

**EVALUATING
ACADEMIC READINESS
FOR APPRENTICESHIP TRAINING**
Revised for
ACCESS TO APPRENTICESHIP

**COMMUNICATIONS SKILLS
CLASSIFICATION OF INFORMATION**

**AN ACADEMIC SKILLS MANUAL
for
The Hairstylist Trade**

*Workplace Support Services Branch
Ontario Ministry of Training, Colleges and Universities*

Revised 2011

In preparing these Academic Skills Manuals we have used passages, diagrams and questions
Similar to those an apprentice might find in a text, guide or
trade manual.

**This trade related material is not intended to instruct
you in your trade. It is used only to
demonstrate how understanding an academic skill will help
you find and use the information you need.**

COMMUNICATIONS SKILLS

CLASSIFICATION

*An academic skill required for the study of the
Hairstylist Trade*

Classification of information is a system that groups items together based on shared qualities or features, or uses. When information is divided into topics, when tools are stored by how they are to be used or when perm rods are sorted by size, each collection is classified into a group according to characteristics they have in common.

Classification indicates an underlying similarity in grouped items. If you recognize features in a new material or tool that are similar to features you are familiar with, you will find it easier to figure out how it works and where to use it. By classifying information you learn to see common patterns in the different techniques you are learning. Being able to classify new information assists you in organizing things, finding material, and making good choices.

In this skill sheet, we look at the following aspects of classification:

- ◆ Classifying into Categories
- ◆ Using Categories to Get Organized
- ◆ Using Classification

PART I

CLASSIFYING INTO CATEGORIES

Belonging to a group

The word “tool” is a grouping or category. It is a broad, general category. If someone asked you to hand them a tool, you could give them a screwdriver, a hammer or a hacksaw. You couldn’t make a wrong choice because *any* tool fits the category.

Example: If someone asked for a pair of scissors (a type or class of tool), you’d choose a pair of scissors. *Scissors* is a smaller, more specific category, so you would choose scissors and exclude every other tool.

If someone asked for scissors and there were several pair to choose from, you would have to ask, “Which ones do you want?”

Which one?

When you ask the question, *which one*, you are asking for more information. Because you need to select the right tool, you need a *list of features* or *criteria* that describes that tool. The answer to your question will provide a list. It will be something like this: "I need the thinning shears with the black handles."

In this example, there is probably only one pair of scissors that would match the given criteria, or list – black handles and all.

Note: We use the terms “given criteria” and “list of features” to mean the same thing.

From general to one

To make the right choice, we moved in three steps:

1. from a very broad category which included all types of tools;
2. to a narrower category which included scissors only;
3. to a list of features which described one item: thinning shears with black handles.

Classification involves a process, moving from a broad category of information that gradually narrows to descriptions that apply only to one type or one item only.

Example: Classification may apply to a lesson about *shampoos* in this way:

- **First**, you learn about the general category of product called shampoo and the varieties manufactured.
- **Next** you focus on *types* of shampoos such as medicated or conditioning.
- **Finally** you divide the various types into smaller categories according to their base ingredients.

There is a good reason for these steps. Whether you are learning about products, using charts and tables, diagnosing problems or caring for tools, you need to understand what to expect from a group of items so you can predict results. You need to understand what type of product is best suited to the job and what type is not appropriate. You need to know what is considered odd or unusual behavior in any group of products. This knowledge prepares you to react when something unexpected happens so you can look for the causes. It lets you work from broad patterns in a logical way.

The right information

To make the right choice, we need to work from information. When you ask questions about a job or a tool, the answers will describe the conditions.

Example: You are going to colour a client’s hair. Before you do anything, you need information. Your starting point is a list of questions: What is the client’s colour choice? What type of hair am I working on? Are there any special problems or considerations with previous chemical treatments?

The answers to these questions outline the conditions. They will guide you in your choices for each step of the project. You can select the right information, colour guides and tools. You can choose the right products and procedures for the situation. You match information to make appropriate choices for the task. The job requirements set the conditions for all the choices.

