

# Apprenticeship and Certification Study Guide



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## Introduction

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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

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### 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

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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

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### 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.

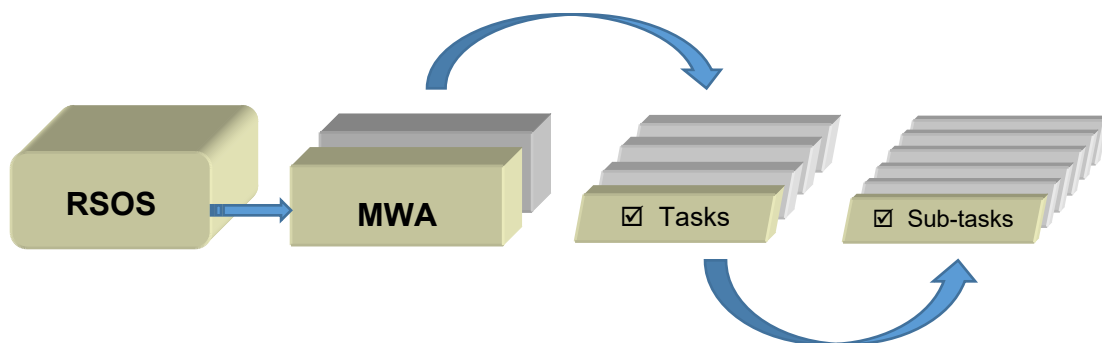
The RSOS was introduced in 2015 and is now taking the place of the NOA. Each RSOS or NOA sets the standard for a Red Seal trade. The Red Seal Examination is based on the Red Seal Standard.

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>

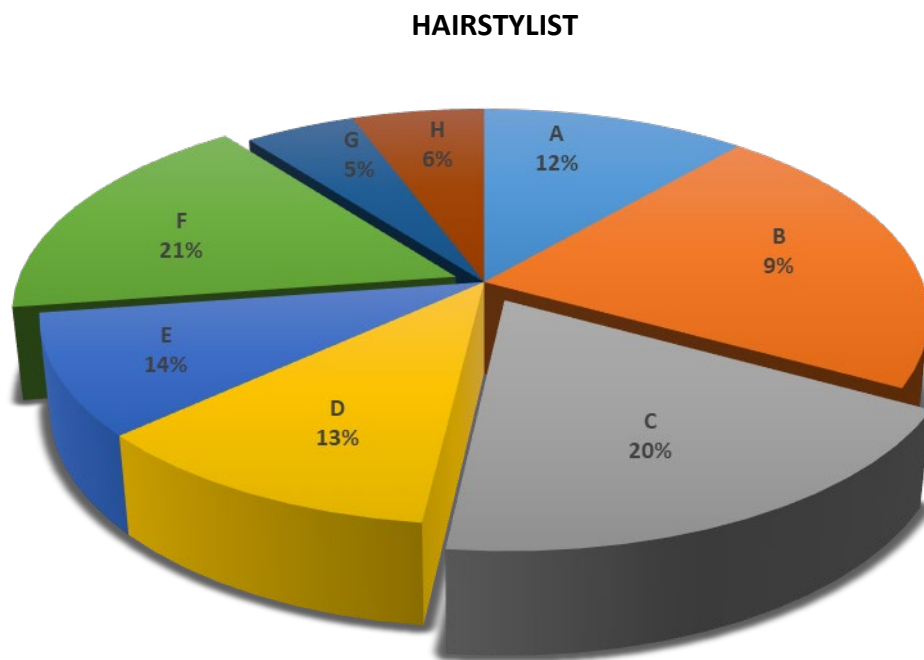
RSOS material is organized into the following categories: **MWA (Major Working Activity)**. The MWAs are further broken down into **TASKS** (*describes activities within an MWA*) and **SUB-TASKS** (*describe activities within a task – This is what the exam is based on*).



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

## Exam Breakdown

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

## 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

### Task 13: Colors hair

Sub-Tasks

- Colors virgin hair
- Colors regrowth
- Colors hair using color placement and techniques

### Task 14: Lightens hair

Sub-Tasks

- Lightens virgin hair
- Lightens regrowth
- Lightens hair using customized placement and techniques
- Tones pre-lightened hair

### Task 15: Performs color correction

Sub-Tasks

- Determines process
- Removes unwanted color
- Completes color correction

## MWA G: Performs Specialized Services

### Task 16: Performs services for hair extensions, wigs and hairpieces

Sub-Tasks

- Selects hair extensions, wigs and hairpieces
- Customizes hair extensions, wigs and hairpieces
- Maintains hair extensions, wigs and hairpieces

### Task 17: Performs basic services on the face and nape

Sub-Tasks

- Performs depilatory facial and nape services
- 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

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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

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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 journeyman 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](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

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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*, 1<sup>st</sup> edition, Milady Publishing, Frangie, Catherine M., ISBN 978-1418049430
- Milady's Standard Textbook of Professional Barber-Styling*, 3<sup>rd</sup> 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.

