Answers to Check your knowledge from VRQ Level 2 Beauty Therapy Student Book

Essential Professional Knowledge

1. Which of the following statements is correct?
   d) All products must have all ingredients listed on them.

2. The Data Protection Act states that:
   c) all personal information must be kept private and confidential.

3. What does the Consumer Protection Act state?
   b) The consumer must be protected from unsafe products.

4. What does the Health and Safety at Work Act state about responsibility?
   a) Both the employer and employees are responsible for health and safety in the workplace.

5. The Trade Descriptions Act states:
   a) It is illegal to make false claims about a product or service.

6. An example of a viral infection is:
   b) a cold sore.

7. A bacterial infection is the cause of:
   d) boils.

8. A contra-action is:
   c) a reaction which appears during or just after treatment.

9. An autoclave is:
   b) an effective sterilisation method.

10. Sterilisation is:
    d) the removal of bacteria, spores and viruses.

Follow health and safety practice in the salon

1. Who is responsible for ensuring gloves and an apron are worn during waxing treatments?
   c) Therapist

2. A hazard is defined as:
   c) something which has the potential to cause harm.

3. The two fire extinguishers suitable for use on any electrical fire are colour coded:
   a) blue or black.

4. Which of these is just the employer’s responsibility?
   c) Provide information about health and safety and security.

5. The definition of a risk is:

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a) the likelihood of a hazard’s potential being realised.

6. Your job description should have within it:
c) your health and safety responsibilities.

7. The symbol for a toxic substance is:
c) a skull and cross bones.

8. If there are blood spots on a wax strip, you must:
c) put it in the contaminated yellow waste bin.

9. How many steps are there in a risk assessment?
c) Five

10. HSE stands for:
b) Health and Safety Executive.

Client care and communication in beauty-related industries
1. What is an active listener?
Someone who listens and actually ‘hears’ what the other person is saying.

2. When you ask a question and receive a detailed answer, what type of question has been asked?
a) open

3. What do the terms ‘feature’ and ‘benefit’ mean when discussing retail products?
Feature – what a product contains, for example cocoa butter
Benefit – what the feature does, for example cocoa butter nourishes the skin

4. What are the three types of communication?
Verbal, written and non-verbal (body language)

5. Read the description of how a client reacts while they are being recommended retail products and choose the answer that reflects how the client is feeling.

The client is not asking any questions, gives little or no eye contact, is playing with their hair, looks nervous/confused and is frowning.

a) The client does not want to buy the product.

6. Who deals with client complaints?
The manager

7. A client comes back to the salon after buying a nail enamel and has had an allergic reaction. What do you do?
c) Ask her if she has any allergies and check other products’ ingredients for differences or find a range for sensitive skins as an alternative, before offering a refund or exchange.

8. How should you react to feedback that identifies areas for improvement?
c) Constructively, as this identifies areas that need to be practised.
9. What law states how we are to handle a client’s personal information?
   b) Data Protection Act

10. How do we store client’s personal information?
    Following the eight principles:
    • Fairly and lawfully processed
    • Processed for limited purposes
    • Adequate, relevant and not excessive
    • Accurate and up to date
    • Not kept for longer than is necessary
    • Processed in line with your rights
    • Secure
    • Not transferred to other countries without adequate protection

**Display stock and promote products and services to clients**

1. What is the purpose of a display?
   To give clients information and promote services and products available within the establishment

2. List five items that could be used within a promotional display.
   Products, literature, promotional material, examples of services, price lists

3. What is the main consequence of not placing a display in an appropriate area?
   The display will go unnoticed, failing to increase sales and revenue.

4. Why is it not always appropriate to display actual products?
   Some products need to be stored according to COSHH regulations, so are not suitable for displays. Some products may degenerate if not stored appropriately, particularly in sunlight.

5. What legislation is involved with promotional displays?
   Manual Handling, COSHH, PPE, Trade Descriptions Act

6. List five ways a client may show interest in a service or product.
   Any of the following: reading promotional material, looking at displays, observing another service, picking up a product, asking questions on products and services, discussing concerns on nail and skin condition

7. Why is it vital to be well informed about the products and services available in a salon?
   It enables you to select appropriate products and services that meet the needs of your customers and improve their nail and skin condition.

