



**Coimisiún na Scrúduithe Stáit**  
State Examinations Commission

**Leaving Certificate Applied 2012**

**Marking Scheme**

**Hair and Beauty**

**Common Level**





# Coimisiún na Scrúduithe Stáit State Examinations Commission

*Leaving Certificate Applied 2012*

## Vocational Specialism – Hair and Beauty

(240 marks)

**Marking Scheme**

**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.

***In developing the marking scheme the following should be noted:***

- *In many cases only key phrases are given which contain information and ideas that must appear in the candidate's answer in order to merit the assigned marks*
- *The descriptions, methods and definitions in the scheme are not exhaustive and alternative valid answers are acceptable*
- *The detail required in any answer is determined by the context and the manner in which the question is asked, and by the number of marks assigned to the answer in the examination paper. Requirements and mark allocations may, therefore, vary from year to year.*
- *Words, expressions or phrases must be correctly used in context and not contradicted, and where there is evidence of incorrect use or contradiction, the marks may not be awarded.*

# Section 1 – Salon and Customer Care

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

1. (a) Give **four** reasons why salons operate an appointment system. (12 marks)

**4 reasons @ 3 marks each**

1. \_\_\_\_\_

\*Manages appointments so that they are spread throughout the day

\_\_\_\_\_  
\*Secures commitment from the client to turn up for a service

2. \_\_\_\_\_

\*Facilitates clients to come at a time that's convenient to them

\_\_\_\_\_  
\*Gives an overview of a salons activity for the day/week

3. \_\_\_\_\_

\*Identifies gaps / free slots that can be offered to other clients

\_\_\_\_\_  
\*System can be linked to other functions e.g. client record keeping

4. \_\_\_\_\_

- (b) State **four** items of information that are required when scheduling an appointment for a client. (12 marks)

**4 items @ 3 marks each**

1. \_\_\_\_\_

\*Name                                  \*Date required                                  \*Appointment time required

2. \_\_\_\_\_

\*Name of service required                                  \*Clients contact details

3. \_\_\_\_\_

\*Name of stylist/therapist client wishes to book in with

4. \_\_\_\_\_

- (c) Name **four** services that are offered in beauty salons and indicate the length of time that would normally be allowed in the appointment book for each service to be carried out.

(12 marks)

**4 @ 2 marks each**

**4 @ 1 marks each**

	<b>Name of Service</b>	<b>Time Allowed</b>
1.	*Facial	*55-75 minutes
2.	*Manicure	*30-45 minutes
3.	*Body massage	*1 hour
4.	*Eyebrow shaping	*15 minutes

- (d) State one advantage and one disadvantage of each of the appointment systems named below. (12 marks)

Appointment book \_\_\_\_\_

**1 @ 3 marks**

Advantage \_\_\_\_\_

\**Cheap and simple to operate* \**Can be passed around the salon easily*

**1 @ 3 marks**

Disadvantage \_\_\_\_\_

\**Pages can get very crowded/hard to read appointments* \**If it gets lost all of the appointment records are gone*

Computerised appointment system \_\_\_\_\_

**1 @ 3 marks**

Advantage \_\_\_\_\_

\**Can be linked to an SMS messaging system to send out reminders* \**Keeps information in an orderly fashion* \**Can be linked to client records*

**1 @ 3 marks**

Disadvantage \_\_\_\_\_

\**You need to invest in a computer, software etc.*

\**If the system goes down information can be lost or unavailable for a period*

- (e) Give two reasons why many salons employ a receptionist to schedule appointments for clients. (8 marks)

**2 reasons @ 4 marks each**

1. \_\_\_\_\_

\**Prevents other staff getting interrupted when they are working on clients*

\**Ensures that clients get dealt with promptly and are not left waiting*

2. \_\_\_\_\_

\**Ensures the appointment system runs smoothly and is accurate*

\**Ensures that there is someone who has time to talk through with the client what service they require*

- (f) What is a ‘walk-in’ service?

