

Apprenticeship and Certification Study Guide



Table of Contents

Introduction	3
Exam Process	4
Before the Exam.....	4
During the Exam.....	4
After the Exam	4
Exam Format	5
Exam Content.....	9
Understanding the Red Seal Occupational Standard (RSOS)	9
Exam Breakdown	11
RSOS Sub-tasks.....	12
Task Profile Checklist	13
Create a Study Plan	18
Resources - Websites.....	21
Resources – Book List.....	22
Conclusion	23

Appendices

Appendix A: Regional Offices	24
Appendix B: Calculator Use	25
Appendix C: Answer Sheet Example	26

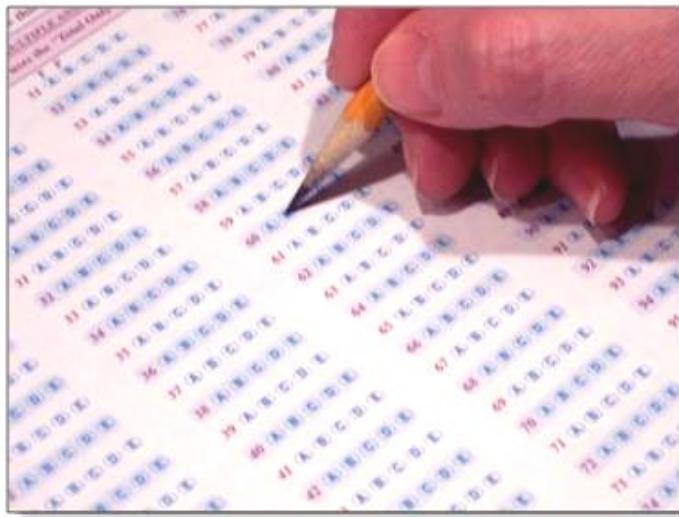
Introduction

This Study Guide has been developed by the Newfoundland and Labrador Department of Education and Early Childhood Development, Apprenticeship and Trades Certification Division, to assist apprentices and trade qualifiers as they prepare to write the Red Seal Exam. Red Seal Exams are available for all Red Seal trades. For a list of Red Seal trades please refer to the Department of Education and Early Childhood Development website: <https://www.gov.nl.ca/atcd/designated-trades/list-of-designated-trades/>.

Some of the specific goals of this guide are:

- ⇒ to help you understand the skills and knowledge that might be covered on the exam
- ⇒ to help you identify your strengths and weaknesses
- ⇒ to provide organization and structure for a course of study
- ⇒ to provide a list of resources to help you with your study plan
- ⇒ to support and supplement the teaching and learning process

This study guide outlines the theoretical portion of the program. The intent is not to replace technical training provided under the guidance of instructors. Rather, it is a tool to be used in conjunction with formal training.



Exam Process

Before the Exam

You must contact the nearest Apprenticeship and Trades Certification Divisional office to make request to write the Red Seal exam (*See Appendix A for a list of regional offices*). Upon approval, the Apprenticeship Program Officer (ADO) will notify you of your eligibility to write the exam, and provide you with scheduling information. If you require special accommodations due to a disability or language barrier, please contact your regional office for information on applying for this service.

During the Exam

You must bring:

- personal identification such as a photo or signature ID or valid Newfoundland and Labrador driver's license
- your notification letter

The following will be provided:

- a calculator (*see Appendix B for calculator information*)
- all other items required such as pencils, scrap paper, etc.

Important Note:

Personal cell phones, calculators, or other electronic equipment are NOT allowed into the exam room. If you do bring them, they will be stored away and returned to you when you have completed the exam.

After the Exam

Results will be mailed to you approximately seven to ten days after completion of the exam. All necessary instructions and information will be provided in the results letter.

The percentage mark you obtained will be provided. You will also be given a section by section breakdown, showing how many questions were in each section, as well as the number of questions in each section you completed successfully.

If you are successful in obtaining a 70% or more on your exam, you will be issued a Newfoundland and Labrador Certificate of Qualification with a Red Seal endorsement.