8. What are some of the obstacles clients may give?
   Any of the following: already have that type of product, cannot afford it, don’t have time to discuss it, don’t have time to use it at home.

9. What legislation covers the sale of products and services?
   Data Protection Act, Trades Descriptions Act, Sales and Supply of Goods Act, Prices Act, Consumer Protection Act, Consumer Safety Act

10. Why is it important that clients are educated on how to use a product?
If clients use products incorrectly they will not see the desired effects. They may also cause a contra-action due to incorrect use. It shows professionalism and expert knowledge.

**Working in beauty-related industries**

1. Where would you access information on organisations within the industry? Professional magazines, internet, trade shows, training courses, newsletters

2. What are the advantages of being a member of a professional membership organisation? Support and guidance to all its member whether newly qualified or experienced, advice on starting your own business, insurance deals, updates on training available, updates on legislation, discount card for professional suppliers, monthly magazine subscriptions

3. State the hierarchy of staff within a salon. Junior therapists > senior therapist > salon manager > salon owner

4. Describe the Working Time Regulations 1998. It controls the hours of the working week, including breaks and holiday entitlement. It applies to full-time, part-time and casual workers.

5. Identify ways of promoting yourself as a professional therapist. Attend regular training sessions, attend trade shows, develop and large and successful client base, work closely and professionally with other practitioners

6. List five ways to market and promote a new treatment available in your establishment. Any of the following: leaflet drop, open evening, promotional stand, newsletter, special offers, taster promotions

7. Why should therapists keep their skills current and up to date? Ensures they are current and up to date with treatments and products available in the market, ensures they are adhering to legislation guidelines, keeps clients interested in the services they offer, in some establishments it is a term within the contract.

8. What does CPD stand for? Continual professional development

9. List four responsibilities of an employer. Provide employees with:
   (i) a contract of employment
   (ii) safe working conditions
   (iii) safe and suitable equipment
   (iv) an appropriate amount of wage.

10. List four consequences of not updating your skills. Any of the following: lose clients, potentially be working unsafely, out-of-date skills, unable to progress in current job, unable to get new job, lack of knowledge.

**Salon reception duties**

1. List five things you could do to help keep the reception area tidy. Answer could include:
   - putting clients’ coats and umbrellas away in appropriate cupboard

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tidying magazines and papers into a rack or neat pile, and removing outdated items
• clearing away dirty coffee cups or water tumblers
• wiping the table to keep it clear of dirty marks or stains
• clearing delivery boxes or product trays from the reception area
• sweeping the floor to keep it free from crumbs or dust
• tidying away record cards left out on the reception desk
• polishing all surfaces in the reception area
• filing any gaps in the display cabinets
• fill up the aftercare and product leaflet display units
• put pens and paper in holders or in the drawer
• keep till roll and calculators in the drawer
• regularly empty the waste bins and replace liner

2. Why would it be important to check emails first thing in the morning?
   Clients may use email to cancel appointments out of hours so it is important to check them at the beginning of the day. Staff may also email in sick overnight and it gives you a chance to change the rota. Head office may contact the salon regarding special offers, promotional activities or impending visits from head office, auditors or awareness of shop-lifting etc.

3. Name two benefits of text reminders for the salon.
   The text message acts as a prompt and allows the client to reschedule the appointment if necessary, therefore saving precious salon time through missed appointments and lost revenue.

4. List six items of stationery that are essential for the receptionist.
   Message pads, treatment dockets, retail dockets, service price lists, product price lists, till cashing-up sheets, stock check sheets, refreshment menus, till rolls, consultation sheets, new record cards, aftercare leaflets

5. What are the two types of displays of products most commonly used?
   1. By product – if there are many products in the range, display cabinets can be used as storage with products displayed in a logical order, by size or by type.
   2. By design – products can be displayed for an attractive effect using ‘dummy’ boxes with nothing in them. The boxes are usually clustered to form a small display within a glass case, and stock is held in a cupboard underneath for easy access.

6. What does client hospitality mean?
   Being welcoming, warm and friendly, and ensuring that the clients’ needs are met by offering refreshments or magazines.