(4 marks)

**1 @ 4 marks**

\**A service run by a salon where a client can walk in without an appointment, the client*

*usually then waits until a stylist/beautician is free*

2. (a) Identify **four** potential safety hazards in a salon. (12 marks)

**4 hazards @ 3 marks each**

1. \_\_\_\_\_  
\*Falls on wet floors
2. \_\_\_\_\_  
\*Chemical burns from undiluted solutions
3. \_\_\_\_\_  
\*Allergic reactions / breathing problems from chemical fumes
4. \_\_\_\_\_  
\*Burns from hot tongs and hair dryers
5. \_\_\_\_\_  
\*Fires from faulty/overheating hairdryers
6. \_\_\_\_\_  
\*Electrocution from electrical equipments coming into contacts with water
7. \_\_\_\_\_  
\*Cuts from careless use of scissors

- (b) Suggest **two** ways that staff can be made aware of potential safety hazards. (8 marks)

**2 ways @ 4 marks each**

1. \_\_\_\_\_  
\*Signage in staff room    \*Accurate labelling of products
2. \_\_\_\_\_  
\*Staff training
3. \_\_\_\_\_  
\*Raise at staff meetings

- (c) State **two** advantages of a salon staff member holding an up-to-date Occupational First-Aid Certificate. (8 marks)

**2 advantages @ 4 marks each**

1. \_\_\_\_\_  
\*Can give immediate assistance to casualties    \*Could help to save a life
2. \_\_\_\_\_  
\*Avoids panic – staff know what to do
3. \_\_\_\_\_
4. \_\_\_\_\_

- (d) Describe the procedure that should be followed when calling the emergency services.

(12 marks)

**4 points @ 3 marks each**

1. \_\_\_\_\_  
\*Dial 999 or 112    \*Stay calm
2. \_\_\_\_\_  
\*Ask for the service you need
3. \_\_\_\_\_  
\*Speak slowly and clearly
4. \_\_\_\_\_  
\*Answer any questions you are asked by the operator
5. \_\_\_\_\_  
\*Do not hang up until you have been instructed to do so

(e) What is an accident report form? (4 marks)

**1 @ 4 marks**

*\*A special form that is used to record key information about an accident after it has occurred*

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(f) When should an accident report form be completed? (4 marks)

**1 @ 4 marks**

*\*As soon as possible after the accident while the details are fresh in your mind*

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(g) Identify **four** items of information you would expect to find on a completed accident report form. (12 marks)

**4 @ 3 marks each**

1.

*\*Name of injured person*

*\*Site where accident took place*

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*\*Date / time of accident*

2.

*\*Name of injured person*

*\*Injured persons address*

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*\*Nature of incident*

*\*Extent of injury*

3.

*\*Where incident took place / what was happening at time*

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*\*Action taken / first aid treatment*

4.

*\*Names of people contacted after the incident*

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*\*What happened to injured person following accident?*

*\*Signature*

*\*Date of completing form*

## **Section 2 – Haircare**

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

3. (a) Identify **four** different types of hair accessories. (12 marks)

**4 @ 3 marks each**

1. \_\_\_\_\_

\*Combs      \*Slides      \*Hair clips /pins      \*Flowers

\_\_\_\_\_

\*Hair bands      \*Tiaras      \*Scrunchies      \*Feathers

2. \_\_\_\_\_

\*Headbands      \*Bandannas      \*Scarves      \*Extensions/hair pieces

3. \_\_\_\_\_

- (b) Outline **four** reasons for wearing a hair accessory. (12 marks)

**4 @ 3 marks each**

1. \_\_\_\_\_

\*To glam up your look for a special occasion

\_\_\_\_\_

2. \_\_\_\_\_

\*To keep your hair tidy/ out of your face

\_\_\_\_\_

3. \_\_\_\_\_

\*To support holding a style together e.g. up style

\_\_\_\_\_

4. \_\_\_\_\_

\*To compliment an outfit      \*To create a different look

- (c) Identify **four** factors to consider when purchasing a hair accessory. (12 marks)

**4 @ 3 marks each**

1. \_\_\_\_\_

\*Cost and value for money

\_\_\_\_\_

\*Functionality - does what you need it to do

2. \_\_\_\_\_

\*Durability - will get use out of it for some time

\_\_\_\_\_

\*Pleasing design / colour

3. \_\_\_\_\_

\*Suitable for the event / occasion

\_\_\_\_\_

\*What is in fashion

4. \_\_\_\_\_

\*Comfortable to wear

- (d) Suggest a hair accessory that would be suitable for the bride in the photograph below.  
Give two reasons for your selection. (12 marks)



Hair accessory **1 @ 4 marks**

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\*e.g. *Tiara*

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Reasons for selection **2 @ 4 marks each**

1. \_\_\_\_\_  
\**Suitable for the occasion* \**Elegant*

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2. \_\_\_\_\_  
\**Easy to wear with veil and up-style*

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- (e) Discuss current trends in relation to the wearing of head scarves. (12 marks)  
**3 @ 4 marks each**

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\**Fun and easy to wear - you can come up with your own styles*

---

\**Many celebrities are wearing scarves and have made them fashionable*

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\**They can be worn e.g. as thick bands to tie back the hair*

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\**Or worn as a turban by wrapping around the head, tying knot and tucking in*

---

\**Used to accentuate features and clothing*

---

\**Can be matched to different outfits*

---

\**Trendy for both men and women*

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4. (a) What is the primary purpose of shampoo? (4 marks)  
**1 @ 4 marks**

\*To cleanse the hair and scalp

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- (b) Identify **four** factors that should be considered when selecting shampoo. (12 marks)  
**4 @ 3 marks each**

1. \_\_\_\_\_

\*Who the shampoo is for – child, adult, etc.

