

Advantage _____
**Recognised qualification at the end* **Qualification would allow you to take up a position in a wide range of areas/businesses* **Opportunity for work experience in different companies*

1 @ 2 marks

Disadvantage _____
**Not paid while training* **Study and exams involved*

1 @ 2 marks

2. Training Method _____
**Train on the job*

1 @ 2 marks

Advantage _____
**Paid while learning the job* **Little or no study required*

1 @ 2 marks

Disadvantage _____
**No qualification* **May get paid less because you don't hold a qualification*

Section 2 – Haircare

(Attempt Question 3 or Question 4 from this section. Each question carries 60 marks)

3. (a) Give **four** benefits of shampooing and conditioning hair. (12 marks)

4 @ 3 marks

1. _____
**Cleans the hair and scalp* **Hair feels good afterwards*

_____ **Hair smells fresh afterwards* **Removes oils* **Removes product build up*

2. _____
**Give shine / gloss to the hair* **Hair is more manageable*

_____ **If a particular condition is present the shampoo type can help e.g. dandruff*

3. _____
**Hair is easier to comb*

_____ **Hair can have more body / bounce*

4. _____
**Helps dryness*

(b) State **two** factors that should be considered when selecting hair shampoo for a client.

2 @ 4 marks

(8 marks)

**Clients hair type* **Clients hair condition*

1. _____
Any chemical treatments to the hair **What the client has to say about their own hair*

2. _____
**Clients preferences*

(c) Identify **four** possible effects of choosing an unsuitable shampoo for a client. (8 marks)

4 @ 2 marks

1. _____
**Hair looks dull*

2. _____
**Condition of hair / scalp doesn't improve e.g. dry scalp, dandruff*

3. _____
**You may make the condition of your hair worse*

4. _____
**Dry hair* **Brittle hair*

(d) Discuss the factors that influence the amount of shampoo needed to wash a client's hair.

2 @ 4 marks

(8 marks)

_____ **Type of water; hard or soft*

_____ **Whether person is light or heavy handed*

_____ **Temperature of water; better lather with warm water*

_____ **Quality of the shampoo*

- (e) Outline briefly the effect that *water temperature* can have on hair and scalp during shampoo service. **2 @ 2 marks** (4 marks)

**Cold water causes discomfort to client *Very hot water can scald the clients scalp*

**Water that's too hot causes the scalp to flake or become dry*

**Warm water is relaxing for the client*

**Warm water reacts favourably in the foaming of the shampoo so that a good lather is produced to wash the hair*

- (f) Using the information in the table below, match **each** massage movement, used during shampoo and conditioning service, with the correct description. (12 marks)

MASSAGE MOVEMENT	DESCRIPTION
Effleurage	(a) A slow deep circular kneading movement usually used during a conditioning treatment.
Rotary	(b) A movement used to spread shampoo on to the hair each time it is applied.
Petrissage	(c) A fast rubbing movement applied with the fingertips.
Friction	(d) Small fast circular movements used when shampooing.

Record the correct description by inserting a, b, c **or** d in the spaces provided below:

MASSAGE MOVEMENT	DESCRIPTION
Effleurage	<i>b</i>
Rotary	<i>d</i>
Petrissage	<i>a</i>
Friction	<i>c</i>

4 @ 3 marks

- (g) Discuss ways that water could be conserved in a hairdressing salon. (8 marks)
2 @ 4 marks

**Check for dripping taps or leaks*

**Turn off water in between shampooing and conditioning hair*

**Install dual flush cisterns in toilets*

**Install sensor taps and timed turn off taps in toilets*

**Install aerators on taps*

**Monitor use of towels to minimise washing costs*

4 . (a) Give **two** advantages and **two** disadvantages of short hair. (12 marks)

Advantages **2 @ 3 marks**

1. _____
**Quick to wash and dry*
- _____
- _____
- _____
- _____
- _____
2. _____
**Good for busy / active lifestyles*
- _____
- _____
- _____
- _____
- _____