Exam Format

All Red Seal exams are written in multiple-choice format. Each exam has between 100 and 150 questions. A multiple choice question consists of a stem (a complete question) followed by four options (A, B, C, D). The stem contains all the information necessary to answer the question. The options consist of the one correct answer and three “distracters.” Distracters are incorrect. (See Appendix C for a sample answer sheet).

Red Seal exams contain three types of questions:

Level 1 Knowledge and Recall

Questions at this level test your ability to recall and understand definitions, facts, and principles.

Level 2 Procedural and Application

Questions at this level test your ability to apply your knowledge of procedures to a new situation.

Level 3 Critical Thinking

Questions at this level test your ability to interpret data, solve problems and arrive at valid conclusions.

Level 1 Examples:

1. In which position is the comb held when tapering the hair with clippers?
 - A. Vertical to the head.
 - B. Perpendicular to the head.
 - C. Tilted away from the head.
 - D. Tilted toward the head.



2. In order to sanitize combs and brushes, with what is essential for the work station to be equipped?

- A. Closed sanitizer.
- B. Dry sanitizer.
- C. Violet ray sanitizer.
- D. Wet sanitizer.



3. When cutting hair with medium graduation, at what angle is the hair to be held?

- A. 0° .
- B. 45° .
- C. 67° .
- D. 90° .



Level 2 Examples:

1. Which style is suited to a female client with a very high forehead?

- A. A centre parting.
- B. A full bang.
- C. An upsweep.
- D. Straight back off the forehead.



2. Which test is performed in order to determine the processing time for a chemical straightener?

- A. Pliability.
- B. Patch.
- C. Strand.
- D. Curl.



3. When cutting an elevated bob, where does sectioning begin?

- A. Nape.
- B. Crown.
- C. Side.
- D. Front hairline.



Level 3 Examples:

1. Colored hair is producing a yellow tone. How is the color mixture formulated to neutralize the unwanted tone?

- A. Add more violet-blue.
- B. Add more red.
- C. Add more violet.
- D. Add more green-blue.



2. Which type of permanent wave solution should be used when wrapping with tension?

- A. Alkaline.
- B. Exothermic.
- C. Acid.
- D. Neutral.



3. What effect will a damp comb have on thermal straightened hair?

- A. Has no effect.
- B. Increases volume.
- C. Reverts to natural curls.
- D. Controls static.



Source of Questions:

<http://www.red-seal.ca/s.1mpl.2.2x.1mQ.5.2st.3.4ns-eng.html?tid=98>

Exam Content

Understanding the *Red Seal Occupational Standard (RSOS)*

The Red Seal model has historically been based on the development of the National Occupational Analysis (NOA) which supports the development of multiple-choice format examinations.

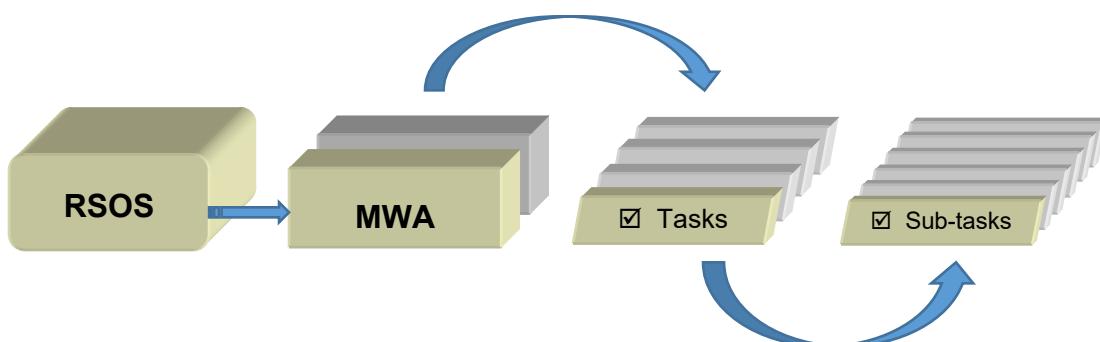
The RSOS was introduced in 2015 and is now taking the place of the NOA. Each RSOS or NOA sets the standard for a Red Seal trade. The Red Seal Examination is based on the Red Seal Standard.

