



External Assessment Materials – Past Paper

BT3D3 – Level 3 Diploma in Beauty Make-up Techniques

BT3ED3 – Level 3 Extended Diploma in Beauty Make-up Techniques



External Assessment Material – Past Paper



BT3D3 – Level 3 Diploma in Beauty Make-up Techniques

BT3ED3 – Level 3 Extended Diploma in Beauty Make-up Techniques

Please write clearly in block capitals.										
Centre number										
Learner number										
Surname										
Other names										
Learner signature										
Date										

EXAM QUESTIONS

Time allowed:

Instructions

- Use black ink.
- Answer all questions.
- You must answer questions in the spaces provided.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

- There are two sections to this paper.
- Both sections should be attempted.
- The marks for the questions are shown in brackets.

Advice

Please read each question carefully before answering.



Whilst setting up her workstation for an eyelash extension treatment, the therapist has noticed that the magnifying lamp on her trolley has an exposed wire near to the plug. Her next client is due in five minutes and she requires the use of a magnifying lamp for the treatment.

Q1 (a) From the list of options, **select** the course of action that the therapist should take:

[1 marks]

<input type="checkbox"/>

- A do not use the lamp, label as faulty and report the fault
- B move the lamp to another trolley and source another one
- C put tape over the frayed wires to secure them before using
- D test the lamp to make sure it is working before using
- E use the lamp avoiding contact with the plug and report the fault later

Total for Question 1 = 1 marks



During the consultation process, different questioning techniques can be implemented to gain information from the client. The type of questions asked will determine the amount of information that the client is required to give.

Q2 (a) From the list of options, **select** the correct example of an open question:

[1 marks]

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | A | Are you having the treatment for a special occasion or general wear? |
| <input type="checkbox"/> | B | Did you have any skin reaction following your last treatment? |
| <input type="checkbox"/> | C | Do you use waterproof mascara? |
| <input type="checkbox"/> | D | Have you had the treatment done before? |
| <input type="checkbox"/> | E | What are your treatment objectives? |

Total for Question 2 = 1 marks



When the skin is exposed to an allergen, specialised cells in the dermis burst to release a substance that helps to protect the skin from further damage. Blood capillaries vasodilate, increasing blood flow to the area to aid repair.

Q3 (a) From the list of options, **select** the substance that is produced within the skin to stimulate dilation of the blood capillaries:

[1 marks]

- | | | |
|--------------------------|---|------------|
| <input type="checkbox"/> | A | adrenaline |
| <input type="checkbox"/> | B | histamine |
| <input type="checkbox"/> | C | insulin |
| <input type="checkbox"/> | D | keratin |
| <input type="checkbox"/> | E | sebum |

Total for Question 3 = 1 marks



Oksana, a 21 year old female client, has come to the salon for the application of flare eyelashes prior to a professional photo shoot. Her main objective for the treatment is to help correct her eye shape; she hopes the treatment will create the illusion of a longer lash line.

The therapist applies the eyelashes from the centre of the eyelid outwards, getting longer at the outer corner.

Q4 (a) From the list of options, **select** the eye shape that these techniques will correct:

[1 marks]

- | | | |
|--------------------------|---|------------|
| <input type="checkbox"/> | A | almond |
| <input type="checkbox"/> | B | deep set |
| <input type="checkbox"/> | C | protruding |
| <input type="checkbox"/> | D | rounded |
| <input type="checkbox"/> | E | wide set |

Total for Question 4 = 1 marks



Rebecca is 15 years old and has been having eyelash extensions for the past year at a local salon. The salon is closed for refurbishment so she has booked a maintenance appointment, as a new client, at Pure Beauty.

Q5 (a) From the list of options, **select** the correct course of action that the therapist should take:

[1 mark]

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | A | advise her that she will need to be accompanied by her parent/guardian |
| <input type="checkbox"/> | B | ask her to bring in a signed letter from her parent/guardian |
| <input type="checkbox"/> | C | carry out a patch test to check she is not allergic to the products |
| <input type="checkbox"/> | D | contact her regular salon first to check her previous treatment records |
| <input type="checkbox"/> | E | continue with the treatment as she has already had the treatment before |

Total for Question 5 = 1 mark



Consumer protection legislation must be followed when retailing products and services within a beauty salon. The legislation is there to protect the rights of clients.

Q6 (a) From the list of options, **select** the piece of legislation that prohibits false descriptions of products and services by the business:

[1 marks]

- | | | |
|--------------------------|---|------------------------------|
| <input type="checkbox"/> | A | Consumer Safety Act |
| <input type="checkbox"/> | B | Data Protection Act |
| <input type="checkbox"/> | C | Prices Act |
| <input type="checkbox"/> | D | Sale and Supply of Goods Act |
| <input type="checkbox"/> | E | Trade Descriptions Acts |

Total for Question 6 = 1 marks



A thorough consultation should be carried out prior to a treatment to ensure that it is safe to proceed. Some contra-indications may prevent a treatment taking place whilst others may only restrict a treatment.

Q7 (a) From the list of options, **select** the contra-indication that would prevent an application of false eyelashes:

[1 mark]

- | | | |
|--------------------------|---|--------------------|
| <input type="checkbox"/> | A | blepharitis |
| <input type="checkbox"/> | B | contact lenses |
| <input type="checkbox"/> | C | dry eye syndrome |
| <input type="checkbox"/> | D | psoriasis |
| <input type="checkbox"/> | E | thyroid imbalances |

Total for Question 7 = 1 mark



Whilst cleaning down from her last treatment, the therapist has accidentally dropped a glass jar which has smashed on the salon floor. Another therapist is scheduled to use the room after her.

Q8 (a) From the list of options, **select** the correct course of action that the therapist should take:

[1 marks]

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | A | leave a note for the next therapist to warn them of the hazard |
| <input type="checkbox"/> | B | pick up the broken glass and place it in a black bin liner |
| <input type="checkbox"/> | C | pick up the broken glass and place it in a yellow bin liner |
| <input type="checkbox"/> | D | sweep the broken glass into a cardboard box, seal and label as broken glass |
| <input type="checkbox"/> | E | sweep the broken glass into a corner of the room and remove later |

Total for Question 8 = 1 marks



Mrs Jones has suffered an adverse skin reaction, following a superficial cleanse and tone, prior to a make-up application, see **Figure 1**. As a result the treatment has been stopped and a cold compress applied to the skin.

Figure 1



Q9 (a) From the list of options, **select** the technical term for the skin reaction in **Figure 1**:

[1 marks]

- | | |
|--------------------------|-----------------|
| <input type="checkbox"/> | A couperose |
| <input type="checkbox"/> | B erythema |
| <input type="checkbox"/> | C haemangioma |
| <input type="checkbox"/> | D hyperhidrosis |
| <input type="checkbox"/> | E urticaria |

Total for Question 9 = 1 marks



Clare is booked in for an application of false eyelashes during her half hour lunch break. She is having the eyelashes applied for a hen weekend but is unsure of the treatment options. She does, however, want to achieve much fuller and thicker eyelashes. Her hair colour is dark brown but she wears black mascara daily.