When you read Passage 1 about the characteristics and uses of shampoos, you can understand why a hairstylist would choose a particular type of shampoo and reject another. You see that the characteristics of a shampoo are what make it useful for some purposes but not others. Note how classification using the category of characteristics is used to teach you about shampoos. Look for information that moves from a general, broad category to smaller categories (or groups). The preview below outlines the passage:

- All shampoos have most of the same properties.
- Shampoos are classified by in four broad categories. Every shampoo type has specific properties and, therefore, specific uses.

Read Passage 1 that gives (in part) information about types of shampoo and their uses. Answer the questions that follow. Answers are at the end of this skill manual.

Passage 1

Classification of Shampoos

Good shampoos are available for every scalp type and for every hair type (dry to oily, from permed to limp, from highlighted to untreated). When you understand the chemical ingredients of a shampoo, you can select the best product for each client's hair texture or condition. The ingredients are listed in order by their percentage (from largest to smallest amounts): purified or de-ionized water is usually the first ingredient listed; the *base surfactant* (base detergent) is usually the second ingredient. A *surfactant* is an organic compound which creates agents to wet, disperse, emulsify, wash, solubilize or foam.

Shampoos are classified by the base surfactant or combination of surfactants. These surfactants fall into four broad classifications: anionic, cationic, nonionic, ampholytic.

Anionics: The most commonly used anionic surfactants are harsh cleansers which produce a rich foam. They are suitable for hard or soft water because they rinse off easily. Some anionics are milder and, therefore, less drying to the hair.

Cationics: Most in this class of detergents have some anti-bacterial action making them suitable for dandruff shampoos.

Nonionics: These have a mild cleansing action and cause very little irritation to human tissues. Versatile, stable and resistant to shrinkage.

Ampholytes: These can behave as anionics or cationics depending on their acidity or alkalinity. Their tendency to cling to hair and skin results in manageable hair, and because they do not irritate eyes, they are suitable for baby shampoos. They contain some germicidal (germ killing) properties.

Questions:

1. Which class of shampoo would be suitable for a young child?
 - a) cationic
 - b) nonionic
 - c) ampholyte
 - d) none of the above

2. Which of the following properties are **not** found in anionic surfactants?
 - a) rich foaming action, easily rinsed
 - b) versatile and germicidal
 - c) harsh cleansing, suitable for hard water
 - d) mild and not drying

3. Which of the following have anti-bacterial or germicidal qualities?
 - a) anionics and nonionics
 - b) cationics and ampholytes
 - c) nonionics and cationics
 - d) ampholytes and anionics

4. Which of the following lists characteristics of nonionics?
 - a) unlikely to irritate skin; stable base; mild cleansing
 - b) not drying to hair; used for dandruff shampoos; versatile
 - c) stable base; harsh cleansing action; germicidal properties
 - d) mild cleansing action; rich foaming action; anti-bacterial properties

The questions above ask you to look at a product based on its features, its ability to do something, or because it can't do something.

- Each shampoo has one or two characteristics similar to the others.
- Each has properties that none of the others have.

Your ability to choose the appropriate material depends on your being able to match the product to the need. It depends on your familiarity with different materials and their ability to do something.

Ask questions:

- Where is it to be used?
- What is the *desired* result?
- Would a more expensive item offer any advantage?
- Why or why not?

The answers to this type of question will direct you towards the correct type of shampoo, colour process or hair relaxer. The specific requirements and instructions that accompany a product will direct you in the right steps and techniques to achieve the best possible result.

Application

In your trade, you will choose a product or method depending on the job it is required to do. Although manufacturers usually determine the type or class of product, you need to understand classification to work well with these products. Once you know the type of a shampoo, you can then decide whether or not it is suitable for your client.

Organizing information and equipment in this way is a form of classification or categorizing.

New products

Sometimes you will work from the other direction.

Example: You have a new product for straightening hair and you need to know more about it. You use classification to understand what it is, how it works and what you should do with it. When you ask questions, you may get this kind of answer:

- It is a mild formula.
- It is suitable for fine hair
- It is suitable for chemically coloured hair.

Look from all angles

You often have to look at the right choice from two directions.

- You need to understand what a tool or product is designed to do to know the category of job it's correct for.
- You need to know the requirements of a job to know the class of tool or product that's correct.

This may sound like going in circles, but whichever way you look at it, making the right choice is essential to the quality of the completed project.

Sometimes you go through the process of finding information, only to discover you must compromise.