The new standards provide greater consistency in learning resources and allow for increased industry involvement in the development of these standards. This new model places increases emphasis on apprenticeship training and assessing skills with industry learning objectives, outcomes and performance criteria.

The RSOS for each trade describes the tasks and sub-tasks; skills and knowledge requirements; summary of essential skills; safety information; trends affecting the trade; technical terms; names of tools and equipment; acronyms; learning objectives and outcomes; industry expected performance and essential skills related to each sub-task.

The RSOS is an excellent tool to use as you study for the Red Seal exam. RSOSs can be found at <https://www.red-seal.ca/eng/resources/n.4.1.shtml>

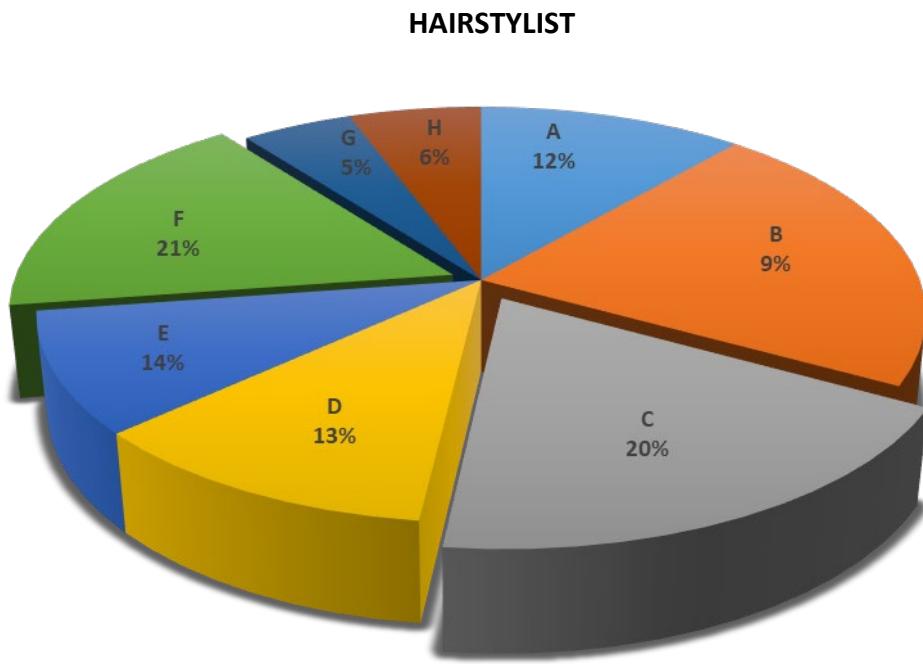
RSOS material is organized into the following categories: **MWA (Major Working Activity)**. The MWAs are further broken down into **TASKS (describes activities within an MWA)** and **SUB-TASKS (describe activities within a task – This is what the exam is based on)**.



The NOA will continue to be used as the occupational standard for trades that do not yet have an RSOS developed.

RSOS Pie Chart

The RSOS Pie Chart presents the MWA percentages in the form of a pie chart which tells you the approximate number of questions from each MWA. For example, **12%** of the questions on the Hairstylist Exam will be based on **MWA A**.



MWA Titles			
MWA A	Performs Common Occupational Skills	MWA E	Performs Chemical Texture Services on Hair
MWA B	Performs Hair and Scalp Care	MWA F	Alters Hair Color
MWA C	Cuts Hair	MWA G	Performs Specialized Services
MWA D	Styles Hair	MWA H	Performs Salon Operations

Exam Breakdown

The **Hairstylist** exam currently has 120 questions. The following table shows a breakdown of the number of questions that come from each RSOS MWA. It is important to note that the exact number of questions can change at any time. When you are ready to write your exam, you may contact your regional office to verify the number of questions (See Appendix A).