Q10 (a) From the list of options, **select** the most suitable course of action for the client:

[1 marks]

- | | |
|--------------------------|--|
| <input type="checkbox"/> | A application of a full set of black individual eyelash extensions |
| <input type="checkbox"/> | B application of a full set of black individual flare eyelashes |
| <input type="checkbox"/> | C application of a full set of brown individual eyelash extensions |
| <input type="checkbox"/> | D application of a partial set of brown flare eyelashes |
| <input type="checkbox"/> | E application of strip eyelashes in black |

Total for Question 10 = 1 marks



Accidents and injuries can happen even when the correct procedures have been followed. Businesses need to ensure that they are covered financially in the event of an accident or injury occurring to a third party whilst on the premises.

Q11 (a) From the list of options, **select** the insurance required for this scenario:

[1 marks]

- | | | |
|--------------------------|---|----------------------------------|
| <input type="checkbox"/> | A | employer's liability insurance |
| <input type="checkbox"/> | B | life insurance |
| <input type="checkbox"/> | C | product liability insurance |
| <input type="checkbox"/> | D | professional indemnity insurance |
| <input type="checkbox"/> | E | public liability insurance |

Total for Question 11 = 1 marks



The main function of the circulatory system is to transport blood around the body. The components of the blood have specific functions within the body; if these functions are impaired it can lead to circulatory disorders.

Q12 (a) From the list of options, **select** the component of the blood that may be deficient in someone with haemophilia:

[1 marks]

- | | |
|--------------------------|----------------|
| <input type="checkbox"/> | A erythrocytes |
| <input type="checkbox"/> | B leucocytes |
| <input type="checkbox"/> | C lymphocytes |
| <input type="checkbox"/> | D monocytes |
| <input type="checkbox"/> | E thrombocytes |

Total for Question 12 = 1 marks



Bones are a form of connective tissue that offers support, protection and attachment for our body organs. Bones can be classified by their shape and size. One type has a diaphysis of compact bone which contains yellow, fatty bone marrow.

Q13 (a) From the list of options, **select** the type of bone with these characteristics:

[1 marks]

- | | |
|--------------------------|-------------|
| <input type="checkbox"/> | A flat |
| <input type="checkbox"/> | B irregular |
| <input type="checkbox"/> | C long |
| <input type="checkbox"/> | D sesamoid |
| <input type="checkbox"/> | E short |

Total for Question 13 = 1 marks



Some of the products used in the salon can be harmful to health if the manufacturer's instructions are not followed. Harmful substances carry a symbol to warn the user of the potential dangers of incorrect handling, as shown in **Figure 2**.

Figure 2



Q14 (a) From the list of options, **select** the meaning of the hazard symbol in **Figure 2**:

[1 marks]

- | | |
|--------------------------|------------------------------|
| <input type="checkbox"/> | A corrosive product |
| <input type="checkbox"/> | B flammable product |
| <input type="checkbox"/> | C harmful irritant |
| <input type="checkbox"/> | D harmful to the environment |
| <input type="checkbox"/> | E toxic product |

Total for Question 14 = 1 marks



When working in the salon, therapists should follow the correct hygienic working practices at all times to protect themselves. Harmful micro-organisms can be spread by using contaminated tools or by not following the correct handwashing procedure.

Q15 (a) From the list of options, **select** the sterilisation method which uses moist heat at temperatures of between 121-134°C:

[1 marks]

- | | | |
|--------------------------|---|-----------------------|
| <input type="checkbox"/> | A | autoclave |
| <input type="checkbox"/> | B | disinfecting solution |
| <input type="checkbox"/> | C | glass bead steriliser |
| <input type="checkbox"/> | D | UV cabinet |
| <input type="checkbox"/> | E | washing machine |

Total for Question 15 = 1 marks



Our facial muscles are continually used to express the way we are feeling, for example smiling, frowning or distaste. Over time, the daily facial expressions that we make lead to permanent lines appearing on the surface of the skin.

Q16 (a) From the list of options, **select** the muscle that is responsible for creating vertical frown lines between the eyebrows:

[1 marks]

- | | | |
|--------------------------|---|-------------------|
| <input type="checkbox"/> | A | corrugator |
| <input type="checkbox"/> | B | frontalis |
| <input type="checkbox"/> | C | orbicularis oculi |
| <input type="checkbox"/> | D | orbicularis oris |
| <input type="checkbox"/> | E | temporalis |

Total for Question 16 = 1 marks



The body is made up of trillions of cells, each with different functions. Some cells unite to form body tissue whilst others have their own individual functions within the body.

Q17 (a) From the list of options, **select** the correct function of a fibroblast cell:

[1 marks]

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | A | absorb and remove foreign bodies |
| <input type="checkbox"/> | B | carry oxygenated blood around the body |
| <input type="checkbox"/> | C | produce elastin and collagen fibres |
| <input type="checkbox"/> | D | produce the skin pigment melanin |
| <input type="checkbox"/> | E | release a chemical substance called histamine |

Total for Question 17 = 1 marks



Paige has booked in for a set of individual eyelash extensions; her treatment objective is to have longer, fuller eyelashes. She has naturally short, fine, straight lashes so the therapist has applied lashes with a J curvature, 12mm length and 0.10mm thickness. A few days later Paige has returned to the salon as a significant amount of her natural and artificial lashes have been lost.

Q18 (a) From the list of options, **select** the possible reason that the eyelashes have been lost:

[1 marks]

- | | | |
|--------------------------|---|--|
| <input type="checkbox"/> | A | the artificial eyelashes are the wrong curvature for the natural eyelashes |
| <input type="checkbox"/> | B | the artificial eyelashes are too fine for the natural eyelashes |
| <input type="checkbox"/> | C | the artificial eyelashes are too long for the natural eyelashes |
| <input type="checkbox"/> | D | the artificial eyelashes are too short for the natural eyelashes |
| <input type="checkbox"/> | E | the artificial eyelashes are too thick for the natural eyelashes |

Total for Question 18 = 1 marks



The age and condition of a client's skin may affect the choice of products and application methods for treatments. This is due to the many changes our skin goes through as it ages.

Q19 (a) From the list of options, **select** the statement that describes changes that happen within the skin as we age:

[1 marks]

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | A | blood circulation decreases and muscle tone is increased |
| <input type="checkbox"/> | B | blood circulation is increased and sebaceous glands are less active |
| <input type="checkbox"/> | C | sebaceous glands are more active and muscle tone is increased |
| <input type="checkbox"/> | D | sebum decreases, collagen and elastin fibres break down |
| <input type="checkbox"/> | E | sweat glands are more active, collagen and elastin fibres increase |

Total for Question 19 = 1 marks



Since commencing work at the salon two months ago, a therapist has noticed a change in the skin on his hands and forearms. The skin has become increasingly sore and dry, especially after using the gloves provided for applying individual eyelash extensions.