7. Which Act of Parliament do you need to uphold when storing clients’ details on a computer?
   The Data Protection Act 1998

8. What would you do if you knew the client was going to be kept waiting?
   Apologise for the delay, offer to fetch the client refreshments or magazines while they are waiting. Keep them informed rather than ignoring them and give an approximate time when they will be seen – they may be on a lunch break and might need to reschedule. If that happens, offer a complimentary treatment.

9. What do you need in order to use email?
Many large companies have internal computer systems that allow staff to email internally. Provided each person has access to a computer, and the system is set up centrally, anyone can receive a message on their computer. An address book is set up, you type in your message and send it, and it goes to the person’s inbox.

10. What will happen if you do not know how long a treatment takes and you are booking a client in?
You may book too little time for the appointment which will mean the therapist has to rush the treatment or keep her next client waiting. Or you could book too much time which is not profitable or cost-efficient for the salon.

11. List four other functions that a computer can provide to the receptionist other than storing appointments.
The computer can be used to generate a mailing list and keep a record of treatments and has numerous other facilities that an appointment book alone cannot offer, such as stock levels, sales figures, recent orders and delivery times and dates, staff rotas, hours worked, holiday schedules, sickness for staff, management duties, personnel records, health and safety documentation, spreadsheet for promotional activities, monthly targets.

12. What is your salon policy on missed appointments?
This will depend on where you work. Your manager/supervisor will be able to advise.

13. What is the gift voucher or pre-paid card the same as?
A cash transaction – as the name suggests, it is a voucher to the value of a set sum of money.

14. How does a credit card work?
For the business – it enables them to offer an alternate form of payment to cash, as the credit card company runs as a clearing house between any business and a customer. There is a charge to the business based on the percentage amount charged on a card, and to the customer who pays interest charges on any amount outstanding at the end of the month.
For the customer – it enables them to pay for treatments/products that they may not have the cash to pay for immediately and will then settle their credit card bill on a monthly basis. The only way to avoid interest charges is to pay the total amount off, otherwise interest will keep accruing on the debt.

15. Your salon usually charges £17.50 for a facial. It is currently running a seasonal promotion offering a 10 per cent discount on facial treatments. How much is the discount and what is the new price of the treatment?
10% discount is £1.75 so the price paid is £15.75

16. What is the purpose of a loyalty card?
To encourage customers to return to the salon on a regular basis. It may also be used to gather information about your customers to enable you to notify them about new products or events that may interest them.

17. How many people should cash up at the end of the day?
Ideally this would be more than one person, for security reasons.

18. Which organisation gives recommendations for salon service timings?
Habia (the Hair and Beauty Industry Authority)
You and the skin

1. AHA stands for:
   d) alpha hydroxy acids.

2. Chloasma is easily recognised as:
   d) brown patches of skin.

3. Which of these is NOT a contra-indication to a treatment?
   a) Leucoderma

4. Acne vulgaris is caused by a:
   b) bacterial infection.

5. Eczema is a:
   c) congenital condition.

6. A Wood’s lamp gives off:
   a) ultraviolet light.

7. The Fitzpatrick classification system measures:
   b) tanning properties of skin types.

8. Intrinsic ageing of the skin means:
   a) the internal body clock of cells.

9. Blepharitis is an infection of the:
   c) eyes

10. The function of the acid mantle is to:
    c) control bacteria on the skin.

Related anatomy and physiology

Bones:
1. How many bones make up the skull?
   22

2. What is the name for the fibrous joints that join the bones of the skull together?
   Sutures

3. What is the clavicle commonly called?
   Collar bone

4. Where would you find the zygomatic bone?
   The face – it is the cheek bone

5. Name the bones of the shoulder girdle.
   Clavicle and scapula

6. What are the functions of the arches of the foot, and how many are there?
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The foot has four arches: two transverse (across the foot) and two longitudinal (from heel to toe). The function of these arches is to provide support for the body, act as shock absorbers and to aid posture.

7. Where would you find the tibia?
Lower leg

8. Where would you find carpals?
Wrist

9. What is the function of a ligament?
Strong bands of fibrous, connective tissue binding bones together.

10. What is the upper part of the vertebral column called?
Cervical vertebrae

Skin:
1. Name the five layers of the epidermis.
Horny layer, clear layer, granular layer, prickle cell layer, basal cell layer

2. What is the function of the arrector pili muscle?
Raises the hair follicle to close the pore and so trap warmth in the body.