\*Particular brand preferences

2. \_\_\_\_\_

\*Scent

\*Cost

3. \_\_\_\_\_

\*Size e.g. family size, travel size etc.

\*Hair condition that shampoo is suitable for e.g. dry, greasy, coloured, etc.

4. \_\_\_\_\_

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- (c) Outline **four** ways to ensure the comfort of a client during shampoo service. (12 marks)  
**4 @ 3 marks each**

1. \_\_\_\_\_

\*Clothes and neck protected with gown/towel

\*Chair reclined at correct angle to basin

2. \_\_\_\_\_

\*Correct water temperature is used to wash hair

\*Water is not sprayed on client face / clothes

\*Hair and all of the scalp is massaged using correct technique – comfortable for client

\* Hair is rinsed thoroughly

3. \_\_\_\_\_

\*Towel wrapped around clients head afterwards to prevent water dripping down neck

\*Staff do not talk over client during shampoo service

\*Staff check their breath e.g. after smoking, eating certain foods

- (d) Describe the steps that should be taken to ensure that no shampoo residue is left in a client's hair after it has been washed. (8 marks)  
**2 steps @ 4 marks each**

\*Use enough water and keep rinsing until water runs clear and there are no further suds

\*Pay particular attention to hair and scalp at the nape of the neck and behind the ears

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- (e) How is hair affected when a residue of shampoo is left in place after washing? (4 marks)  
**1 @ 4 marks**

\*Can leave a greasy film on the hair

\*Can leave the scalp itchy

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- (f) Why is it **not** recommended to shampoo hair before applying permanent root colour? (4 marks)  
**1 @ 4 marks**

\*Because the natural oils on your scalp act as a barrier protecting the hair and scalp from the colour

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- (g) Give **two** reasons why dry shampoos have become popular. (8 marks)  
**2 reasons @ 4 marks each**

1.

\*Great if you are in a hurry and have no time to wash your hair

\*Comes in lots of colours so can be matched to your hair colour so that it is invisible  
2.

\*Many brands also add volume to hair

---

- (h) Describe a routine for applying dry shampoo to hair. (8 marks)  
**2 points @ 4 marks each**

\*Brush hair

\*Shake can vigorously before use

\*Keeping nozzle about 30 cms from hair and spray into roots

\*Massage through with fingertips

\*Brush and style

## **Section 3 – Beautycare**

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

5. (a) Outline **four** reasons why tattoos are popular. (12 marks)

**4 reasons @ 3 marks each**

1.

\**Its a form of self expression e.g. to make a statement*

2.

\**Peer pressure e.g. friends in your circle have tattoos*

3.

\**A memorial e.g. to mark an occasion or remember someone*

4.

\**They are seen in the media e.g. celebrities have them in music videos, films, TV*

*advertisements etc.*

- (b) What age should a person be in order to have tattoo work carried out in a tattoo parlour?

**1 @ 4 marks**

(4 marks)

\**There is no legal minimum age however parlours generally have a strict minimum 18*

*years of age policy.*

- (c) State **four** factors that should be considered when selecting a tattoo parlour. (12 marks)

**4 factors @ 3 marks each**

1.

\**Find a good artist, check out the quality of artist's work and designs, ask questions*

2.

\**Make sure the studio is clean and hygienic, the artist should wear gloves, use new needles, sterilise equipment etc.*

3.

\**Talk to friends that have had tattoo work carried out and get recommendations \*Do web research*

4.

\**Visit several studios and shop around*

- (d) Identify **two** factors that should be considered when selecting a tattoo design and **two** factors that should be considered when positioning the tattoo on the body. (12 marks)

Selecting tattoo design **2 factors @ 3 marks each**

1.

\*Take time selecting a design as you will have to wear it for the rest of your life

\*Some designs may be more costly because e.g. of size, intricacy of design

2.

\*Some designs may take longer to apply and involve more pain/discomfort

Position of tattoo on the body **2 factors @ 3 marks each**

1.

\*Decide if you want the tattoo placed where it will be seen or covered by clothing

\*Some parts of the body are more painful to tattoo than others e.g. the ankle and back of the ear

2.