Q20 (a) From the list of options, **select** the skin condition the therapist may be suffering with:

[1 marks]

- | | | |
|--------------------------|---|----------------|
| <input type="checkbox"/> | A | dermatitis |
| <input type="checkbox"/> | B | hyperaemia |
| <input type="checkbox"/> | C | impetigo |
| <input type="checkbox"/> | D | psoriasis |
| <input type="checkbox"/> | E | tinea corporis |

Total for Question 20 = 1 marks



Professional ethics need to be respected when dealing with clients and other business professionals. It is important to remember that make-up artists and therapists are not medically trained and, therefore, should not attempt to diagnose contra-indications. A client has attended the salon for a treatment and has the characteristics of blepharitis.

Q21 (a) From the list of options, **select** the health care professional who the client should see before a treatment can take place:

[1 marks]

- | | | |
|--------------------------|---|----------------------|
| <input type="checkbox"/> | A | Chiropodist |
| <input type="checkbox"/> | B | Community Pharmacist |
| <input type="checkbox"/> | C | Dermatologist |
| <input type="checkbox"/> | D | General Practitioner |
| <input type="checkbox"/> | E | Trichologist |

Total for Question 21 = 1 marks



Employers are responsible for ensuring that first aid provisions in the workplace are adequate and meet the guidelines set out in the Health and Safety (First Aid) Regulations. This regulation recommends that at least one person in the workplace holds a first aid qualification.

Q22 (a) From the list of options, **select** the length of time for which a first aid certificate is valid for:

[1 marks]

- | | | |
|--------------------------|---|---------|
| <input type="checkbox"/> | A | 1 year |
| <input type="checkbox"/> | B | 2 years |
| <input type="checkbox"/> | C | 3 years |
| <input type="checkbox"/> | D | 4 years |
| <input type="checkbox"/> | E | 5 years |

Total for Question 22 = 1 marks



Retail sales generate a significant amount of additional income for beauty salons. This is another way of increasing the salon profits alongside treatments and services.

Q23 (a) Outline two buying signals that a client may portray when they are interested in purchasing a retail product.

[2 marks]

Total for Question 23 = 2 marks

Retail sales generate a significant amount of additional income for beauty salons. This is another way of increasing the salon profits alongside treatments and services.

Q24 (a) Describe one way that retailing products can benefit a beauty therapist or make-up artist.

[2 marks]

Total for Question 24 = 2 marks



Mrs Jones is booked in for an application of individual eyelash extensions. The consultation highlights that she suffers with diabetes and has dry eye syndrome. During the treatment, the therapist is struggling to attach the artificial eyelash to the client's natural eyelash. The correct pre-treatment products have been used and the size and length of the individual lashes are correct.

Q25 (a) Analyse the reason why the artificial eyelashes may not be attaching to the clients natural eyelash effectively.

[3 marks]

Total for Question 25 = 3 marks



A make-up artist will be exposed to a variety of different substances in their day-to-day work, some of which may be harmful. These substances may be used for carrying out make-up treatments or for hygiene and cleaning purposes.

Q26 (a) Identify the piece of legislation or regulation which must be followed when dealing with potentially harmful products.

[1 marks]

Total for Question 26 = 1 marks



Caroline has visited the salon to have a full set of flare eyelashes and special occasion make-up applied for her wedding. She will be going away on her honeymoon in a couple of days' time and is discussing with the therapist how she should look after her eyelashes to improve their longevity. She has also had mascara applied to the flare eyelashes and would like to recreate the look whilst she is away.

Q29 (a) Justify one suitable product that could be retailed to the client following the application of flare eyelashes.

[2 marks]

Total for Question 29 = 2 marks



Mrs Newton has visited the salon to book in for an application of individual eyelash extensions. The therapist has discussed the treatment with her and explained the importance of a patch test being carried out prior to the treatment. She has decided to patch test the client while she is there, in readiness for the treatment.

Q30 (a) Outline the procedure for patch testing a client prior to an eyelash extension treatment.

[3 marks]

Total for Question 30 = 3 marks



Mrs Newton has visited the salon to book in for an application of individual eyelash extensions. The therapist has discussed the treatment with her and explained the importance of a patch test being carried out prior to the treatment. She has decided to patch test the client while she is there, in readiness for the treatment.

Q31 (a) Outline two reasons why it is important to complete a patch test prior to an application of individual eyelash extensions.

[2 marks]

Total for Question 31 = 2 marks



Mrs Newton has visited the salon to book in for an application of individual eyelash extensions. The therapist has discussed the treatment with her and explained the importance of a patch test being carried out prior to the treatment. She has decided to patch test the client while she is there, in readiness for the treatment.

Q32 (a) Explain how to interpret the results of a patch test **and** how they may affect the treatment.

[3 marks]

Total for Question 32 = 3 marks



Mrs Newton has visited the salon to book in for an application of individual eyelash extensions. The therapist has discussed the treatment with her and explained the importance of a patch test being carried out prior to the treatment. She has decided to patch test the client while she is there, in readiness for the treatment.

Q33 (a) Identify one contra-action that may occur during an application of individual eyelash extensions **and justify** the appropriate action that should be taken.

[3 marks]

Total for Question 33 = 3 marks



Under the Health and Safety at Work Act 1974, employers and employees have general duties to protect the health and safety of those who work for them, those who work with them and those who might be affected by their work activity. It is paramount that all staff adhere to the salon's health and safety legislations and regulations in order to prevent any accidents or injuries occurring.

Q34 (a) Outline four factors which may influence an employee's welfare within the salon.

[4 marks]

Total for Question 34 = 4 marks



Under the Health and Safety at Work Act 1974, employers and employees have general duties to protect the health and safety of those who work for them, those who work with them and those who might be affected by their work activity. It is paramount that all staff adhere to the salon's health and safety legislations and regulations in order to prevent any accidents or injuries occurring.

Q35 (a) Describe how environmental factors influence health and safety within the salon **and provide** an example.

[4 marks]

Total for Question 35 = 4 marks

END OF EXAM



BT3D3.BT3ED3.EX1 - Mark Scheme

General marking guidance

- All learners must receive the same treatment. Examiners must mark all learners in the exact same way.
- Examiners should positively apply marking grids. Learners must be rewarded for what they have shown they can do, rather than be penalised for omissions.
- The marking grid should be used at all times with all marks used appropriately.
- Marks on the marking grid are designed to be awarded. Examiners are encouraged to award full marks if deserved. In contrast, examiners should award zero marks if there is no rewardable content.
- Where judgement is required, the marking grid will provide the principles by which marks will be awarded.
- Answers provided are indicative and not exhaustive. Other suitable answers provided by a learner should be rewarded.
- Examiners in doubt, regarding the application of the marking grid to a learner's response, must consult with a senior examiner.

Whilst setting up her workstation for an eyelash extension treatment, the therapist has noticed that the magnifying lamp on her trolley has an exposed wire near to the plug. Her next client is due in five minutes and she requires the use of a magnifying lamp for the treatment.