		# of Questions
MWA A	Performs Common Occupational Skills	14
Task 1	Performs safety-related and hygienic functions	
Task 2	Uses tools and equipment	
Task 3	Prepares for client services	
Task 4	Uses communication and mentoring techniques	
MWA B	Performs Hair and Scalp Care	11
Task 5	Analyzes and responds to hair and scalp conditions	
Task 6	Shampoos and conditions hair and scalp	
MWA C	Cuts Hair	24
Task 7	Cuts diverse textures of hair using cutting tools	
Task 8	Cuts facial and nape hair	
MWA D	Styles Hair	16
Task 9	Prepares and styles wet hair	
Task 10	Styles and finishes dry hair	
MWA E	Performs Chemical Texture Services on Hair	17
Task 11	Chemically waves hair	
Task 12	Chemically relaxes hair	
MWA F	Alters Hair Color	25
Task 13	Colors Hair	
Task 14	Lightens hair	
Task 15	Performs color correction	
MWA G	Performs Specialized Services	6
Task 16	Performs services for hair extensions, wigs and hair pieces	
Task 17	Performs basic services on the face and nape	
MWA H	Performs Salon Operations	7
Task 18	Performs front desk responsibilities	
Task 19	Establishes business fundamentals	
	Total	120

RSOS Sub-tasks

The following *RSOS Task Profile Checklist* outlines the MWAs, tasks and sub-tasks for your trade. The Red Seal exam is written to test your knowledge and abilities regarding the sub-tasks in the RSOS. This chart can be used to review your current knowledge. You can review by placing a check mark (✓) next to those you understand fully.

Place your focus on those you do not understand and study them until you are comfortable with the material. Think of possible questions in that particular content area.

The RSOS also contains a list of “supporting knowledge and abilities” for each sub-task. They are the skills and knowledge you must have to perform a sub-task. The supporting knowledge and abilities identified under each sub-task will be very helpful as you review. The list can be found in the RSOS for your trade.

Task Profile Checklist
Based on 2019 RSOS
Hairstylist

MWA A: Performs Common Occupational Skills

Task 1: Performs safety-related and hygienic functions

Sub-Tasks

- Disinfects tools and equipment
- Sanitizes towels, capes and smocks
- Maintains safe and hygienic work environment

Task 2: Uses tools and equipment

Sub-Tasks

- Uses manual tools
- Uses electric tools
- Uses major equipment

Task 3: Prepares for client services

Sub-Tasks

- Consults with client
- Plans client services
- Drapes client
- Uses documentation

Task 4: Uses communication and mentoring techniques

Sub-Tasks

- Uses communication techniques
- Uses mentoring techniques

MWA B: Performs Hair and Scalp Care

Task 5: Analyzes and responds to hair and scalp conditions

Sub-Tasks

- Analyzes hair and scalp for non-chemical services
- Analyzes hair and scalp for chemical services
- Responds to unfavourable hair and scalp reactions

Task 6: Shampoos and conditions hair and scalp

Sub-Tasks

- Brushes hair
- Controls flow and temperature of water
- Manipulates hair and scalp using shampoo and conditioner
- Performs hair and scalp treatment

MWA C: Cuts Hair

Task 7: Cuts diverse textures of hair using cutting tools

Sub-Tasks

- Cuts hair with elevation
- Cuts hair without elevation
- Customizes haircuts

Task 8: Cuts facial and nape hair

Sub-Tasks

- Trims facial and nape hair
- Removes facial and nape hair with straight razor

MWA D: Styles Hair

Task 9: Prepares and styles wet hair

Sub-Tasks

- Uses styling aids for wet hair
- Dries hair
- Places hair using freestyle techniques
- Sets wet hair into style pattern using setting tools
- Styles hair using finger waves and pin curls

Task 10: Styles and finishes dry hair

Sub-Tasks

- Uses styling and finishing aids for dry hair
- Styles hair using thermal tools and equipment
- Styles updos
- Creates hair style with hair additions
- Finishes hair

MWA E: Performs Chemical Texture Services on Hair

Task 11: Chemically waves hair

Sub-Tasks

- Wraps hair
- Processes hair with waving and neutralizing solutions
- Removes tools

