

6002-511 – Level 2 Hair Colouring Services – Theory Exam

March 2024

Examiner Report

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Introduction

This document has been prepared by the Chief Examiner, it is designed to be used as a feedback tool for centres to use in order to enhance teaching and preparation for assessment. It is advised that this document be referred to when preparing to teach and then again when candidates are preparing to sit examinations for City & Guilds Technical qualifications.

This report provides general commentary on candidate performance and highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat the **March 2024** examination series. It will explain aspects which caused difficulty and potentially why the difficulties arose, whether it was caused by a lack of knowledge, incorrect examination technique or responses that failed to demonstrate the required depth of understanding.

The document provides commentary on the following assessment;

- **6002-511 – Level 2 Hair Colouring Services – Theory Exam**

Theory Exam – March 2024

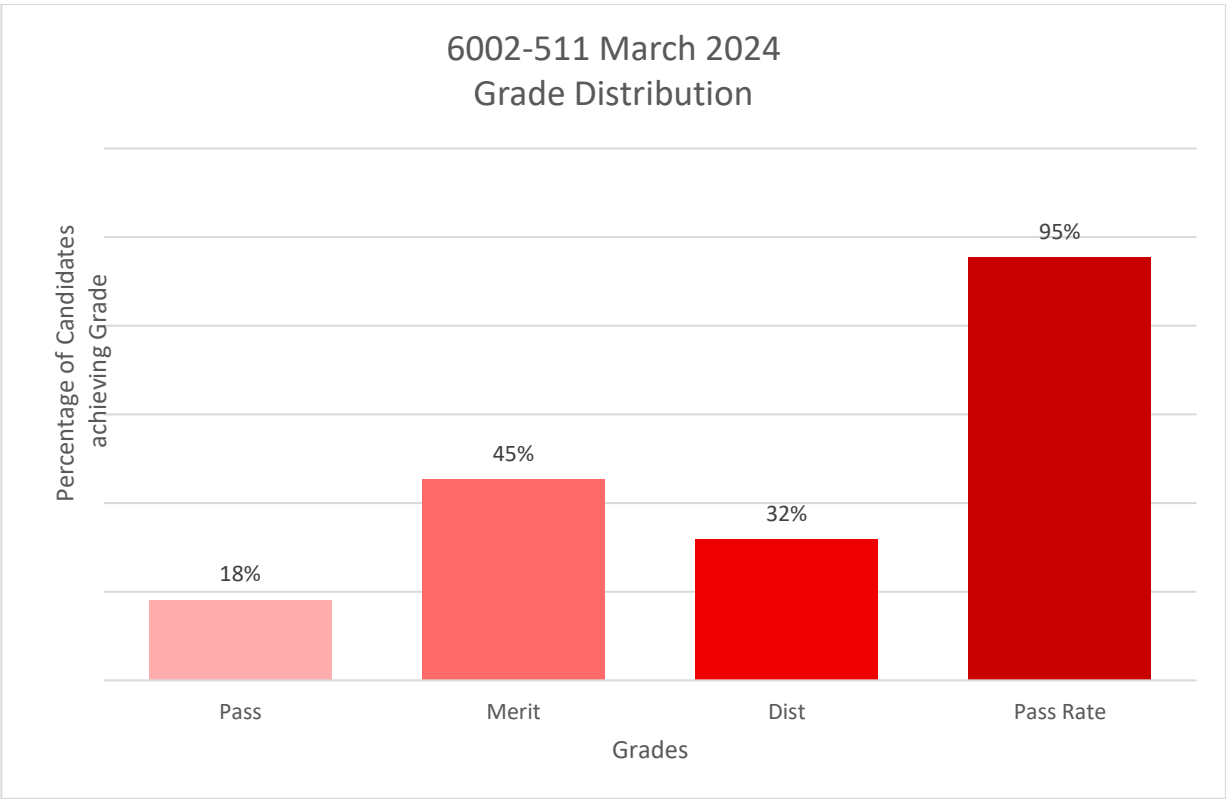
Grade Boundaries and distribution

Assessment: **6002-511**
Series: **March 2024**

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Total marks available	60
Pass mark	23
Merit mark	31
Distinction mark	40

The graph below shows the approximate distribution of grades and pass rates for this assessment:



Chief Examiner Commentary

General Comments on Candidate Performance

Assessment component: 6002-511

Series 1 (March)

The exam paper is deemed to be comparable to previous years and included a varied number of questions designed to stretch the cohort to reflect the expected standards of a Level 2 candidate. All questions were attempted across the breadth of the paper, suggesting improved confidence in exam technique and syllabus content.

Most of the cohort showed confidence with good recall and understanding around styling and finishing products and showed some accuracy in linking this to the suitable effect and relevant service. General salon values and behaviours were answered equally well with a good attempt at expected industry standards and teamwork, often including good knowledge of professional working patterns. Also, many candidates showed depth of understanding around creeping oxidation, clearly recognising the necessity to close the cuticles post colouring service and the impact this can have on the condition of the hair.

Higher-scoring candidates were able to tailor their responses to provide further depth, whereas in lower-scoring candidates papers opportunities were missed to expand and demonstrate their depth of knowledge. This was particularly evident in a question giving advice to the client, responses such as 'apply styling or volume products' were given, but many failed to expand to suggest why this was necessary and the benefit.

There was a particular area of weakness identified around the accuracy of knowledge for permanent colour, responses were generic and not tailored to the question effectively. When the stem requests benefits of a specific colour product, response should be unique to this colour.

In the Extended Response Question (ERQ), most of the cohort attempted to discuss one recommended colour service, and there were some good links to correct peroxide strength. In some cases, methods of application for resistant hair have been explored with depth of knowledge and understanding demonstrated through logical reasoning. Over much of the cohort, there was a limited amount of consultation factors being considered. To receive a higher mark, it is regarded that relevant testing should be discussed, as well as reference and consideration of porosity, allergies, and depth/tone.

Opportunities to gain marks in the extended response question were missed when candidates failed to develop alternative ideas and recommendations for the colouring service. As many offered one option, candidates would benefit from exam technique preparation for the ERQ and are encouraged to include a wider range of discussion points with feasible suggestions and justification to clearly evidence their understanding across the topics in this qualification and broaden their scope for marks awarded. However, general styling options for this question were considered suitable, as was the aftercare.

In summary, candidates will benefit from the consistent use of industry specific terminology when responding to questions. Candidates should be reminded to ensure they're reading the stem carefully, when being asked to explain or describe before providing a response this is to ensure they are fully understanding the requirements of the stem.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here:

[6002-23 technical_exam_document_2018_v0-1-pdf.ashx \(cityandguilds.com\)](https://www.cityandguilds.com/00000000/00000000/6002-23_technical_exam_document_2018_v0-1-pdf.ashx)