Disadvantages **2 @ 3 marks**

1. _____
**To maintain it you need more regular trips to the salon*
- _____
- _____
- _____
- _____
- _____
2. _____
**It Takes time to grow if you decide you want to change the style*
- _____
- _____
- _____
- _____
- _____

(b) Identify **two** different chemical processes that could be carried out on short straight hair, to create a new look. (8 marks)

2 @ 4 marks

1. _____
**Perming e.g. root perms, body wave*
- _____
- _____
- _____
- _____
- _____
2. _____
**Colour e.g. permanent, Highlights, Lowlights*
- _____
- _____
- _____
- _____
- _____

(c) Suggest **four** ways that a bride-to-be with short hair, could get ideas on how she would like her hair dressed / accessorised on her wedding day. (12 marks)

4 @ 3 marks

1. _____
** Look at bridal magazines or fashion magazines*
- _____
- _____
- _____
- _____
2. _____
**Talk to a hair stylist*
- _____
- _____
- _____
- _____
3. _____
**Discuss with friends*
- _____
- _____
- _____
4. _____
**Search on the internet*
- _____
- _____

(d) Identify **four** hair accessories that the bride-to-be in the photograph might consider using on her wedding day.

(12 marks)

4 @ 3 marks

- *Flower *Decorative Slide
1. _____
- *Tiara *Hair bow
2. _____
- *Veil *Facinator
3. _____
- *Sidecomb
4. _____



(e) Identify **two** types of styling products that the groom could use to give his hair body or hold.

2 @ 3 marks

(6 marks)

- *Styling gel *Mousse *Wax *Pomade
1. _____
- *Hair spray *Finish texture cream
2. _____

(f) Prior to the wedding the groom visits a salon for a trim. Explain the term *trim*.

(6 marks)

1 @ 6 marks

**A touch up of your hair style is where just the ends of the hair are taken off to remove any split ends*

(g) Identify **one** other salon treatment / service that the groom could avail of prior to his wedding.

(4 marks)

1 @ 4 marks

*Colour *Highlighting *Conditioning treatment *Hot shave

*Manicure etc.

Section 3 – Beautycare

(Attempt Question 5 or Question 6 from this section. Each question carries 60 marks)

5. (a) What are the main differences between a *lipstick* **and** a *lip gloss*? (8 marks)

2 @ 2 marks

Lipstick

**Cosmetic product that usually comes in a stick *The stick is held in a retractable container*

*which can be twisted up and down *The stick can be applied directly to the lips or a brush*

*can be used. *Applies deep long lasting colour and texture to the lips*

2 @ 2 marks

Lip gloss

**Cosmetic product that gives the lips a glossy lustre *Sometimes gives subtle colour*

**Distributed as a liquid contained in a small cylindrical bottle *It is applied with a*

*rounded or sloped applicator wand *Useful when you want some colour on the lips but don't*

*want the intense solid lip colour effect like a lipstick *Lip gloss can be applied over lipstick*

(b) List **four** factors that should be considered when purchasing a lipstick **or** a lip gloss.

4 @ 3 marks

(12 marks)

1.

**Your colouring *What season it is *What's in fashion*

2.

**Will it be used for day or night or both*

3.

**The colour of the outfits you want to wear it with*

4.

**The product finish e.g. creamy finish, glossy etc*

**The brand name *The cost *extra additives/properties e.g. to plump up lips*

(c) Indicate, on the drawing of the face below, the position where *lip liner* is usually applied.

(4 marks)



1 @ 4 marks

(d) Outline **two** functions of a lip liner. (8 marks)

2 @ 4 marks

1. _____
**Provides a fine line around the lips*
- _____
- *Can be used to change the shape and size of the lips*
2. _____
**Adds extra definition to the lips*
- _____
- *Prevent heavily pigmented lipsticks bleeding onto the skin outside the lips*

(e) Tick (✓) whether **each** of the following statements is true **or** false. (12 marks)

4 @ 3 marks

	TRUE	FALSE
Lip gloss is applied underneath lipstick.		✓
Lip liner is applied by starting at the outer corner of the mouth and working towards the centre of the lips.		✓
When selecting a lip liner, select one that is the same or slightly darker than the lipstick.	✓	
Lipstick or lip gloss is applied before lip liner.		✓