Task 12: Chemically relaxes hair

Sub-Tasks

- Applies chemical relaxers and neutralizing products
- Processes hair with chemical relaxers and neutralizing products
- Removes chemical relaxers and neutralizing products

MWA F: Alters Hair Color

<input type="checkbox"/> Task 13: Colors hair	Sub-Tasks
<input type="checkbox"/> Colors virgin hair	
<input type="checkbox"/> Colors regrowth	
<input type="checkbox"/> Colors hair using color placement and techniques	
<input type="checkbox"/> Task 14: Lightens hair	Sub-Tasks
<input type="checkbox"/> Lightens virgin hair	
<input type="checkbox"/> Lightens regrowth	
<input type="checkbox"/> Lightens hair using customized placement and techniques	
<input type="checkbox"/> Tones pre-lightened hair	
<input type="checkbox"/> Task 15: Performs color correction	Sub-Tasks
<input type="checkbox"/> Determines process	
<input type="checkbox"/> Removes unwanted color	
<input type="checkbox"/> Completes color correction	

MWA G: Performs Specialized Services

<input type="checkbox"/> Task 16: Performs services for hair extensions, wigs and hairpieces	Sub-Tasks
<input type="checkbox"/> Selects hair extensions, wigs and hairpieces	
<input type="checkbox"/> Customizes hair extensions, wigs and hairpieces	
<input type="checkbox"/> Maintains hair extensions, wigs and hairpieces	
<input type="checkbox"/> Task 17: Performs basic services on the face and nape	Sub-Tasks
<input type="checkbox"/> Performs depilatory facial and nape services	
<input type="checkbox"/> Colors facial hair	

MWA H: Performs Salon Operations

Task 18: Performs front desk responsibilities

Sub-Tasks

- Performs communication duties
- Schedules appointments
- Interacts with clients
- Complete financial transactions
- Maintains inventory
- Prices retail products
- Maintains retail displays

Task 19: Establishes business fundamentals

Sub-Tasks

- Develops business plan
- Presents professionalism
- Markets products and services

Create a Study Plan

As you prepare for your exam, it is important to plan a schedule. The following two tables will help you stay on track.

The first table is a “**Weekly Study Plan.**” In this table list the areas you will focus your study for each day. You should include items you need to review as well as items you need to study. Remember, more time will be needed for study in areas you find difficult, whereas you may only require review in areas you are more familiar with. As you work through the RSOS sub-task list you can start to fill in this table.

The second table is a “**Study Time Table.**” It is important to create a study schedule where you determine the best days of the week and times of day for you to study.

Print several copies of these tables and fill out for each week of study. It is important to stick to your study schedule.

Weekly Study Plan for Week of: _____

	Area of Study 1	Area of Study 2	Area of Study 3	Area of Study 4	Area of Study 5	Area of Study 6
Mon.						
Tues.						
Wed.						
Thu.						
Fri.						
Sat.						
Sun.						

Study Time Table for Week of: _____

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00 AM - 9:00 AM							
9:00 AM - 10:00 AM							
10:00 AM - 11:00 AM							
11:00 AM - 12:00 Noon							
12:00 Noon - 1:00 PM							
1:00 PM - 2:00 PM							
2:00 PM - 3:00 PM							
3:00 PM - 4:00 PM							
4:00 PM - 5:00 PM							
5:00 PM - 6:00 PM							
6:00 PM - 7:00 PM							
7:00 PM - 8:00 PM							

Resources - Websites

Study information can be drawn from a variety of sources. A sample list of study materials (websites and books) is provided below. These and other helpful resources may be found in a local college bookstore, on the internet, or at your place of employment. You may also be able to borrow them from an apprentice or journeyperson in your trade.

Study Strategies and Exam Preparation Guide

The *Study Strategies & Exam Preparation Guide* is meant to be used in conjunction with this study guide. It provides direction and information on such areas as study habits, test preparation and test taking techniques.

<https://www.gov.nl.ca/atcd/apprentices-youth/self-study/study-guides/>

Plan of Training (POT)

A *Provincial Plan of Training* details the full scope of learning for a particular occupation, including both technical training competencies and industry experiences necessary to write a Red Seal exam (and complete the requirements for Red Seal Certification), or to write a provincial examination. The Plan of Training is based on the RSOS.