3. What is desquamation?
A natural process of shedding dead skin cells from the top, horny layer of the epidermis.

4. What is a melanocyte?
Pigment-containing cells, which are responsible for the synthesis of melanin, and provide the different colours to the skin, including yellow, black and brown pigments in various strengths.

5. What is the function of a sebaceous gland?
Produces sebum to lubricate the hair and the skin.

6. Name the four senses that can be detected by the sense receptors in the dermis.
Pain, pressure, temperature and touch

7. What are sudoriferous glands?
These are found in the dermis; they excrete waste products through sweat and help to control body temperature. There are two types – apocrine and eccrine glands.

8. Name the hardened protein that is found in the skin.
Keratin

9. In what layer of the epidermis do cells start to die?
Granular layer

10. Name the two living layers in the epidermis.
Basal cell layer and prickle cell layer

Nails:
1. What is the reproductive part of the nail called?
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Matrix

2. What is the function of the nail groove?
As the nail grows it runs along the grooves which help the nail to grow straight.

3. What type of protein is the nail plate made of?
Keratin

4. How many layers is the nail plate made of?
Three

5. Where would you find the peronychium?
Surrounds the entire edge of the cuticle, to support the nail plate.

6. Is the nail living or dead?
Dead

7. What is the function of the cuticle?
It is the barrier that protects the matrix by preventing bacteria entering the nail.

8. State the appearance of a healthy nail.
A healthy nail should have a supple unbroken cuticle, a pink glow from beneath the nail bed, no inflammation, no ridges or spots, a natural sheen and an unbroken free edge.

9. State four factors that can affect nail growth.
The growth of the nail can be influenced by poor diet, illness, medication, age, the time of year, injury to the matrix or nail bed, neglect, hormonal fluctuation e.g pregnancy/menopause, poor circulation, occupation, use of chemicals or stress

10. What is the purpose of finger and toe nails?
To protect the fingers and toes by providing a hardened covering. The nails contribute to the daily functions of the fingers and toes, and in the instance of finger nails many people use their nails as tools.

Muscles:
1. Approximately how many voluntary muscles are there?
More than 600

2. Where would you find the gastrocnemius?
Lower leg

3. What is the action of the buccinator muscle?
Puffs out cheeks when blowing, keeps food in mouth when chewing.

4. Where would you find the platysma muscle?
At the front of the throat.

5. What does supinate mean?
To turn the palm upwards.

6. State the action of the orbicularis oris.
It closes the mouth and pushes lips the forward. It also pulls the corner of the chin down. It is known as the whistling muscle.

7. How many muscles make a smile?
17

8. What is the action and position of the deltoid muscle?
It caps the shoulder. It raises the arm from the side and pulls it back and forward.

9. Is the triangularis a happy or sad muscle?
Sad – it pulls the corner of the chin down.

10. What action does the masseter muscle have?
It lifts the jaw and gives the teeth strength for biting.

Hair:
1. What are the two pigments that give hair colour?
Eumelanin and pheomelanin

2. Name the resting stage of hair growth.
Telogen

3. Which hair type is found on a foetus?
Lanugo hair

4. Which type of hair forms the eyebrows?
Terminal hair

5. What protein is hair made of?
Keratin

6. What is the function of the matrix?
It is the lowest part of the hair bulb where the cells grow.

7. Where would you find the medulla?
It is the middle part of the hair shaft.

8. How many connective tissue sheaths does a hair have?
Two – inner and outer root

9. What type of hair covers the body?
Vellus

10. Where do humans not have hairs?
The lips, palms of the hands and soles of the feet.

Blood:
1. What is the function of platelets?
They are a type of blood cell. They are irregularly shaped, colourless bodies present in blood to aid clotting and reduce blood loss.
2. Blood is a sticky fluid composed of blood cells and ___________.
   Plasma

3. What are the three main functions of blood?
   Transport, regulation and protection

4. What do arteries carry?
   Oxygenated blood (away from the heart).

5. What do veins carry?
   Deoxygenated blood (to the heart) – except the pulmonary vein, which carries oxygenated blood.