\*Be aware that tattoo designs can distort on certain parts of the body e.g. during pregnancy, and weight gain

- (e) Suggest **two** methods that can be used to remove / conceal tattoos. (8 marks)

**2 methods @ 4 marks each**

1.

\*Laser treatment \*Dermabrasion \*Surgical removal

\*Applying camouflage cream/make-up

2.

\*Airbrushing with a liquid foundation

- (f) Discuss how people's attitudes can be influenced by tattoos. (12 marks)

**3 points @ 4 marks each**

\*Depending on the size, style and position of a tattoo some people feel that they can make a person look hard / tough

\*Some employers may not employ a person with visible tattoos especially if the employee is going to be in the public eye

\*Some people feel it is an irresponsible / stupid thing to do

\*Some people feel that women with tattoos are not feminine

6. (a) State **four** features you would look for when selecting shoes to ensure comfort when wearing. (12 marks)

**4 features @ 3 marks each**

1.

\**A good fit to ensure there is no slipping of the foot or cramped toes*

*\*Low heel to avoid pressure on foot*

2.

\**Made from breathable materials to avoid feet sweating*

3.

\**Cushioned insole to support arch and prevent the foot from slipping*

4.

\**Lightweight to avoid legs getting tired*

- (b) Describe **two** items / accessories that can be purchased for shoes to add to their comfort when wearing. (8 marks)

**2 accessories @ 4 marks each**

1.

\**Heel grips that are stuck to the inside of the back of the shoe to prevent slipping / blisters*

*\*Insoles that are slipped into the shoe to cushion the foot*

2.

\**Anti slip soles that have a peel off sticky back. They are stuck to the sole of the shoe to prevent slipping on floors*

- (c) Give **two** reasons why it is advisable to ‘break-in’ shoes before wearing them for a full day. (8 marks)

**2 reasons @ 4 marks each**

1.

\**Shoes can be hard when new so need time to soften to avoid getting blisters from rubbing*

2.

\**Helps to loosen / stretch the shoes so that they are more comfortable*

- (d) Outline **two** possible effects of walking barefoot in public places. (8 marks)

**2 effects @ 4 marks each**

1.

\**Can be a hazard e.g. receiving cuts, abrasions and bruises from objects on the ground*

*\*Athletes foot is spread by people walking barefoot in places where the fungus is likely to grow e.g. swimming pools and public showers.*

*\*Causes dry skin on the feet*

*\*Stimulates the feet. Strengthens and stretches the muscles, tendons and ligaments in your feet*

- (e) Give **two** reasons why feet should be moisturised and exfoliated regularly. (8 marks)

**2 reasons @ 4 marks each**

1.

\**Exfoliation helps to remove the dead, dry skin on the feet especially in the heel area*

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2.

\**The moisturiser feeds and softens the skin*

---

\**Overall keeps the feet soft and free from hard, rough, callused or cracked areas*

---

- (f) Why is foot and leg care important when travelling on long haul flights? (4 marks)

**1 @ 4 marks**

\**Helps to reduce the risk of deep vein thrombosis (DVT)*

---

\**Helps to avoid bloating of legs and feet*

---

- (g) Write an informative note on ‘fish pedicures’. (12 marks)



**3 points @ 4 marks each**

\**Involves submerging the feet in a tank of warm water containing Garra Rufa fish*

---

\**The fish nibble dry / dead / hard skin off the feet*

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\**Treatments last usually 15 mins to 30 mins. Longer is not recommended.*

---

\**Fish pedicures have become popular in Ireland and the service is offered in selected salons, department stores and specialist pedicure shops*

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\**According to the HSE the risk of infection is low but cannot be completely excluded*

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\**Contraindications include: clients with foot infections, broken skin, cuts, leg waxing in last 24 hours, diabetes, psoriasis / eczema / dermatitis affecting lower leg*

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## **Section 4 - Bodycare**

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

7. (a) What is body odour? (4 marks)

**1 @ 4 marks**

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*\*Unpleasant smell caused by sweat*

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- (b) Identify **four** parts of the body that are prone to producing odours. (12 marks)

**4 parts of the body @ 3 marks each**

1. \_\_\_\_\_  
*\*Underarms                    \*Mouth*
  2. \_\_\_\_\_  
*\*Feet*
  3. \_\_\_\_\_  
*\*Groin / genitals*
  4. \_\_\_\_\_
- 

- (c) List **four** types of products that can be used to minimise body odour. (12 marks)

**4 types of products @ 3 marks each**

1. \_\_\_\_\_  
*\*Soap                    \*Shower / bath gel                    \*Deodorants*
  2. \_\_\_\_\_  
*\*Toothpaste                    \*Mouth wash*
  3. \_\_\_\_\_
  4. \_\_\_\_\_
- 