<https://www.gov.nl.ca/atcd/designated-trades/pots-aacs/>

Red Seal Website

Red Seal is a program that sets common standards to evaluate the skills of tradespeople across Canada. It is a partnership between the Federal Government and the provinces/territories.

The Red Seal model has been based on the National Occupational Analyses (NOA) which supports the development of multiple-choice examinations. A new Red Seal Occupational Standard (RSOS) was introduced in 2015 and is taking the place of the NOA.

<http://www.red-seal.ca/>

Hairstylist PRACTICE Exam

This is **NOT** an IP exam. This is a practice exam provided by the Inter-provincial Standards Red Seal Program. It was developed using similar question types to that of a Red Seal exam. The exam is intended to be used for self-assessment in preparation for writing an IP Exam.

<http://www.red-seal.ca/s.1mpl.2.2x.1mQ.5.2st.3.4ns-eng.html?tid=98#>

Red Seal Exam Self-Assessment Guide

Use this self-assessment tool to rate your own understanding and experience with the tasks of the trade that are on the Red Seal examination:

https://www.red-seal.ca/_conf/assets/custom/docms/hairstylist/self-assessment.pdf

Acronyms

The Red Seal website lists Acronyms which will be helpful in preparing for your Red Seal Exam:

<https://www.red-seal.ca/eng/trades/hairstylists/app-a.shtml>

Tools and Equipment

The Red Seal website lists Tools & Equipment which will be helpful in preparing for your Red Seal exam:

<https://www.red-seal.ca/eng/trades/hairstylists/app-b.shtml>

Glossary

The Red Seal website shows a list of Glossary Terms which will be helpful in preparing for your Red Seal exam:

<https://www.red-seal.ca/eng/trades/hairstylists/app-c.shtml>

Resources – Book List

You can use the books listed below to help you obtain information on specific topics. It is not necessary to use these books specifically, as you may find others that will be equally beneficial.

- Milady's Standard Textbook of Cosmetology*, Revised edition, Milady Publishing, 1994, ISBN 978-1562532062
- Milady's Standard Exam Review*, 1st edition, Milady Publishing, Frangie, Catherine M., ISBN 978-1418049430
- Milady's Standard Textbook of Professional Barber-Styling*, 3rd edition, Milady Publishing, 1998, Milady Publishing Company, Milady and Scali-Snipes, M.T., ISBN 978-1562533663
- Milady's Standard Cosmetology DVD Series*, DVD edition, Milady Publishing, 2003, ISBN 978-1562539054

Disclaimer

Various external resources (websites, textbooks) have been listed in this study guide to assist an individual in preparing to write a Red Seal Exam. This does not mean the Department of Education and Early Childhood Development, Newfoundland and Labrador endorses the material or that these are recommended as the best resources. There may be other resources of equal or greater value to an individual preparing for a Red Seal exam. The Department of Education and Early Childhood Development has no control over the content of external textbooks and websites listed, and no responsibility is assumed for the accuracy of the material.

Conclusion

We hope this guide has provided you with some useful tools as you prepare for your Red Seal exam. If you have any questions regarding your Red Seal exam please contact your regional office (*see Appendix A for a list of regional offices*).

We appreciate your comments and feedback regarding the usefulness of this study guide. If you have any comments or suggestions, we welcome your feedback. The feedback form at the end of this guide can be used for this purpose.

Appendix A: Regional Offices

If you have any questions regarding your Red Seal exam, please contact one of the following regional offices:

Department of Education and Early Childhood Development

Apprenticeship and Trades Certification Division

Toll Free: 1-877-771-3737

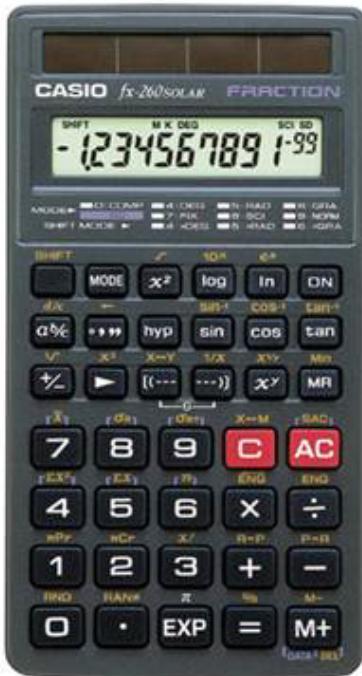
<https://www.gov.nl.ca/atcd/contact-us/staff-listing-and-office-locations/>