Q1 (a) From the list of options, select the course of action that the therapist should take:

UCO28M LO1, LO2, LO3	Multiple Choice Question	Answer
A	do not use the lamp, label as faulty and report the fault	Correct answer because the lamp is faulty and should not be used. The fault should be reported and the lamp labelled to make sure that no one else uses it. This is part of the Electricity at Work Act.
B	move the lamp to another trolley and source another one	Incorrect answer because the lamp should be labelled faulty so that it doesn't endanger someone else.
C	put tape over the frayed wires to secure them before using	Incorrect answer because the lamp is faulty and could cause an injury. The fault must be reported immediately so that it can be actioned.
D	test the lamp to make sure it is working before using	Incorrect answer because the lamp is faulty and could cause an injury. The fault must be reported immediately so that it can be actioned.
E	use the lamp, avoiding contact with the plug, and report the fault later	Incorrect answer because the lamp is faulty and could cause an injury. The fault must be reported immediately so that it can be actioned.

Most correct answer

Least correct answer

A

B

D

C

E

During the consultation process, different questioning techniques can be implemented to gain information from the client. The type of questions asked will determine the amount of information that the client is required to give.

Q2 (a) From the list of options, select the correct example of an open question:

UBT90M LO1, LO3	Multiple Choice Question	Answer
A	Are you having the treatment for a special occasion or general wear?	Incorrect answer because this question is encouraging the client to give a one word answer.
C	Did you have any skin reaction following your last treatment?	Incorrect answer because this is a closed question with a yes/no answer.
B	Do you use waterproof mascara?	Incorrect answer because this is a closed question with a yes/no answer.
D	Have you had the treatment done before?	Incorrect answer because this is a closed question with a yes/no answer.
E	What are your treatment objectives?	Correct answer because this is an open question where the client is required to give more information, they cannot give a yes/no answer.

Most correct answer

Least correct answer

E

A

C

B

D

When the skin is exposed to an allergen, specialised cells in the dermis burst to release a substance that helps to protect the skin from further damage. Blood capillaries vasodilate, increasing blood flow to the area to aid repair.

Q3 (a) From the list of options, select the substance that is produced within the skin to stimulate dilation of the blood capillaries:

UBT120M LO3 UBT87M UBT123M LO2	Multiple Choice Question	Answer
A	adrenaline	Incorrect answer because adrenaline is produced by the adrenal gland to prepare the body for sudden stressful situations.
B	histamine	Correct answer because when an allergic reaction occurs the mast cells burst releasing histamine to help protect the skin.
C	insulin	Incorrect answer because insulin is produced by the pancreas to regulate blood sugar levels.
D	keratin	Incorrect answer because keratin is produced by the keratinocyte cells to toughen the skin.
E	sebum	Incorrect answer because sebum is secreted by the sebaceous glands to lubricate the skin.

Most correct answer

Least correct answer

B	A	C	D	E
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Oksana, a 21 year old female client, has come to the salon for the application of flare eyelashes prior to a professional photo shoot. Her main objective for the treatment is to help correct her eye shape; she hopes the treatment will create the illusion of a longer lash line.

The therapist applies the eyelashes from the centre of the eyelid outwards, getting longer at the outer corner.

Q4 (a) From the list of options, select the eye shape that these techniques will correct:

UBT87M LO2	Multiple Choice Question	Answer
A	almond	Incorrect answer because this would enhance an almond eye shape.
B	deep set	Incorrect answer because this would not correct the eye shape.
C	protruding	Incorrect answer because this would not correct the eye shape.
D	rounded	Correct answer because this application will help to lengthen the lash line and correct the rounded shape.
E	wide set	Incorrect answer because this would not correct the eye shape.

Most correct answer

Least correct answer

D

B

E

C

A

Rebecca is 15 years old and has been having eyelash extensions for the past year at a local salon. The salon is closed for refurbishment so she has booked a maintenance appointment, as a new client, at Pure Beauty.

Q5 (a) From the list of options, select the correct course of action that the therapist should take:

UBT90M UBT123M UBT87M LO1	Multiple Choice Question	Answer
A	advise her that she will need to be accompanied by her parent/guardian	Correct answer because the parent/guardian must be present to witness the treatment as the client is a minor.
B	ask her to bring in a signed letter from her parent/guardian	Incorrect answer because the client/guardian must be present when treating a minor.
C	carry out a patch test to check she is not allergic to the products	Incorrect answer because the client/guardian must be present when treating a minor.
D	contact her regular salon first to check her previous treatment records	Incorrect answer because the client/guardian must be present when treating a minor.
E	continue with the treatment as she has already had the treatment before	Incorrect answer because the client/guardian must be present when treating a minor.

Most correct answer

Least correct answer

A

B

D

C

E

Consumer protection legislation must be followed when retailing products and services within a beauty salon. The legislation is there to protect the rights of clients.

Q6 (a) From the list of options, select the piece of legislation that prohibits false descriptions of products and services by the business:

UBT119M LO1	Multiple Choice Question	Answer
A	Consumer Safety Act	Incorrect answer because this act is there to reduce the risk to consumers from potentially dangerous products.
B	Data Protection Act	Incorrect answer because this act deals with confidentiality regarding client information.
C	Prices Act	Incorrect answer because this act states that the prices of products and services have to be displayed to prevent the buyer being misguided.
D	Sale and Supply of Goods Act	Incorrect answer because this act deals with the sale of goods and that they are of satisfactory quality and fit for purpose.
E	Trade Descriptions Acts	Correct answer because this act prohibits the use of false descriptions of goods and services provided by a business.

Most correct answer

Least correct answer

E

D

C

A

B

A thorough consultation should be carried out prior to a treatment to ensure that it is safe to proceed. Some contra-indications may prevent a treatment taking place whilst others may only restrict a treatment.

Q7 (a) From the list of options, select the contra-indication that would prevent an application of false eyelashes:

UBT123M UBT87M LO2, LO3	Multiple Choice Question	Answer
A	blepharitis	Correct answer because blepharitis is a result of an allergic reaction to a product or an infection around the eye area. Working on the area could make the problem worse.
B	contact lenses	Incorrect answer because this will only restrict the treatment not prevent.
C	dry eye syndrome	Incorrect answer because the eye drops used to treat this condition can make application more difficult but not prevent.
D	psoriasis	Incorrect answer because this is not infectious. Hypo-allergenic products could be used.
E	thyroid imbalances	Incorrect answer because this will restrict the treatment not prevent.

Most correct answer

Least correct answer

A

C

B

E

D

Whilst cleaning down from her last treatment, the therapist has accidentally dropped a glass jar which has smashed on the salon floor. Another therapist is scheduled to use the room after her.

Q8 (a) From the list of options, select the correct course of action that the therapist should take:

UCO28M LO1, LO2, LO3	Multiple Choice Question	Answer
A	leave a note for the next therapist to warn them of the hazard	Incorrect answer because the therapist is able to deal with the hazard herself and leaving broken glass on the floor may cause injury to another therapist or client.
B	pick up the broken glass and place it in a black bin liner	Incorrect answer because glass should not be placed into a bin liner as someone could pick up the bin liner and cut themselves.
C	pick up the broken glass and place it in a yellow bin liner	Incorrect answer because glass should not be placed into a yellow bin liner as this is for clinical waste not broken glass. Someone could pick up the bin liner and cut themselves.
D	sweep the broken glass into a cardboard box, seal and label as broken glass	Correct answer because by putting it into a labelled box it will prevent injury to anyone.
E	sweep the broken glass into a corner of the room and remove later	Incorrect answer because the glass should be removed straight away as it is a hazard and could cause injury.