Example: You may start with the best choice for hair straightener, but find the price has just shot up and it may not give your client the look she wants. You need to talk this over, so your customer's expectations are in line with what the product can do. After the discussion, and after reading the specifications on another product, you decide to make another choice.

Both you and your client you need to understand your reasons for this choice – how “the next best thing” will perform and what it will cost. You must be sure it suits all the conditions and the purpose.

Once you know the set of conditions, you can consult the right information or table for that category and for that specific project.

Classifying will give you a base of information to help you understand more about your topic and your purpose of the reading. Classification groups similar things together so that you understand something in general terms first. Then you are ready to learn about the qualities and functions of individual items.

We have looked at the right choice from two directions.

1. When you understand what something is designed to do, you know where it can be correctly used.
2. When you know the specific requirements of a job, you can find the class of material that is best.

Whichever way you look at it, making the right choice is essential to the quality of the completed project.

Ask questions

The success of your efforts depends on information. Start with information about the job you are doing: like the type of procedure and the condition of the hair. Then choose the products and tools based on information about their characteristics. Understand which situation will call for which product or method. When you ask questions, you address all of the requirements.

PART II

USING CATEGORIES TO GET ORGANIZED

We all use classification to separate people, things and information into groups and categories. Sorting by categories tells us:

1. where to find things – things that are alike are found together: socks are in the sock drawer, scissors at your station, and haircolouring supplies are in the blue cupboard;
2. how to use things;
3. how to make good choices; and
4. how to set priorities.

When you classify things, you organize them in your mind and you get a sense of the big picture. You can start with a general idea – class or type – before dealing with each individual detail.

Example: You are organizing a salon; supplies and information are sorted by categories. Items needed to serve a client are arranged or grouped at each station. Items needed to make appointments are grouped at reception. Safety procedures are posted with the chemical. Once this is organized, you can deal with the details of serving your customers.

As you read Passage 2, take note of the pattern of categorizing, grouping or classifying. Answer the questions that follow. Answers are at the end of this skills manual.

Passage 2

Nail Growth and Irregularities

Normal, healthy nails grow in a variety of shapes from the matrix (active growing tissue) out over the tip of the finger. Though the average growth rate in healthy adults is about $\frac{1}{8}$ " per month, growth rates are influenced by age, season, nutrition, health and disease. Nails may be *malformed* (badly shaped) as a result of injury, infection or disease. The cosmetologist can offer nail service for clients with blemished, irregular or badly shaped nails. Clients with nail *disease* (onychosis) resulting from bacterial infection, with nail *fungus* or *mould* should be treated by a medical professional, not the cosmetologist.

Several types of irregularity may be encountered and treated by the cosmetologist:

Corrugations are wavy ridges caused by uneven growth. Careful, light buffing with pumice powder removes or minimizes ridges. Ridge filler and coloured polish smoothes the look of the nail.

Furrows are depressions in the nail running up and down or across the nail. Nails with this irregularity are fragile. Use a cotton-tipped orangewood stick around the nail, **not** a metal pusher.

Onychauxis is also called *hypertrophy*. It is an overgrowth of the nail causing it to become thick. One cause of this is infection, in which case, do not manicure. If there is no infection, file the nail smooth and buff with pumice powder.

Onychatrophia is a wasting away (atrophy) of the nail causing it to lose sheen, become smaller and, in some cases, be shed. Use the fine side of the emery board to file smoothly. The client should protect the nail from injury and avoid exposure to strong soaps.

Eggshell nails have a thin, white nail plate and are more flexible than normal nails. The nail curves at the tip edge and the nail plate separates from the nail bed.

Questions:

- For which group of nail conditions can the cosmetologist offer nail services?
 - fungus
 - malformation
 - mould
 - onychosis
- Normal nails will grow at a rate of $\frac{1}{8}$ " per month.
T F
- Which of the following characteristics describe onychatrophia?
 - uneven growth, curved over the tip of the finger, hypertrophy,
 - atrophy of the nail, loss of lustre, loss of size
 - wavy ridges, thin nail plate, fragile nail
 - curving at the tip, overly flexible, thin

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4. Which irregularities require buffing with pumice powder?
- a) corrugations and furrows
 - b) eggshell nails and onychatrophia
 - c) corrugations and onychauxis
 - d) onychauxis and furrows

Passage 2 uses classification to guide you through a trade description. Systematically, it presents information in a format used for most technical writing. Information about a general category is presented first, and then the information is classified into more and more specific categories. It's like a tree trunk that divides into smaller branches; yet, everything belongs to the same tree, or main category.