Corner Brook 1-3 Union Street Aylward Building, 2 nd Floor Corner Brook, NL A2H 5M7 Telephone: (709) 637-2366 Facsimile: (709) 637-2519	Grand Falls-Windsor 42 Hardy Avenue Grand Falls-Windsor, NL A2A 2J9 Telephone: (709) 292-4215 Facsimile: (709) 292-4502
Clarenville 45 Tilley's Road Clarenville, NL A5A 1Z4 Telephone: (709) 466-3982 Facsimile: (709) 466-3987	St. John's P.O. Box 8700 1170 Topsail Road Mount Pearl, NL A1B 4J6 Telephone: (709) 729-2729 Facsimile: (709) 729-5878
Happy Valley – Goose Bay 163 Hamilton River Road Bursey Building Happy Valley – Goose Bay, NL A0P 1E0 Telephone: (709) 896-6348 Facsimile: (709) 896-3733	

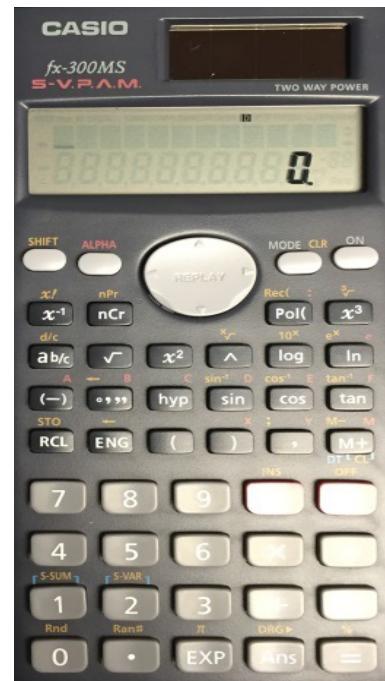
Appendix B: Calculator Use

The picture below shows a calculator with the same functions as the one you will be provided with during your exam. It is advisable to borrow or purchase one with similar functions so that you can familiarize yourself with it before you write your exam.

Casio FX-260



Casio FX-300 MS



Appendix C: Answer Sheet Example

With your exam you will be given an answer sheet similar to the one below. When answering multiple choice questions be sure to fill the circle completely and fill the circle that corresponds to the question on the exam.

Dual readhead scanner ■ required ■■ to score this sheet

KEY ID (A B C D)	SCORING & PRINTING OPTIONS: RESCORE MULTIPLE ANSWER SCORING This sheet always uses the "Total Only" scoring option.	1																																																																																																				
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Feedback Form

Study Guide - Hairstylist

Please answer the following:

- (1) This Study Guide is a useful tool for exam preparation.
 strongly agree agree disagree strongly disagree

- (2) The topics contained in the guide are arranged in a logical order.
 strongly agree agree disagree strongly disagree

- (3) The design and format of the guide caught my attention.
 strongly agree agree disagree strongly disagree

- (4) The instructions throughout the guide are clear and to the point.
 strongly agree agree disagree strongly disagree

- (5) The resources listed in this guide are suitable and valuable.
 strongly agree agree disagree strongly disagree

- (6) The guide should contain more information.
 strongly agree agree disagree strongly disagree

Suggested information/resources to include:

Additional Comments:

Please complete this form and return via fax or mail to the following:
Department of Education and Early Childhood Development
Apprenticeship and Trades Certification Division
Standards and Curriculum Unit
45 Tilley's Road, Clarenville, NL A5A 1Z4
Fax: (709) 466-3987

Department of Education and Early Childhood Development
Apprenticeship and Trades Certification Division