6. When carrying out massage in which direction must you go?
   Towards the heart and lymph nodes

7. List five products that are transported in the blood.
   Blood transports oxygen, carbon dioxide, nutrients, water, waste products, hormones and medication.

8. Which bone does the internal carotid artery pass through?
   Temporal bone

9. Which vein does the external jugular vein join?
   Subclavian veins

10. List three effects massage can have on the blood supply.
    - It speeds up the flow of blood through the veins and helps to carry away metabolic waste
    - It increases the fresh blood to the area, bringing oxygen and nutrients to the cells, so increasing cell metabolism, growth and repair
    - Warmth is created by the increase in blood flow, which is relaxing to the client
    - The increase in oxygen supply to the cells will help the skin look and feel softer
    - Muscle efficiency and response is improved due to the increased oxygen and nutrients
    - The removal of waste products gives a more toned appearance to the muscles

Lymph:
1. What colour is lymph?
   Straw-coloured

2. What important role does lymph play in protecting the body?
   It protects the body against infection by removing bacteria and certain proteins from the tissues.

3. List three substances that you will find in lymph fluid.
   Lymph is made up of plasma, toxins, carbon dioxide, proteins, fats, urea, waste products, oxygen and lymphocytes.

4. State four benefits of massage on the lymphatic system.
   - Massage stimulates the flow of lymph, removing toxins and fluid from the area faster
   - General swelling can be reduced
   - Absorption of waste matter can be speeded up
   - Skin will be smoother and softer because cell renewal is helped

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• Muscles will be relaxed and work more efficiently.

5. Name the vein where lymph joins the blood supply.
Subclavian vein

6. Name the lymph nodes in the mouth.
Tonsils

7. The lymph system is often referred to as the body’s _________________.
second circulation system

8. Name the lymph node in the back of the knee.
Popliteal lymph node

9. Name the lymph node under the arm.
Auxiliary lymph nodes

10. If lymph builds up, it will cause swelling in the tissues. What is this called?
Oedema

**Provide facial skincare**

1. Dehydrated skin has the appearance of:
c) tightness and flaky patches.

2. Skin ages faster due to:
a) Stress, smoking and exposure to ultraviolet light

3. The skin type which has oily and dry areas is known as:
c) combination skin.

4. Restrictions for a facial treatment would include:
a) bruising

5. Massage is good for the skin because:
a) it helps bring oxygen to the skin surface.

6. The most suitable cleanser for dry skin is:
a) cream cleanser.

7. A contra-action to a face mask would be:
b) a rash or itching.

8. Erythema is when the skin becomes:
b) flushed with blood.

9. An example of a bacterial infection would be:
a) Conjunctivitis

10. A sensitive skin would show as:
d) Red and flushed with broken capillaries.
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Provide eyelash and brow treatments

1. What type of condition is blepharitis?
   c) Bacterial

2. How would you minimise discomfort when shaping the brows?
   Pre-warm the area, keep the skin taut and tweeze close to the root.

3. What facial features would you use to aid measuring the shape of brows?
   Edge of mouth, nose and eyes

4. Name two types of eyebrow tweezers.
   Spring-loaded automatic tweezers and manual tweezers

5. Why is it important to carry out a sensitivity test before carrying out a tint or a perm?
   To ensure the client is not allergic to any of the products being used.

6. How often should you carry out a sensitivity test for tint and adhesive products?
   Every three months – if the salon starts using new products, a test should be carried out on all clients prior to the use of the new product.

7. Why is it important to mix the tint just before you use it, and not in advance?
   Oxidation starts to occur and the tint starts to work as soon as it is mixed, so if you prepare them too early the product will not be able to enter the hair properly, resulting in poor colour.

8. How long would you leave a tint on the brows?
   c) According to the manufacturer’s directives.

9. Why should you tint before carrying out a shape on the client?
   The tint will darken all the vellus hairs, as well as the main terminal hairs. It will also show up lighter or blonde hairs which are too light to show up yet are still visible with the application of eye shadow.