Paragraph one briefly tells us this about the main classification – nails

- There are three categories of nails:
 - normal, healthy
 - malformed, including blemishes or irregularities
 - diseased (onychosis), including bacterial infection, fungus or mould
- Nails which are not normal and healthy are divided into two broad sub categories with directions for care in a salon:
 - The cosmetologist can offer nail service for clients with blemished, irregular or badly shaped nails.
 - Clients with nail *disease* (onychosis) resulting from bacterial infection, with nail *fungus* or *mould* should be treated by a medical professional not the cosmetologist.

Paragraph two is only one sentence long but it prepares you for definitions and descriptions of types of irregularities

Each following paragraph presents the following information:

- The name of a condition,
- a definition of the condition,
- a description of the features or appearance of the condition, and
- a guide for implements or materials to use in treatment of the condition.

This passage is an example of how we use classification to learn about something. You are classifying types of nail conditions. You learn to identify the signs of different conditions. You are learning to match the characteristics of a product or tool to the right category, and see how that might apply to its use.

Classification in Tables and Charts

Tables and charts also classify information. For example, you might see tables used in the following ways:

- classify hair according to the percentage of pigmentation,
- group elements found in skin or hair,
- classify skin tone and hair colours.

Note: Read all the information related to a table or chart. Important or essential explanations and details are often placed above or below the listed details.

Table 1 below shows categories of natural hair colour and haircolour* selection. We have omitted categories “S” Light Brown and Levels 7 to 10.

*Haircolour written as one word refers to artificial hair colouring products and services.

Table 1: Haircolour and Hair Colour Categories

Natural Level	1 2 3	4 5 6	
Category	“B” Dark Brown	“W” Warm Brown “R” Red	
Suggested Level Recommendation	Dark Hair Keep to natural level.	Medium Hair Use rich, vibrant colours.	

Note: Hair in “B” category decolorizes through stages but retains warm tones. Warm tones can be enhanced, but removal requires care to avoid reappearance. Hair in “W” category loses pigment but retains undertones present before loss. Use products and process recommended for each category of hair to achieve the results desired.

The Language of Classification

The language of classification provides valuable information. It indicates which category a material, design, or technique belongs. This will make some job decisions easier.

Classification is used to limit your choice to one type or category only. You may not know why you should only choose from a certain category or follow a particular procedure, but the directions tell you how to act.

Examples:

The tint used for the patch test **must be** the same type as used for the haircolour service.

A patch test is negative if the skin shows **no** sign of inflammation. It is positive if the skin shows any of these signs: redness, slight rash, welt, blisters or swelling. Under no circumstances should a client with these signs receive aniline tint or toner service.

Classification can point you to what you should avoid. Restrictions like these direct you to choose materials or techniques that are allowed and to comply with all relevant codes. You classify materials and operations so you can match codes and standards to appropriate actions.

Examples:

Caution! Disinfectants are too harsh for contact with skin or eyes. **Always** wear gloves and safety glasses when mixing chemicals with water.

Formalin is not safe for use in a salon. The gas released from formalin (**formaldehyde**) is poisonous to inhale, irritating to eyes, nose, throat and lungs. A possible carcinogen, it can cause symptoms similar to chronic bronchitis or asthma.

Aniline derivative tint must **never** be used to tint eyebrows or eyelashes as it can result in blindness.

Classification can instruct you how to proceed. To follow directions, you need to know which things are included in the general classification term (solvents, industry standards, safety codes) and which details you need to classify. Then, you can apply the instructions properly.

Examples:

Include a thorough hair brushing with every shampoo and scalp treatment. *Do not* include this service before a chemical treatment or if the scalp is irritated.

Temperature settings for thermal irons depend on the hair texture. A lukewarm setting suits lightened, tinted or white hair. More heat is suited to coarse or grey hair.

Electric vaporizing irons should not be used on pressed hair as the moisture may cause the hair to return to its natural curl.