Most correct answer

Least correct answer

D

B

C

E

A

Mrs Jones has suffered an adverse skin reaction, following a superficial cleanse and tone, prior to a make-up application, see Figure 1. As a result the treatment has been stopped and a cold compress applied to the skin.

Figure 1



Q9 (a) From the list of options, select the technical term for the skin reaction in Figure 1:

UBT120M LO3	Multiple Choice Question	Answer
A	couperose	Incorrect answer because this is the correct terminology for a condition where there is a collection of small dilated red blood vessels making the skin appear pink.
B	erythema	Incorrect answer because this is the correct terminology for reddening of the skin following treatment.
C	haemangioma	Incorrect answer because this is the correct terminology for a vascular, raised birth mark.

D	hyperhidrosis	Incorrect answer because this is the correct terminology for excessive sweating.
E	urticaria	Correct answer because urticaria is the technical term for an adverse skin reaction where hives form on the surface of the skin.

Most correct answer

Least correct answer

E

B

A

C

D

Clare is booked in for an application of false eyelashes during her half hour lunch break. She is having the eyelashes applied for a hen weekend but is unsure of the treatment options. She does, however, want to achieve much fuller and thicker eyelashes. Her hair colour is dark brown but she wears black mascara daily.

Q10 (a) From the list of options, select the most suitable course of action for the client:

UBT123M LO2, LO3 UBT87M LO2, LO3	Multiple Choice Question	Answer
A	application of a full set of black individual eyelash extensions	Incorrect answer because there is not enough time to apply a full set of individual lashes in a half hour lunch break.
B	application of a full set of black individual flare eyelashes	Correct answer because there is enough time to apply a full set of flare lashes, these would last for around 2 weeks and, as the client normally wears a black mascara, this would be the best option.
C	application of a full set of brown individual eyelash extensions	Incorrect answer because there is not enough time to apply a full set of individual lashes in a half hour lunch break.
D	application of a partial set of brown flare eyelashes	Incorrect answer because the client wants much fuller lashes and wears black mascara so black would be the best option.
E	application of strip eyelashes in black	Incorrect answer because strip lashes are only appropriate for one occasion and would not last long enough.

Most correct answer

Least correct answer

B

A

C

D

E

Accidents and injuries can happen even when the correct procedures have been followed. Businesses need to ensure that they are covered financially in the event of an accident or injury occurring to a third party whilst on the premises.

Q11 (a) From the list of options, select the insurance required for this scenario:

UBT90M UBT87M UBT123M LO1	Multiple Choice Question	Answer
A	employer's liability insurance	Incorrect answer because this provides financial compensation to an employee if they are injured in the workplace.
B	life insurance	Incorrect answer because this is a personal insurance plan.
C	product liability insurance	Incorrect answer because this insurance covers for any risks that may occur from the products used or sold.
D	professional indemnity insurance	Incorrect answer because this covers named employees only against claims from a third party.
E	public liability insurance	Correct answer because this insurance covers the employer and employee if a third party is injured or dies whilst on the premises.

Most correct answer

Least correct answer

E

D

A

C

B

The main function of the circulatory system is to transport blood around the body. The components of the blood have specific functions within the body; if these functions are impaired it can lead to circulatory disorders.

Q12 (a) From the list of options, select the component of the blood that may be deficient in someone with haemophilia:

UBT120M LO2	Multiple Choice Question	Answer
A	erythrocytes	Incorrect answer because erythrocytes are red blood cells with the primary function of carrying oxygen around the body.
B	leucocytes	Incorrect answer because leucocytes are white blood cells responsible for defending the body against microorganisms and infection.
C	lymphocytes	Incorrect answer because lymphocytes are white blood cells found in lymphatic fluid, they are responsible for defending the body against pathogens.
D	monocytes	Incorrect answer because these are a type of white blood cell responsible for protecting the body from foreign bodies.
E	thrombocytes	Correct answer because in someone with haemophilia the thrombocytes are missing a blood clotting factor that creates a sticky web around them, allowing them to clot.

Most correct answer

Least correct answer

E

A

D

B

C

Bones are a form of connective tissue that offers support, protection and attachment for our body organs. Bones can be classified by their shape and size. One type has a diaphysis of compact bone which contains yellow, fatty bone marrow.

Q13 (a) From the list of options, select the type of bone with these characteristics:

UBT120M LO2	Multiple Choice Question	Answer
A	flat	Incorrect answer because flat bones do not have these characteristics.
B	irregular	Incorrect answer because irregular bones do not have these characteristics.
C	long	Correct answer because the diaphysis is the shaft of a long bone with a central cavity that contains yellow, fatty bone marrow.
D	sesamoid	Incorrect answer because sesamoid bones do not have these characteristics.
E	short	Incorrect answer because short bones do not have these characteristics.

Most correct answer

Least correct answer

C

E

D

B

A

Some of the products used in the salon can be harmful to health if the manufacturer's instructions are not followed. Harmful substances carry a symbol to warn the user of the potential dangers of incorrect handling, as shown in Figure 2.

Figure 2



Q14 (a) From the list of options, select the meaning of the hazard symbol in Figure 2:

UCO28M LO1, LO2, LO3	Multiple Choice Question	Answer
A	corrosive product	Incorrect answer because the symbol pictured is a toxic product not a corrosive product.
B	flammable product	Incorrect answer because the symbol pictured is a toxic product not a flammable product.

C	harmful irritant	Incorrect answer because the symbol pictured is toxic product not a harmful irritant.
D	harmful to the environment	Incorrect answer because the symbol pictured is a toxic product.
E	toxic product	Correct answer because the symbol pictured is a skull and crossbones which is the picture for a toxic product.

Most correct answer

Least correct answer

E	C	A	D	B
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When working in the salon, therapists should follow the correct hygienic working practices at all times to protect themselves. Harmful micro-organisms can be spread by using contaminated tools or by not following the correct handwashing procedure.

Q15 (a) From the list of options, select the sterilisation method which uses moist heat at temperatures of between 121-134°C:

UCO28M LO2	Multiple Choice Question	Answer
A	autoclave	Correct answer because autoclaves use moist heat at 121-134°C.
B	disinfecting solution	Incorrect answer because disinfecting uses antimicrobial chemical solutions.
C	glass bead steriliser	Incorrect answer because glass bead sterilisers are heated to 190-300°C.
D	UV cabinet	Incorrect answer because UV cabinets use a quartz mercury lamp.
E	washing machine	Incorrect answer because these use moist heat but would not reach temperatures of 121-134°C.

