



The National Council on Technical and Vocational
Education and Training

NVQ-J/CVQ MULTIPLE CHOICE ASSESSMENT GUIDE



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INTRODUCTION



Congratulations! You are getting ready for your assessment! Your competence will be determined through a series of assessment activities, namely, Continuous practical Assessment, External Written Assessment and External practical Assessment.

To confirm how much you know or how well you can apply what you have been taught, you will be tested using the multiple choice approach. Multiple choice exams are a form of assessment in which

candidates are asked to select the best possible option from a set of given options.

In discussing the multiple choice approach to assessment, the following words/phrases will be frequently used:

Item	This is the same as the test question. The item consists of a stem and a set of options from which to choose the most appropriate response
Stem	The stem is the beginning part of the item that is presented as a problem to be solved, a question asked or an incomplete statement
Options	The options are the suggested solutions or alternatives, which consist of one correct or best alternative, which is the answer
Key	The key is the most appropriate option, also referred to as the answer

Distractors The distractors are the incorrect or inferior options

Sample papers in Data Operations, Electrical Installation and Cosmetology are included to give a fair idea of what the written assessment paper looks like. At the end of each sample paper, some tips are given on how to identify the correct response (answer) to selected items. The correct response is the KEY. . Each actual examination paper usually consists of forty (40) questions/items and not ten (10) as shown in the samples.

The KEYS (correct answers) to all the questions are to be found on pages 35-36. Before we get to the sample papers there are some useful tips given on how to prepare for your examinations as well as how to approach questions so as to maximize your success. We have also described for you the sheet, referred to as the **Objective Answer Sheet**, on which you will be required to indicate your answers and how the sheet is to be used.

How to be Successful at Your Exams

The first step to your success is preparation. You should study hard. Pay close attention to what you are taught. Do not depend on guessing.

The preparation for a multiple choice exam requires a method that is distinctly different from an essay type exam. In a multiple choice exam you are required to recognize and select the correct answer from among a set of options. Those options may include at least three (3) wrong answers. The wrong answers are called distractors. In most, if not all, instances, the wrong options are very close to the correct answer.

Some persons may regard multiple choice exams as easier than essay type exams for the following reasons:

- The correct answer is among the options given. Because of this some candidates try to score points by guessing.
- Many multiple choice exams tend to emphasize recall questions, definitions or simple comparisons instead of requiring candidates to analyse information or to apply what they have learnt, to new situations.
- Despite these factors, a multiple choice exam can be more difficult, for the following reasons:
- A multiple choice exam consists of many more questions (items) than an essay type exam. An essay type exam, might consist of, for example, twelve (12) questions from which the candidate may be required to choose seven (7). In other words, in an essay exam the candidates can choose which questions to answer but with a multiple choice, all questions must be answered. A multiple choice exam on the other hand, might consist of as many as 80 – 100 questions for the candidate to answer all. The student therefore has to study a much wider range of content in order to successfully answer the questions.
- Multiple choice exams usually require the candidate to recall details, for example, specific dates, definitions, names, specific terms, specific descriptions, vocabulary. It draws extensively on memory as well as on application. The candidate is required to recall principles, rules and facts.

- In an essay type exam, the candidate may argue his way through and score at least some points on each question. With a multiple choice, you are either right or wrong – you either score the designated point or you score zero. Therefore the risk of failure is greater.

Having said all of that, the objective of this discourse is to guide you as you prepare for your exams and to give you some useful tips in answering multiple choice questions to maximize your success.

How To Prepare For Your Exams

- Start your preparation early. Multiple choice exams focus on details. It is difficult for the human brain to retain many details effectively in the short term. You should aim at learning a little each day. Review what you have learnt the day before or the week before. Constant revision becomes necessary if you are to build long- term memory.
- Make sure that you understand all that you have been taught. Every detail is important.
- Concentrate on understanding multi-step processes and events (which step comes first and why). You should be able to identify similarities and differences. This will help you to identify the correct answer from the distractors. Bear in mind that the distractors are very close to the correct answer.
- Be sure to understand important concepts, words and phrases. Do not memorize definitions word- for- word. As far as possible, memorize them in your own words (this will prove your understanding) as the examiners may choose to rephrase the definition in their own words as they write the exam. Rote learning is not encouraged.
- Practice asking and answering questions among your classmates who are taking the same course. Practice on sample questions
- Study carefully. There is no good substitute for knowing the right answer.