Classification can define a category of items, and what you must know about its use, safety, and handling etc.

Example:

Controlled products fall into six classes of hazards. Each class is identified by a symbol. For each class, identify uses, ingredients, hazards, clean up, etc...

Classification identifies problems and causes. Once you have know where to look for the causes of a problem you can begin to classify specific details of the cause of a particular problem.

Examples:

Using incorrect lubricant fluids could result in equipment failure.

If the process of gathering and organizing information seems long, remember the purpose: To make the right choices to meet the standards of your trade.

PART III ***USING CLASSIFICATION***

Use classification to achieve the right result. What are the results of a wrong or poor choice?

Example: What results can you expect from using the wrong shampoo – one that is too harsh for your customer could leave the hair brittle and dry or damage chemically treated hair? To protect your clients and to get the results you want, you need information about the condition of the client's hair and about the products you will choose.

Getting the wrong information

If you are not using the right information, the result of your choice could be very different from the desired one. Tools and products may be well designed and manufactured, but choosing the wrong one could result in the failure of a process.

Getting the right information

Understanding information often involves sorting out one set of details from another. When you read, pay attention to special instructions, manufacturer's directions or textbook directions that use classification to point out or tell you how to proceed.

Examine it all to ensure you meet the criteria.

Example: You must perform a hair removal service.

1. *Understand the conditions.* The service must do the following:
 - reduce or eliminate unwanted hair,
 - be performed expertly with safe equipment in a clean environment,
 - result in desired appearance, and
 - come in at the estimated cost.
2. *Understand the factors* or group of factors which will get you these results. You list the factors that will include but not be limited to the following:
 - your efficiency and skill level,
 - type and amount of removal,
 - type and condition of skin.
3. *Assemble information* to determine methods and lay out implements. You can relate this to the task:
 - Some methods of hair removal should *never* be used in some situations or on some parts of the body;
 - others can be used in most situations but with some important exceptions.
4. *Search for the information related to this situation.* You will find and read information about the following topics:
 - types of hair removal procedures
 - their characteristics,
 - which types will suit the task you need to perform now, and
 - advantages and disadvantages of the various types.

As you read to understand characteristics of products and equipment, you will learn how to avoid problems. When you have collected and assessed information, you can find the right products and processes. You can investigate the range of choices and select the best one.

At some point, you will put two (or several) lists of information together to make a choice. You may also have to decide which feature on your list is the most or least important. Often, you will need one, two or more sources to complete your task.

What is the situation?

To make the right choices, assess the situation:

- ◆ look at a requirement or group of requirements;
- ◆ understand them; and
- ◆ choose a product or process to suit the requirements.

Passage 3 describes methods of hair removal. Look at the category, then the features, (or groups of features) to decide which type of hair removal process might suit a set of conditions. **Read passage 3 and answer the questions which follow. Answers are at the end of this skills manual.**

Passage 3

Hair Removal

Two types of hair removal are available in salons: permanent (through *electrolysis*) and temporary.

Electrolysis

Electrolysis is suitable for upper lips, chin, cheeks, arms, legs, eyebrows, hairline and underarms. Certain areas may **not** be treated by electrolysis: lower eyelids, inside ears or nostrils. Clients with diabetes, pacemakers, who are pregnant or receiving hormone treatments must have a physician's permission for electrolysis treatment.

Temporary Hair Removal

Several methods are commonly employed in salons for temporary removal of unwanted hair.

Shaving: When unwanted hair covers a large area such as legs and underarms, shaving with razors or electric clippers (especially for the nape of the neck) is suitable.

Tweezing: Tweezers or electronic tweezers are used to remove hair from around the mouth, chin and to shape the natural arch of eyebrows for a tidy appearance. Electronic tweezing is slow and also temporary.

Depilatory: Two types of depilatory are *physical (wax)* and *chemical*.

Physical: Hot or cold wax depilatories remove hair in the same way. Hot wax can be heated (always test temperature before applying to a client's skin) or applied cold as recommended by the manufacturer. Suitable for cheeks, chin, upper lip, nape area, arms and legs. Cold wax may be preferred by clients who cannot tolerate hot wax.

Chemical: Generally used on legs, they are available as cream, paste or powder. Follow the manufacturer's instructions in administering a skin test before use.