- (d) Explain how body odour can be affected by **each** of the following:

Hygiene                    **2 points @ 4 marks each**

(8 marks)

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*\*Showering or taking a bath reduces the amount of bacteria on the skin and washes sweat away*

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*\*Using a deodorant as part of a routine also helps to reduce sweating*

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Clothing                    **2 points @ 4 marks each**

(8 marks)

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*\*Clothes that are made of natural fibres e.g. cotton, wool and silk permit better*

---

*circulation of air which allows the body to cool itself more efficiently and not sweat so often*

---

*\*By changing and washing clothes daily, especially undergarments you can reduce the smell of body odour*

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Diet **2 points @ 4 marks each** (8 marks)

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*\*Certain foods affect the smell of sweat e.g. strong scented foods such as onions and garlic, if consumed in excess can lead to a more pungent body odour*

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*\*Dairy products can also cause body and mouth odour if consumed often*

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(e) Discuss some of the social ill-effects of body odour. (8 marks)  
**2 points @ 4 marks each**

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*\*Can impact on a person's social life e.g. difficulty making friends or getting a boyfriend / girlfriend*

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*\*People not wanting to sit beside the person etc. person may be alienated*

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*\*In work situations employees may not want to share offices, sit close to each other*

*\*It can also be problematic if the employee needs to work in close proximity to a client e.g. shampooing a clients hair, may result in lost business etc.*

8. (a) Outline **four** ways that clients should prepare for their first bikini wax. (12 marks)  
**4 ways @ 3 marks each**

1.

\*When making the appointment explain that you are a first timer and ask for a skilled

Technician \*Avoid 3-4 days before a period when the skin is most sensitive

2.

\*Read up on the procedure so that you know what to expect on the day

\*Hair needs to be at least  $\frac{1}{4}$  inch so the wax will grab it

3.

Exfoliate your bikini area the night before. This will remove dead skin and allow the wax to stick well

4.

\*Stay out of the sun for at least 24 hours beforehand

\*Wear loose panties and jeans to the appointment

- (b) Identify **four** factors that a beautician should consider before carrying out a bikini wax. (12 marks)

**4 factors @ 3 marks each**

1.

\*Sunburned skin cannot be waxed

\*Irritated or open skin cannot be waxed

2.

\*Taking of some medications prevent waxing being carried out

\*Moles cannot be waxed

3.

\*Is this the client's first waxing experience?

\*How much of the bikini area does the client wish to have waxed?

4.

\*The length of the hair, is it long enough or does it need to be trimmed first?

- (c) Outline **four** areas of aftercare advice that should be given to a client following bikini waxing. (12 marks)

**4 areas of aftercare advice @ 3 marks each**

1.

\*Only take a luke warm shower/bath afterwards and avoid soap as it could irritate the skin

\*Do not touch/scratch the area and keep clean

2.

\*Avoid any sunbed treatment or sunbathing for 24 hours

\*Avoid self tanning products for 24 hours

3.

\*Avoid immediately afterwards tight clothing / underwear that could cause friction

\*Avoid applying products for a day or two that contain strong perfumes

4.

\*Moisturise with a light lotion containing e.g. aloe vera

- (d) Name and describe **three** methods of hair removal, other than waxing, and indicate **one** area of the body where each could be used. (24 marks)

Hair removal method 1

\**Shaving*

**Name @ 4 marks**

**Description - 2 points @ 2 marks**

Description \_\_\_\_\_

\**A razor is used with a moisturising product e.g. shaving foam.*

\**The foam is applied to the skin.*

\**By gliding the razor over the skin the razor cuts the hair off at the skins surface*

**1 area @ 2 marks**

Area of body where it could be used \_\_\_\_\_

\**Face (men), legs, underarms or bikini area*

Hair removal method 2

\**Threading*

**Name @ 4 marks**

**Description - 2 points @ 2 marks**

Description \_\_\_\_\_

\**A double strand of cotton thread is used*

\**The thread is twisted around individual hairs*

\**Hairs are pulled out from the roots*

**1 area @ 2 marks**

Area of body where it could be used \_\_\_\_\_

\**Eyebrows, chin or upper lip*

Hair removal method 3

\**Electrolysis*

**Name @ 4 marks**

**Description - 2 points @ 2 marks**

Description \_\_\_\_\_

\**A needle like probe is inserted into the hair follicle and an electric current is passed*

*through it*

\**Hairs are treated one at a time*

\**This is a permanent method of hair removal*

**1 area @ 2 marks**

Area of body where it could be used \_\_\_\_\_

\**Small areas e.g. chin*