(f) State the purpose of *blotting* the lips after applying lipstick. (8 marks)

2 @ 4 marks

- _____
- *Helps to fix the lipstick and make it smudge resistant*
- _____
- *Removes excess lipstick*
- _____

(g) Describe a care routine for dry lips. **2 @ 4 marks** (8 marks)

- *Caring for the lips should be part of a daily routine*
- _____
- *Resist the urge to lick your lips or nibble hard or cracked skin*
- _____
- *Medicated lip products are available in the pharmacy to treat this problem*
- _____
- *Apply a lip cream at night. *Protect the lips during the day from the sun and from harsh weather e.g. cold windy weather by using a lip balm, lipstick or sun protection cream*

6. (a) Describe **each** of the following: (12 marks)

3 @ 2 marks

Manicure

**A beauty treatment for the hands and nails. *Carried out by a manicurist*

**Cuticles are softened and trimmed * Nails are cleaned and shaped / filed*

**Hands are massaged *Nails are polished*

3 @ 2 marks

Pedicure

**A beauty treatment for the feet and legs*

**Cuticles are softened and trimmed * Nails are cleaned, trimmed and filed straight across*

**Hard skin is removed *Feet and legs are massaged *Nails are polished*

(b) Identify **four** benefits of a manicure. **4 @ 3 marks** (12 marks)

1. **Improves the look and feel of the hands*

**Hydrates hands, nails and cuticles*

2. **Exfoliates the skin*

**Cleans, strengthens and shapes the nails*

3. **Helps maintain healthy nails *Prevents hangnails *Treats sore or broken skin*

**Dresses the nails*

4. **Increases blood circulation through hand massage *Relaxing *Relieves stress*

(c) Outline **two** reasons why a hand massage might be included as part of a manicure service. **2 @ 4 marks** (8 marks)

1. **Relaxing *Feels great*

**Increases blood circulation*

2. **Moisturises the hands and arms*

(d) What is a french manicure? **2 @ 4 marks** (8 marks)
**A method of polishing nails*

**Nails are polished with clear, ivory or pink polish on the body of the nail*

**White polish is applied on the tip of the nail*

(e) Describe **each** of the following nail conditions: (8 marks)
1 @ 4 marks

Hang nail _____

**A small torn piece or spike of skin near a fingernail or toenail*

1 @ 4 marks

Ingrown nail _____

**The side of the nail penetrates the skin sometimes resulting in infection*

(f) Name **and** state the purpose of **each** of the following manicure / pedicure items of equipment. (12 marks)

1 @ 2 marks **Manicure bowl*

Name _____

1 @ 4 marks

Purpose _____

**Holds the warm water that is needed during a manicure*

for soaking nails



1 @ 2 marks **Foot Spa*

Name _____

1 @ 4 marks

Purpose _____

**Used to comfort and relax feet / revives tired feet*

**Massages the feet *Warm water helps to soften the skin*



1 @ 2 marks **Cuticle Nippers*

Name _____

1 @ 4 marks

Purpose _____

**Used to cut away dead cuticle or skin*



Section 4 - Bodycare

(Attempt Question 7 or Question 8 from this section. Each question carries 60 marks)

7. (a) What is the recommended number of hours of sleep needed by an adult? (6 marks)
*1 @ 6 marks *7- 8 hours*

(b) Outline **four** factors that might interfere with an individual getting a good nights sleep. (12 marks)
4 @ 3 marks

**Medical problems *medications *Restless leg syndrome*

1. _____
**Worrying about something *Anxiety *Stress*

2. _____
**Depression*
**Eating or drinking late at night*

3. _____
**A bed that's too hot or cold *Uncomfortable bed / pillow*
**Noise in the neighbourhood e.g. barking dog, loud music*

4. _____
**Ageing *Crying baby*
**A Partner who snores *Shift work *Pets in the bed room*

**A restless partner who tosses and turns in bed a lot*

(c) Identify **four** ways that the body can be affected by loss of sleep. (12 marks)
4 @ 3 marks