Questions:

1. According to the passage, for which situations would wax depilatories be suitable?
 - a) nostrils, nape area and eyebrows
 - b) cheeks, upper lip and legs
 - c) sensitive skin, chin and arms
 - d) underarms, mouth, over eyelid

2. Which are **not** suitable areas for treatment by electrolysis?
 - a) chin, cheeks, eyebrows
 - b) upper lips, underarms, hairline
 - c) inside ears or nostrils, lower eyelids
 - d) legs, mouth nape of neck

3. Which service would you choose to remove unwanted hair from legs?
 - a) shaving or electrolysis
 - b) hot or cold waxing
 - c) physical or chemical depilatories
 - d) all of the above

4. Chemical depilatories are suitable for most skin types.

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In Passage 3, you had information in front of you from which to work. As you looked for answers, you may have underlined words or made notes in the margins that help you eliminate details that don't apply or to highlight something important. Regardless of how you approached this passage, your object is to match the given process to the situation.

To make the right choice, you need to do the following:

- ◆ look at a requirement or group of requirements;
- ◆ understand them; and
- ◆ choose a product or process to suit the requirements.

To make good decisions, you need to know about each situation in detail. It is just as important to understand why you would **not** choose a product or procedure as it is to understand why you would choose it.

Organize the information

The process of pulling information together will help you make your decisions. Take the time to consider each factor and to understand it. Keep asking questions. Consider the details you would pull together to answer your supervisor's questions. Make sure you cover all possibilities to fit the requirements of a job.

Headings

Apply classification of information to your own notes to organize information. Underline or highlight what is relevant to your project or studies. Eliminate or set aside details that are not. Enter details under headings in a notebook. This is classification of information applied to your own notes.

Example: You can group information on skin or nail problems together. As you proceed through a course or job, you can add to this information in a logical, ordered way about solutions to problems that work. It will help you keep the big picture clearly in sight. As you develop the big picture, it is easier to sort out and understand the details about individual items.

Organize your thoughts

You need to organize information methodically. By classifying information, you can learn why a principle or technique applies to a group of situations or why it applies to one situation only. You can identify types of problems, determine their causes and find solutions. You understand and why a recommended technique failed. You can record what changed and whether or not you need to change a product or procedure.

As you tackle a new topic or chapter (such as skin care, or colouring techniques), look how *classification* teaches you your trade. Use it yourself to move from broad, general information that applies to all items in the category. Then move to information that focuses on and describes individual categories or types. Continue to move in this way until all the details about each item are covered.

CONCLUSION

Your job is to assemble information as thoroughly as possible to help answer the question: “Which is the best choice for this situation?” By starting from broad categories and working toward the specifics of single products, you can investigate the range of choices and select the best one.

Always work from reliable sources found in text and trade books, tables, manufacturers, suppliers and the experts in your field. If the desired result is a sturdy bin with smooth joints and yours will not stand straight and has a seam you’d like to hide, you haven’t achieved your goal. In addition, it probably cost you just as much money, time and energy as the right result would have.

Summary

1. **Classification is process.** A general, broad group or category contains a large number of items. A narrower category will hold fewer items.
2. **Match a list of features against a list of requirements.** Match products, information, and methods to a list of features. The question, “*which one*”, narrowly defines the items that will fit.
3. **Use questions in your research to find relevant factors and conditions.** Look for the items that fit the grouping or classification.
4. **Know your purpose for classifying information.** Some of the details fit what you want; others can be eliminated because they do not fit the criteria.
5. **Classify features and conditions to determine errors, inappropriate or unsuitable choices.** Your own experience, knowledge and access to experts will help direct your search.
6. **You may have to decide which feature is the most important.** A choice may mean a compromise or a balance of factors.
7. **Understand characteristics of products;** understand the advantages and disadvantages of features. This will help you understand why something is a good choice, the best choice or *the only choice* for a particular situation.

ANSWER PAGE

PART I **Passage 1, Classification of Shampoos**

1. Which class of shampoo would be suitable for a young child?
c) ampholyte

You need to go through each class of shampoo to find the answer. Answer c) states that ampholyte base surfactants do not irritate the eyes and are a suitable base for baby shampoo. A child may move suddenly when being washed causing shampoo to splash into their eyes. A child will still also have “baby” hair and so fit the category.