10. Which three activities should be avoided after having a brow shape?
    • Wearing make up
    • Application of fake tan
    • Additional heat – sauna steam or Jacuzzi
    • Touching the area with unwashed hands
    • Sun bed treatment

11. What is the suggested brow shape for a client?
    It is recommended that the normal eyebrow should look like the wings of a bird in flight: thicker at the inner corner of the eye, tapering to an arch and narrowing at the end of the brow. As the eyebrows frame the face, they should be in balance with the rest of the facial features. This will also depend upon the shape of the face, bone structure and the desired effect, for example, softening or widening a heavy lid.

12. What action would you take if blood spotting occurred when brow shaping?
    • Apply pressure to the area with clean cotton wool soaked in sanitising solution.
- Do not panic. Keep calm, and explain to the client so she is aware of the problem.
- Apply soothing solution to the area.
- Dispose of waste carefully in accordance with health and safety regulations and local by-laws.

13. Why should you carry out a sensitivity test for adhesives before perming lashes?
To check whether the client is allergic to the adhesive that will be used.

14. What percentage of peroxide is used when carrying out an eyelash or brow tint?
c) 10 per cent

15. Name the solutions that are required when perming lashes.
Cold wave gels or lotions

16. State three reasons why a client may require permed lashes.
Any of the following:
- to emphasise the eyelashes, making the eye look larger and to give more definition
- for clients who wear contact lenses or glasses
- for mature clients with sagging eyelids
- for clients who do not wish to wear mascara
- for sportswomen
- for clients living or working in a hot environment
- for clients who have short, straight lashes
- for special occasions or holidays.

**Apply make-up and instruct on make-up application**

1. On which bone would you try the colour of foundation?
   Jawline

2. Which skin type would benefit from the use of a mineral foundation?
   Oily

3. On the colour star, which colour would neutralise red colouring?
   Green

4. When applying eye make-up to more mature clients, what type of product should be avoided?
   Frosted and creamy products are not recommended for mature clients as they draw attention to lines and get trapped in crepey areas.

5. What aspects should you consider when undertaking a special occasion make-up?
   Lighting; daytime or evening make-up; outfit; age of the client; role of client: bride, bride’s mother, theatrical or dramatic; accessories: such as hat, fascinator, jewellery; time for practice run; clients usual appearance and comfort with make-up; climate; overall effect required.

   The key to making the whole look glamorous but not overdone is to coordinate the make-up colours with the outfit and add a touch of sparkle, with a lip gloss or shiny eyeshadow. Ask the client what she will be wearing; see the outfit, if possible, and definitely have a trial run before the event.

6. What should you do between each eye when using a pencil to line the eyes?
7. Why is the position of the client important when applying make-up? To prevent injury or discomfort and to ensure they are in a good light for the treatment. Also, try and have the client in a semi-reclining position to get a better view of the facial contours, how the eyes are (deep-set, etc) and the jaw line especially if corrective work is to be included. Lighting should mimic the occasion in which the make-up is to be worn.

8. What type of mascara is best to use on a client who wears contact lenses? Use mascara without alcohol and added fibre filaments.

9. How would you contour a client with a round face shape? The corrective work should create an illusion of length – to reduce the width from the sides of the face to the temples. To create length – blend highlighter in a narrow strip down the centre of the face and shader over angles of the jaw and temple areas.

10. Does a highlighter enhance an area or make it recede? It enhances it.

11. Name two benefits of a one-to-one skincare and make-up instruction session. Answer could include:
   - one-to-one, non-intimidating personalised service to suit individual requirements
   - tailored personal skincare/make-up planning leading to better results
   - opportunity to promote salon products and treatments
   - satisfied customer and repeat business
   - increase in clientele and commission for the therapist
   - promotes the salon

12. Name two benefits of a group skincare presentation. Answer could include:
   - fun activity to do with friends
   - informative without the focus just on one client (good for people who don’t know what to expect)
   - targets a larger audience
   - opportunity to promote salon products and treatments
   - increase in clientele and commission for the therapist
   - promotes the salon
   - labour and time saving for the therapist.

13. When talking to clients why is it important to vary your tone and speech patterns? Enlivens speech and helps retain the listeners’ attention. Flat, boring tones will not engage the audience and will not help them understand what is being said to them.