Most correct answer

Least correct answer

A

C

E

D

B

Our facial muscles are continually used to express the way we are feeling, for example smiling, frowning or distaste. Over time, the daily facial expressions that we make lead to permanent lines appearing on the surface of the skin.

Q16 (a) From the list of options, select the muscle that is responsible for creating vertical frown lines between the eyebrows:

UBT120M LO2	Multiple Choice Question	Answer
A	corrugator	Correct answer because the corrugator muscle is positioned between the eyebrows and draws the eyebrows inwards and downwards, creating frown lines.
B	frontalis	Incorrect answer because the frontalis muscle is responsible for raising the eyebrows as in surprise, causing horizontal lines.
C	orbicularis oculi	Incorrect answer because the orbicularis oculi orbits the eye and allows the blinking action.
D	orbicularis oris	Incorrect answer because the orbicularis oris surrounds the mouth and allows the mouth to kiss or pout.
E	temporalis	Incorrect answer because the temporalis muscle is positioned at the side of the head to the mandible bone and aids in mastication.

Most correct answer

Least correct answer

A

B

C

E

D

The body is made up of trillions of cells, each with different functions. Some cells unite to form body tissue whilst others have their own individual functions within the body.

Q17 (a) From the list of options, select the correct function of a fibroblast cell:

UBT120M LO1	Multiple Choice Question	Answer
A	absorb and remove foreign bodies	Incorrect answer because this is the function of Langerhans cells.
B	carry oxygenated blood around the body	Incorrect answer because this is the function of erythrocyte cells.
C	produce elastin and collagen fibres	Correct answer because fibroblast cells produce collagen and elastin fibres which help to strengthen the skin.
D	produce the skin pigment melanin	Incorrect answer because this is a function of melanocyte cells.
E	release a chemical substance called histamine	Incorrect answer because this is a function of mast cells.

Most correct answer

Least correct answer

C

D

E

A

B

Paige has booked in for a set of individual eyelash extensions; her treatment objective is to have longer, fuller eyelashes. She has naturally short, fine, straight lashes so the therapist has applied lashes with a J curvature, 12mm length and 0.10mm thickness. A few days later Paige has returned to the salon as a significant amount of her natural and artificial lashes have been lost.

Q18 (a) From the list of options, select the possible reason that the eyelashes have been lost:

UBT123M LO2, LO4	Multiple Choice Question	Answer
A	the artificial eyelashes are the wrong curvature for the natural eyelashes	Incorrect answer because a J curvature eyelash is recommended for clients with straight eyelashes and only has a slight curve.
B	the artificial eyelashes are too fine for the natural eyelashes	Incorrect answer because a fine natural eyelash would need a fine artificial eyelash, this would not cause an artificial eyelash to be lost.
C	the artificial eyelashes are too long for the natural eyelashes	Correct answer because the artificial eyelashes are 12mm in length which is too long for a short eyelash.
D	the artificial eyelashes are too short for the natural eyelashes	Incorrect answer because the artificial eyelashes are 12mm in length, which is classed as a long eyelash extension.
E	the artificial eyelashes are too thick for the natural eyelashes	Incorrect answer because a 0.10 lash is very fine so would not be too thick for fine eyelashes, also the natural eyelashes have been lost.

Most correct answer

Least correct answer

C

D

E

A

B

The age and condition of a client's skin may affect the choice of products and application methods for treatments. This is due to the many changes our skin goes through as it ages.

Q19 (a) From the list of options, select the statement that describes changes that happen within the skin as we age:

UBT120M LO1	Multiple Choice Question	Answer
A	blood circulation decreases and muscle tone is increased	Incorrect answer because muscle tone decreases as we age.
B	blood circulation is increased and sebaceous glands are less active	Incorrect answer because blood circulation decreases with age.
C	sebaceous glands are more active and muscle tone is increased	Incorrect answer because sebum flow decreases as we age along with muscle tone.
D	sebum decreases, collagen and elastin fibres break down	Correct answer because the sebaceous glands become less active leading to a drier skin and collagen and elastin fibres break down leading to fine lines and loss of elasticity.
E	sweat glands are more active, collagen and elastin fibres increase	Incorrect answer because sudoriferous glands become less active as we age and collagen and elastin fibres break down.

Most correct answer

D

Least correct answer

E A B C

Since commencing work at the salon two months ago, a therapist has noticed a change in the skin on his hands and forearms. The skin has become increasingly sore and dry, especially after using the gloves provided for applying individual eyelash extensions.

Q20 (a) From the list of options, select the skin condition the therapist may be suffering with:

UBT120M LO3	Multiple Choice Question	Answer
A	dermatitis	Correct answer because this is a non-infectious condition of the skin which can be caused by an irritant resulting in the skin becoming dry, red, sore and cracked.
B	hyperaemia	Incorrect answer because this is reddening of the skin caused by an increase of blood flow to the area, generally occurs following massage.
C	impetigo	Incorrect answer because this is an infectious skin disorder caused by a bacterial infection resulting in small blisters and honey-coloured crusts forming on the skin.
D	psoriasis	Incorrect answer because this is patches of red, itchy, skin covered with silvery scales, the cause of which is unknown.
E	tinea corporis	Incorrect answer because this is an infectious skin condition resulting in red rings forming around normal coloured skin.

Most correct answer

Least correct answer

A

D

B

C

E

Professional ethics need to be respected when dealing with clients and other business professionals. It is important to remember that make-up artists and therapists are not medically trained and, therefore, should not attempt to diagnose contra-indications. A client has attended the salon for a treatment and has the characteristics of blepharitis.

Q21 (a) From the list of options, select the health care professional who the client should see before a treatment can take place:

UBT90M LO1	Multiple Choice Question	Answer
A	Chiropodist	Incorrect answer because a chiropodist treats the feet.
B	Community Pharmacist	Incorrect answer because a pharmacist dispenses medication and the client would require a diagnosis first.
C	Dermatologist	Incorrect answer because a dermatologist deals with disorders of the skin.
D	General Practitioner	Correct answer because a GP is a general practitioner and the client should seek a diagnosis from them.
E	Trichologist	Incorrect answer because a trichologist deals with problems with the hair and scalp.

Most correct answer

Least correct answer

D	B	C	E	A
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Employers are responsible for ensuring that first aid provisions in the workplace are adequate and meet the guidelines set out in the Health and Safety (First Aid) Regulations. This regulation recommends that at least one person in the workplace holds a first aid qualification.

Q22 (a) From the list of options, select the length of time for which a first aid certificate is valid for:

UCO28M LO1	Multiple Choice Question	Answer
A	1 year	Incorrect answer because the certificate is valid for 3 years.
B	2 years	Incorrect answer because the certificate is valid for 3 years.
C	3 years	Correct answer because the certificate is valid for 3 years after which time it must be renewed.
D	4 years	Incorrect answer because the certificate is valid for 3 years.
E	5 years	Incorrect answer because the certificate is valid for 3 years.

Most correct answer

Least correct answer

C

B

D

A

E

Retail sales generate a significant amount of additional income for beauty salons. This is another way of increasing the salon profits alongside treatments and services.