2. Which properties are **not** found in anionic surfactants?
b) versatile and germicidal

This question asks you to find a category that cannot perform certain jobs. Check each answer to see if its properties are listed in the anionics category. The correct answer is b). While you could say anionics are versatile, they can be used in hard or soft water and can be mild or harsh, they are **not** germicidal.

3. Which shampoos have anti-bacterial or germicidal qualities?
b) cationics and ampholytes

This question asks you to match characteristics to a type of base surfactant. The point of matching characteristics is to help you understand the advantages or disadvantages of a product. It is also a question which asks, “Where would you use this product?” You can use a process of elimination to exclude Answers a), b) and d).

4. Which of the following lists characteristics of nonionics?
a) unlikely to irritate skin; stable base; mild cleansing

This question also asks, “Which type of shampoo would you use when you face this particular situation?” You can eliminate products that offer dandruff treatment (Answer b), germicidal treatment (Answer c) or anti-bacterial treatment (Answer d) and look for a mild product.

PART II **Passage 2, Nail Growth and Irregularities**

1. For which group of nail conditions can the cosmetologist offer nail services?
b) malformation

Paragraph one separates nails into several categories. The cosmetologist must recognize these. One category, malformation, is considered a suitable condition which can be treated by the cosmetologist. Other disorders such as fungus (Answer a), mould (Answer c), or

onychosis (Answer d) must be treated by a medical professional. Although nails may be malformed as a result of infection or disease, they can be treated by the cosmetologist. However, if fungus, mould, disease or infection is present, the client should be referred to a medical professional.

2. Normal nails will grow at a rate of $\frac{1}{8}$ " per month.

F This is the average growth rate for healthy adults, but it is not true for everyone – for all groups of people. The passage states that age and seasons affect growth rates. Children’s nails usually grow more quickly than the elderly. Nails tend to grow more quickly in summer than winter.

3. Which of the following characteristics describe onychatrophia?
b) atrophy of the nail, loss of lustre, loss of size

Go to the section in the passage on onychatrophia and see which answer is found in there. When you are examining how something is classified, it is important to pay attention to each of its properties. Only atrophy, loss of sheen and becoming smaller are listed as properties of nails with onychatrophia

4. Which irregularities require buffing with pumice powder?
c) corrugations and onychauxis

To answer this question, you need to rule out the incorrect answers. You can see as you read through each class of nail irregularities that near the end of each there are suggestions for treatment in the salon. Look for the word *buffing* in each category. You will only find it under corrugations and onychauxis.

PART III Passage 3, Hair Removal

- 1 According to the passage, for which situations are wax depilatories suitable?
b) cheeks, upper lip and legs

This question asks you to match a hair removal service to skin areas. The answer matches areas of the body listed under physical depilatories in Passage 3. We don’t know whether eyebrows or sensitive skin can be treated with wax depilatories as the passage does not provide that information. You might read the manufacturer’s cautions and directions to find out. Until you know whether use is permitted for these areas, do not use.

1. Which are **not** suitable areas for treatment by electrolysis?
c) inside ears or nostrils, lower eyelids

This asks “which one” or “which type” is not suited for a certain type of job. When a type of service or category of products is not suited for a situation, it is essential to avoid its use.

Products and equipment include cautions and descriptions for use and care. The wrong application can be damaging to yourself or your clients.

2. Which service would you choose to remove unwanted hair from legs?
d) all of the above

Generally speaking, all categories of hair removal method are suitable for legs. However, watch for situations which exclude one or several categories. For example, electrolysis will be permitted *only* with a doctor's permission for the following clients: "*Clients with diabetes, pacemaker ... pregnant ...hormone treatments ...* Hot wax may **not** be suited to all clients (*...clients ... cannot tolerate hot wax*) and chemical treatments are suited only to those clients who have no reaction to the skin test.

4. Chemical depilatories are suitable for most skin types.

F There's not enough information to answer True, so answer False until you gather more facts. The passage doesn't tell you what percentage of people might react to chemical depilatories. Is it 2% or 20%? It does tell you to follow manufacturer's instructions and to perform a skin test. Further reading from your trade materials and your own experience might give you a clearer answer.