14. Name three resources that you could use when carrying out a skincare instruction session. Any of the following:
   - Visual aids for the skin structure
   - Consultation and record cards
   - How-to-use leaflets for the client to take away
   - Samples for the client to try
   - Before and after pictures of satisfied customers, for example with acne cleared

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15. Why is it important to demonstrate skincare products to clients?
   - To allow them to feel the consistency of the product
   - To show correct application and removal
   - To show correct amount to be used, especially with eye creams

**Remove hair using waxing techniques**

1. Waxing is a:
   b) temporary method of hair removal.

2. Hot wax is most suitable for use on:
   a) strong hair growth.

3. Hair removal creams are:
   b) not suitable for all skin types
   c) a painless method of hair removal.

4. Warm wax is:
   a) most suitable for all areas
   d) a temporary method of removal.

5. Hot wax works best at a temperature of:
   a) 48–68°C

6. Warm wax works best at a temperature of:
   a) 40–43°C

7. The main ingredients used in hair removal wax are:
   a) resins and beeswax.

8. Pre-wax lotion must be used to:
   b) cleanse the area.

9. Talc or talc-free products are used to:
   c) make the hairs stand away from the skin.

10. After-wax lotion helps:
    a) soothe the skin.

11. Tests must always be carried out to:
    a) try out the heat of the wax on the client
    b) see if the client is suitable for treatment (i.e. no reaction occurs).

12. Aftercare is important because:
    a) it ensures the client understands how to look after the area.

**Provide manicure and pedicure treatments**

1. What are the benefits of a manicure or pedicure?
Relaxing and helps with joint mobility, keeps skin, cuticles and nails healthy, increases lymphatic system’s removal of waste products and excess tissue fluid, increases blood supply to bring nutrients to the skin and nails, reduces hard skin and makes skin soft.

2. What are possible contra-actions to a manicure or pedicure treatment?
c) A reaction that happens as a result of the treatment or an allergen.

3. What type of movement is effleurage?
b) A stroking movement

4. By what other name is the tapotement movement also known?
a) Percussion

5. What shape should toenails have?
d) Straight with curved corners

6. What is the strongest fingernail shape?
a) Squoval

7. What is the average temperature of paraffin wax?
c) 49°

8. Name an ingredient in cuticle remover.
a) Potassium hydroxide

9. What are the effects of a solvent?
a) Thins very thick enamel

10. What is the effect of plasticiser?
b) Provides flexibility

Create an image based on a theme within the hair and beauty sector

1. What is the purpose of a mood board?
   To show the theme of your image and how you developed the concept. It will also show the different images, materials and techniques you will use to create the image.

2. List five different media images that could be used to create your image.
   Any of the following: newspapers, magazines, television programmes, television adverts, internet, advertising images, music, radio, fashion

3. What advertising methods would most appeal to a younger audience?
   Internet, music, magazines, television and radio programmes linked to young audiences

4. Compare the benefits and downfalls of working individually or within a group.
   Working individually: you can explore more personal themes that interest you, it may be more challenging to develop you original ideas further, you can work at your own pace, it may be harder to stay motivated, the reward is greater when the final image is created, all responsibility lies with yourself
   Working within a team: you may have to settle on a theme you are not enthusiastic about, you can bounce ideas off each other to take the concept to the next stage, one person may influence the
group too much, the rate at which you work may be quicker as each person can have a different job role, the buzz of working in a group can keep you motivated

5. What legislation is linked to creating your image?
COSHH, PPE, Waste regulations

6. Why is positive body language important when making a presentation?
Crossing arms, lacking eye contact will not engage your audience. They will begin to lose interest in what you are saying. Using expression and gestures will keep their interest and allow you to present your image and its concept.

7. What may happen if you have not fully prepared for creating your image?
You will not have all the tools and equipment you require to hand. This will make you flustered and disorganised, and you will not be able to give your full attention to the image you are creating.

8. What combination of skills can you use to create your image?
Fashion, make-up, nail art/enhancements, hair styling

9. List three methods of evaluating your image.
Feedback from model or assessor, self evaluation of final image, feedback from your peers

10. Why is evaluation so important for your personal development?
It allows you to reflect on the process and examine your strengths and weaknesses. By defining these you will be able to prioritise training needs to improve your skills. It is also plays an important role when you enter the workplace.