Q23 (a) Outline two buying signals that a client may portray when they are interested in purchasing a retail product.

UBT119M LO1,LO2	Answer	Total marks
	<p>1-2 marks awarded for outlining up to two buying signals.</p> <p>Areas candidates may discuss:</p> <ul style="list-style-type: none"> • Clients asking questions about a product, e.g. price, ingredients, size etc. • Clients looking at brochures or promotional materials • Clients may be picking up or touching the products • Clients may comment on concerns they have e.g. dry skin, fine lines • Clients may try the tester products available • Positive body language may be portrayed, e.g eye contact, open body language etc <p>(Maximum 2 marks)</p>	2 marks
Additional guidance		
Do not award marks for		

Retail sales generate a significant amount of additional income for beauty salons. This is another way of increasing the salon profits alongside treatments and services.		
Q24 (a) Describe one way that retailing products can benefit a beauty therapist or make-up artist.		
UBT119M LO1,LO2	Answer	Total marks
	<p>1-2 marks awarded for describing one way that retailing products can benefit a beauty therapist or make-up artist.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Helps to promote professionalism to the client which may lead to repeat bookings or being recommended to other clients. • Therapists can often earn commission on retail sales which can then lead to an increase in their personal income. • Ability to meet sales targets may lead to career progression or promotion within the business. <p>(Maximum 2 marks)</p>	2 marks
Additional guidance		
Do not award marks for		

Mrs Jones is booked in for an application of individual eyelash extensions. The consultation highlights that she suffers with diabetes and has dry eye syndrome. During the treatment, the therapist is struggling to attach the artificial eyelash to the client's natural eyelash. The correct pre-treatment products have been used and the size and length of the individual lashes are correct.

Q25 (a) Analyse the reason why the artificial eyelashes may not be attaching to the clients natural eyelash effectively.

UBT123M LO2 UBT87M LO2	Answer	Total marks
	<p>1-3 marks awarded for analysing the reason why the eyelash extensions are not attaching to the client's natural eyelashes.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • The eye drops prescribed for dry eye syndrome contain oil which may act as a barrier to the eyelash adhesive making application difficult • The lashes will be very oily due to products used at home to lubricate the eyes, which will act as a barrier to the adhesive • The pre-treatment product used may not be able to break down the oil that will be present on the lashes of a client with dry eye syndrome <p>(Maximum 3 marks)</p>	<p>3 marks</p>
<p>Additional guidance</p>		
<p>Do not award marks for</p>		

A make-up artist will be exposed to a variety of different substances in their day-to-day work, some of which may be harmful. These substances may be used for carrying out make-up treatments or for hygiene and cleaning purposes.

Q26 (a) Identify the piece of legislation or regulation which must be followed when dealing with potentially harmful products.

UCO28M LO1	Answer	Total marks
	<p>1 mark awarded for identifying the piece legislation or regulation which must be followed when dealing with potentially harmful products.</p> <p>Areas candidates may discuss:</p> <ul style="list-style-type: none"> • Control of Substances Hazardous to Health Regulations <p>(Maximum 1 mark)</p>	1 mark
Additional guidance	The legislation can either be identified as COSHH or Control of Substances Hazardous to Health	
Do not award marks for		

Caroline has visited the salon to have a full set of flare eyelashes and special occasion make-up applied for her wedding. She will be going away on her honeymoon in a couple of days' time and is discussing with the therapist how she should look after her eyelashes to improve their longevity. She has also had mascara applied to the flare eyelashes and would like to recreate the look whilst she is away.

Q27 (a) Outline five pieces of aftercare and maintenance advice that should be given to the client following the application of flare eyelashes.

UBT87M LO2, LO4 UBT123M LO2, LO4	Answer	Total marks
	<p>1-5 marks awarded for outlining up to five aftercare or maintenance recommendations that should be given to the client.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Avoid having a hot shower or getting the lashes wet for 24 hours • Avoid using a sauna or steam room for 48 hours following treatment • Avoid touching or rubbing the lashes as the adhesive may be loosened • Avoid using oil based products as this may loosen the adhesive • Use water based or dry eye make-up that doesn't contain oil • Do not use heated eyelash curlers as the heat can loosen the adhesive • Do not attempt to remove the lashes at home as the natural lash may be lost • After bathing or showering, pat the area dry with a soft towel, do not pull on lashes • Return to the salon for maintenance/infill treatments approximately every 10-14 days to have lost lashes replaced • Use an eyelash comb to keep the lashes groomed 	<p>5 marks</p>

	<ul style="list-style-type: none">• Do not use cotton wool on the lashes as it may get caught in the lashes <p>(Maximum 5 marks)</p>	
Additional guidance		
Do not award marks for		

Caroline has visited the salon to have a full set of flare eyelashes and special occasion make-up applied for her wedding. She will be going away on her honeymoon in a couple of days' time and is discussing with the therapist how she should look after her eyelashes to improve their longevity. She has also had mascara applied to the flare eyelashes and would like to recreate the look whilst she is away.

Q28 (a) Explain two reasons why it is important that the client follows aftercare and homecare advice.

UBT87M LO2, LO4 UBT123M LO2, LO4	Answer	Total marks
	<p>1-4 marks awarded for explaining up to two reasons why it is important the client follows aftercare and homecare advice.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Client may cause a contra-action following the treatment if the correct aftercare and homecare advice is not followed correctly. • The longevity of the lashes may be affected if they are not maintained correctly, the artificial lashes may be lost prematurely which will ruin the effect. • The natural eyelashes may be damaged or lost if the client does not use appropriate techniques when maintaining the flare lashes. <p>(Maximum 4 marks)</p>	<p>4 marks</p>
<p>Additional guidance</p>		

Do not award marks for		
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Caroline has visited the salon to have a full set of flare eyelashes and special occasion make-up applied for her wedding. She will be going away on her honeymoon in a couple of days' time and is discussing with the therapist how she should look after her eyelashes to improve their longevity. She has also had mascara applied to the flare eyelashes and would like to recreate the look whilst she is away.

Q29 (a) Justify one suitable product that could be retailed to the client following the application of flare eyelashes.

UBT87M LO2, LO4 UBT123M LO2, LO4	Answer	Total marks
	<p>1-2 marks awarded for justifying one suitable product that could be retailed to the client following the application of flare eyelashes.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Water based mascara, this can be removed with a water based eye make-up remover or eye cleanser instead of an oil based product, water based remover will not loosen the adhesive • Non-oily eye cleanser/remover, this is water based so will not loosen the adhesive and will remove water based mascaras effectively • Eyelash cleansing cloth, this is a gentle cloth that does not contain fibres, this will replace cotton wool for removing eye make-up and help to prevent the premature loss if the lashes • Eyelash comb/brush, this can be used to comb/brush the lashes into place to separate them and keep them tidy maintaining their look <p>(Maximum 2 marks)</p>	<p>2 marks</p>

Additional guidance		
Do not award marks for		

Mrs Newton has visited the salon to book in for an application of individual eyelash extensions. The therapist has discussed the treatment with her and explained the importance of a patch test being carried out prior to the treatment. She has decided to patch test the client while she is there, in readiness for the treatment.