1. _____
**Difficulty waking up in the morning*

2. _____
**Poor performance in school, work or in sports *Low energy levels*
**Increased clumsiness*

3. _____
**Difficulty making decisions*
**Falling asleep during school/work*

4. _____
**Feeling moody or irritated*
**Difficulty with motor skills e.g. driving *Reduced alertness*

(d) What is *insomnia*? (6 marks)
1 @ 6 marks

**The inability to get high quality sleep e.g. difficulty falling asleep, awakening frequently, lying
awake in the middle of the night*

- (e) Describe a routine that might help a person get a good night's sleep. (12 marks)
6 @ 2 marks

**Exercise earlier in the day *Keep room dark during sleep hours*

**Avoid alcohol / night cap as it reduces your sleep quality*

**Avoid large meals before bed time *Cut back on caffeine from lunch time on*

**Avoid too many liquids as you will need to go to the bathroom throughout the night*

**Ensure that the room is ventilated *Keep the temperature of the room cool*

**Try to go to bed and wake up at the same time each day*

**Avoid TV in the bedroom as it tends to stimulate rather than relax*

- (f) Suggest **six** practical ways that an adult might relax / unwind. (12 marks)
6 @ 2 marks

1. _____
**Try listening to soft music*

**Take a warm bath*

2. _____
**Do some quiet reading*

**Practice breathing exercises*

3. _____
**Turn the lights down and burn scented candles*

**Try Yoga*

4. _____
**Go for a walk*

**Go for a swim*

5. _____
**Get an early night*

**Plan a day at a spa*

6. _____
**Have a power nap*

**Take up a hobby*

**Meet a friend for coffee*

**Get some sun*

8. (a) Why is it important to have fresh smelling breath? (8 marks)
2 @ 4 marks

- **Bad breath is an indicator that something is wrong*
- **Unpleasant for people that you work with etc.*
- **Can affect relationships*
-

(b) Identify **four** possible causes of bad breath. (12 marks)
4 @ 3 marks

1.

**Oral bacteria* **Alcohol*
2.

**Not brushing and flossing regularly* **Stress*
3.

**Gum disease* **Sinus / tonsil infections*
4.

**Tooth decay* **Poor digestion*
5.

**Foods e.g. garlic and onions* **Constipation*
6.

**Dieting*
7.

**Smoking*
-

(c) Describe a routine that could be followed to help prevent bad breath. (12 marks)
3 @ 4 marks

- **Practice good oral hygiene. Brush the teeth, floss teeth and gums, and rinse*
- *thoroughly. Brushing and scraping the tongue can also help*
- **Visit the dentist to get teeth cleaned and cavities filled*
- **Eliminate certain foods from the diet e.g. garlic, onions, spices*
- **Look after your digestive system e.g. drink water, eat plenty of fibre. Including yogurt or*
- *acidophilus will add beneficial bacteria to the stomach and improve digestion*
-
-
-
-
-
-

(d) What is *dental floss*? (4 marks)

2 @ 2 marks

- *A soft nylon thread*
- * Used to remove food and dental plaque from teeth*
- *It may be flavoured or unflavoured,*
- *Waxed or unwaxed*

(e) Describe how dental floss is used. (12 marks)

3 @ 4 marks

- *Pull off a length of the floss*
- *Hold one end of the floss in each hand. Wrap around fingers to stop it slipping*
- *Gently slide the floss between the teeth*
- *Scrape the floss along the sides of the teeth especially close to the gums*
- *Continue until the floss has been inserted between all teeth*
- *Pull off a new strip of floss each time the floss begins to wear or the fibres begin to spit*
- *Rinse the mouth well*

(f) Discuss the benefits of using dental floss. (12 marks)

3 @ 4 marks

- * Maintain good teeth*
- *Helps to prevent bad breath*
- *Helps to prevent gum disease*
- *Helps to prevent tooth decay*
- *Removes trapped food*

For the examiner only

Question	Mark
1	
2	
3	
4	
5	
6	
7	
8	
Total Mark	