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## 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

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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

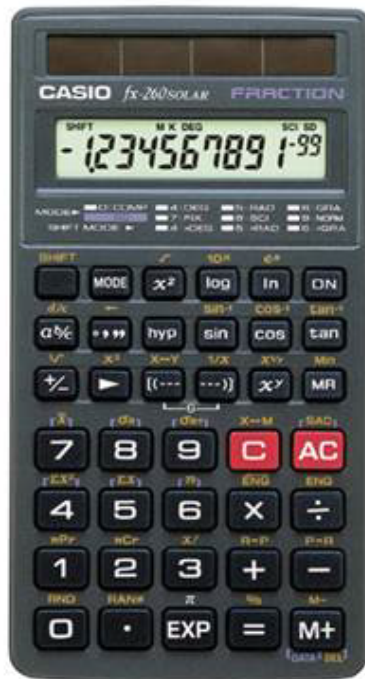
<https://www.gov.nl.ca/atcd/contact-us/staff-listing-and-office-locations/>

## Appendix B: Calculator Use

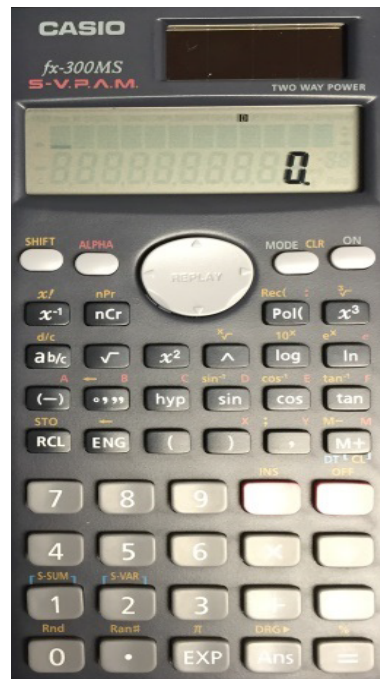
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The picture below shows a calculator with the same functions as the one you will be provided with during your exam. It is advisable to borrow or purchase one with similar functions so that you can familiarize yourself with it before you write your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

↑ FEED IN THIS DIRECTION ↓

1 T F A B C D E	26 T F A B C D E	51 T F A B C D E	76 T F A B C D E
2 A B C D E	27 A B C D E	52 A B C D E	77 A B C D E
3 A B C D E	28 A B C D E	53 A B C D E	78 A B C D E
4 A B C D E	29 A B C D E	54 A B C D E	79 A B C D E
5 A B C D E	30 A B C D E	55 A B C D E	80 A B C D E
6 A B C D E	31 A B C D E	56 A B C D E	81 A B C D E
7 A B C D E	32 A B C D E	57 A B C D E	82 A B C D E
8 A B C D E	33 A B C D E	58 A B C D E	83 A B C D E
9 A B C D E	34 A B C D E	59 A B C D E	84 A B C D E
10 A B C D E	35 A B C D E	60 A B C D E	85 A B C D E
11 A B C D E	36 A B C D E	61 A B C D E	86 A B C D E
12 A B C D E	37 A B C D E	62 A B C D E	87 A B C D E
13 A B C D E	38 A B C D E	63 A B C D E	88 A B C D E
14 A B C D E	39 A B C D E	64 A B C D E	89 A B C D E
15 A B C D E	40 A B C D E	65 A B C D E	90 A B C D E
16 A B C D E	41 A B C D E	66 A B C D E	91 A B C D E
17 A B C D E	42 A B C D E	67 A B C D E	92 A B C D E
18 A B C D E	43 A B C D E	68 A B C D E	93 A B C D E
19 A B C D E	44 A B C D E	69 A B C D E	94 A B C D E
20 A B C D E	45 A B C D E	70 A B C D E	95 A B C D E
21 A B C D E	46 A B C D E	71 A B C D E	96 A B C D E
22 A B C D E	47 A B C D E	72 A B C D E	97 A B C D E
23 A B C D E	48 A B C D E	73 A B C D E	98 A B C D E
24 A B C D E	49 A B C D E	74 A B C D E	99 A B C D E
25 A B C D E	50 A B C D E	75 A B C D E	100 A B C D E

ANSWER KEY INFO.  
# OF KEYS  
ITEM COUNT

0	0	0	2
1	1	1	3
2	2	2	4
3	3		
4	4		
5	5		
6	6		
7	7		
8	8		
9	9		

PERFORMANCE ASSESSMENT  
% OF TOTAL SCORE  
POINTS EARNED

00 = 100%			
E	0	0	0
Q	1	1	1
U	2	2	2
A	3	3	3
L	4	4	4
E	5	5	5
	6	6	6
	7	7	7
	8	8	8
	9	9	9

Bar Code

NUMBER CORRECT	
PERCENT CORRECT	
ROSTER NUMBER	
SCORE	
RESCORE	

COMBINED POINTS EARNED	
COMBINED PERCENT CORRECT	
LETTER GRADE	
SCORE	
RESCORE	

200 ITEM

MARKING INSTRUCTIONS  
Use a No. 2 Pencil  
Fill oval completely  
Erase cleanly

STUDENT ID NUMBER

0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

NAME \_\_\_\_\_

SUBJECT \_\_\_\_\_

PERIOD \_\_\_\_\_ DATE \_\_\_\_\_

## Feedback Form Study Guide - Hairstylist

Please answer the following:

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- (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:

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Additional Comments:

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**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

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