Q30 (a) Outline the procedure for patch testing a client prior to an eyelash extension treatment.

UBT123M LO1, LO2 UBT87M LO1, LO2	Answer	Total marks
	<p>1-3 marks awarded for outlining the patch test procedure.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Cleanse the area and apply the eyelash adhesive, allow to dry, leave on the skin for a minimum of 24 hours, explain the positive and negative reactions to the client, remove excess product, record patch test on the client's record card <p>(Maximum 3 marks)</p>	<p>3 marks</p>
<p>Additional guidance</p>		
<p>Do not award marks for</p>		

<p>Mrs Newton has visited the salon to book in for an application of individual eyelash extensions. The therapist has discussed the treatment with her and explained the importance of a patch test being carried out prior to the treatment. She has decided to patch test the client while she is there, in readiness for the treatment.</p>		
<p>Q31 (a) Outline two reasons why it is important to complete a patch test prior to an application of individual eyelash extensions.</p>		
<p>UBT123M LO1, LO2 UBT87M LO1, LO2</p>	<p>Answer</p>	<p>Total marks</p>
	<p>1-2 marks awarded for outlining up to two reasons why it is important to complete a patch test prior to an application of individual eyelash extensions.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • To check the client's suitability to the treatment • To check for any allergies to the eyelash adhesive • To ensure that it is safe to proceed with the treatment • To ensure that correct procedures are followed so as not to invalidate insurance policies • To prevent a contra-action occurring during or after treatment <p>(Maximum 2 marks)</p>	<p>2 marks</p>
<p>Additional guidance</p>		

Do not award marks for		
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Mrs Newton has visited the salon to book in for an application of individual eyelash extensions. The therapist has discussed the treatment with her and explained the importance of a patch test being carried out prior to the treatment. She has decided to patch test the client while she is there, in readiness for the treatment.

Q32 (a) Explain how to interpret the results of a patch test and how they may affect the treatment.

UBT123M LO1, LO2 UBT87M LO1, LO2	Answer	Total marks
	<p>1-3 marks awarded for explaining how to interpret the results of a patch test and how they may affect the treatment.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • A positive result to a patch test would result in the client's skin becoming red and irritated, the skin may also swell and feel sore and itchy. • A negative result to a patch test would show no change to the skin, the skin would feel normal and would not look any different • A negative result would mean that the treatment may continue as planned, a positive result would mean that the client will be not able to receive the treatment <p>(Maximum 3 marks)</p>	<p>3 marks</p>
<p>Additional guidance</p>		
<p>Do not award marks for</p>		

Mrs Newton has visited the salon to book in for an application of individual eyelash extensions. The therapist has discussed the treatment with her and explained the importance of a patch test being carried out prior to the treatment. She has decided to patch test the client while she is there, in readiness for the treatment.

Q33 (a) Identify one contra-action that may occur during an application of individual eyelash extensions and justify the appropriate action that should be taken.

UBT123M LO1, LO2 UBT87M LO1, LO2	Answer	Total marks
	<p>1 mark awarded for identifying one contra-action that may occur during an application of individual eyelash extensions.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • The upper and lower lashes may be glued together • Adhesive entering the eye • The clients eyes may start watering • Skin irritation/ swelling/redness/burning <p>1-2 further marks awarded for justifying the appropriate action that should be taken.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • The upper and lower lashes may be glued together, ensure that the gel patches are completely covering the lower lashes, lashes stuck together can be carefully teased apart with straight tweezers, check lashes every so often to ensure that they are not adhered to the lower lashes. Be gentle to prevent natural eyelashes being lost. 	<p>3 marks</p>

	<ul style="list-style-type: none"> • Adhesive entering the eye, the eye should be rinsed immediately to remove adhesive, if symptoms persist the client may need to visit their GP. Leaving the adhesive may cause further discomfort for the client. • The clients eyes may start watering, blot the eyes with tissue to absorb excess fluid, wait to see if it subsides, if so dry eyes thoroughly and proceed, if watering continues may need to stop the treatment as it could be a reaction to the adhesive or something in the eye, eyes may need to be flushed with clean water to prevent the condition worsening. • Skin irritation/ swelling/redness/burning, lashes may be applied too close to the skin, ensure a small gap is left between the artificial lash and the skin, flush the eyes with clean water to remove any product which could lead to further irritation. <p>(Maximum 3 marks)</p>	
Additional guidance		
Do not award marks for		

<p>Under the Health and Safety at Work Act 1974, employers and employees have general duties to protect the health and safety of those who work for them, those who work with them and those who might be affected by their work activity. It is paramount that all staff adhere to the salon's health and safety legislations and regulations in order to prevent any accidents or injuries occurring.</p>		
<p>Q34 (a) Outline four factors which may influence an employee's welfare within the salon.</p>		
UCO28M LO1	Answer	Total marks
	<p>1-4 marks awarded for up to four factors which may influence an employee's welfare.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Smoking – policies, restrictions and/or bans to protect non-smokers • Stress – employers must reduce stress by considering possible causes and taking appropriate action • Alcohol/Drugs – strict policies should be in place as these issues jeopardise safety by affecting a person's judgement • First aid provision – risk assessments should be carried out to identify the level of first aid provision needed and everyone at work must be made aware of first aid arrangements. An appointed first aider must be in place at all times when people are working and must be known to all staff. First aid provision also applies to self-employed people • Harassment and bullying – cause anxiety and stress and are illegal (Health and Safety at Work Act). Policies must be in place that make this clear and link to disciplinary action <p>(Maximum 4 marks)</p>	<p>4 marks</p>

Additional guidance		
Do not award marks for		

Under the Health and Safety at Work Act 1974, employers and employees have general duties to protect the health and safety of those who work for them, those who work with them and those who might be affected by their work activity. It is paramount that all staff adhere to the salon's health and safety legislations and regulations in order to prevent any accidents or injuries occurring.

Q35 (a) Describe how environmental factors influence health and safety within the salon and provide an example.

UCO28M LO1 & LO2	Answer	Total marks
	<p>1-2 marks awarded for describing how environmental factors influence health and safety.</p> <p>Areas the candidate may discuss:</p> <ul style="list-style-type: none"> • Environmental factor – The correct salon working conditions for both clients and therapists, ensuring that the workplace is comfortable, warm and clean so that the environment is a safe place to visit and work in. <p>(Maximum 2 marks)</p>	<p>4 marks</p>

	<p>1-2 further marks awarded for providing an example.</p> <p>Areas the candidate may discuss</p> <ul style="list-style-type: none">• Environmental – example ensuring the correct working temperature is maintained at 16-20 degrees Celsius, adequate ventilation preventing the salon from being too stuffy but not droughty. The lighting must be bright enough for the therapist to see clearly but not so bright, so the client cannot relax. A cluttered salon can cause trips and falls. <p>(Maximum 2 marks)</p>	
Additional guidance		
Do not award marks for		