Tips On Answering Multiple Choice Questions

1. Read the instructions carefully
2. Know how much time is allotted for the exam. This will determine your strategy
3. Read through the entire paper **quickly** and answer the **easiest** questions first.
4. Read through the test a second time and answer the more difficult questions (you might pick up cues from the first reading that will help you in answering the more difficult questions)
5. When you have finished answering all the items, and you still have time, read over the questions and your answers again (just to make sure that you did not mis-read or mis-understand a question nor the answer)
6. Read the stem with each option, for example, if the question has four (4) options, read the stem 4 times, using one of the different options each time. Treat each option as a true-false question and choose the one that is “**most true**”

Strategies for answering difficult questions

1. If you cannot answer a question within a minute or less, skip it, move on, and come back to it later. Do not waste time on one question when there are several others to be dealt with. Remember, there is a time constraint. **Budget your time well**
2. Eliminate options you obviously **know** to be incorrect
3. Eliminate options that grammatically do not fit with the stem, for example
 - (a) if the stem is plural and the option is singular then that option would be obviously incorrect
 - (b) If the stem ends with the indefinite article “an”, then the correct response probably begins with a vowel
4. If you are given the option “All of the above” and you know that 3 of the 4 options seem correct, there is a strong possibility that the correct option is “all of the above”

5. Options that look alike: Probably one is correct; choose the best, but eliminate options that mean basically the same thing and thus cancel each other out. Remember you are looking for the **most appropriate response**.
6. Questions that use absolute terms, for example, (a) “**always**”. Does it **always** occur or does it frequently occur? (b) “**every**” – is it every fowl that lays eggs or is it that typically most fowls lay eggs? Apply this type of reasoning to eliminate the incorrect options. Absolute terms are less likely to be correct than ones that are conditional, for example, the term “**frequently**” instead of “**always**”
7. The longest response is **often** but not always the correct one. This is so because the examiner tends to add qualifying adjectives or phrases
8. If two responses seem correct, compare them for differences then read again the stem to find the best option
9. Take time to check your work before you hand in the answer sheet. Checking your work must be done within the stated official time for the completion of the exam.

NOTE

To avoid making errors that you will have to erase on the computerized answer sheet, you may first tick your answer on the question paper. When you are through, transfer all your answers to the answer sheet. **Plan your time well to make allowance for this.**



**Data Operations (ITI10106) – Level 1
Cluster 1**

Time: 20 minutes

This paper consists of ten (10) questions. Each item in the test has FOUR (4) responses, A, B, C, and D. On the computerized answer sheet provided, answer as many questions as you can by shading the letter that matches the most appropriate response.

1. **What will result when a worker is always late for work?**
 - A. Sloppy work
 - B. Loss of production
 - C. Rapid staff turnover
 - D. Good interpersonal relationship
2. **If a person's clothing is on fire one should**
 - A. Pour water on the person
 - B. Smother flames and rip off the person's clothing
 - C. Leave the person and run for help
 - D. Scream for help
3. **Which of the following types of printers is the most efficient?**
 - A. Inkjet printers
 - B. Dot-matrix printers
 - C. Bubble jet printers
 - D. Laser printers
4. **The construction of financial documents is best done with the use of:**
 - A. Microsoft Word
 - B. Spreadsheets
 - C. Windows 2000
 - D. Data text

5. Equations that perform operations on worksheet data are referred to as
- A. values
 - B. labels
 - C. references
 - D. formulae
6. Which Microsoft Word tab has the option to increase font size?
- A. File
 - B. View
 - C. Edit
 - D. Home
7. All of the following are examples of Word Processing Software EXCEPT:
- A. Microsoft Word
 - B. Microsoft Works
 - C. Microsoft Excel
 - D. Word Prefect
8. Johnny frequently complains about virus on his computer causing him to lose important data. Which of the following is NOT a popular example of an Antivirus?
- A. AVG
 - B. Norton
 - C. Borland
 - D. MacAfee
9. Which of the following key combinations is used to effect a warm boot?
- i. Alt, Del, Enter
 - ii. Enter, Ctrl, Alt.
 - iii. Del, Ctrl, Esc.
 - iv. Alt, Ctrl, Del
- A. ii only
 - B. iv
 - C. i & ii only
 - D. iii & iv only
10. A group of cells in Microsoft Excel is called a:
- A. Row
 - B. Range
 - C. Column
 - D. Cell cluster

END OF PAPER

How To Identify The Key (The Most Appropriate Response; Data Operations Cluster 1)

Question 1

What will result when a worker is always late for work?

- A. Sloppy work
- B. Loss of production
- C. Rapid staff turnover
- D. Good interpersonal relationship

Comments:

1. A person can be late and yet he ensures that his work is of good quality, so **A** could not be the answer
2. One worker turning up late for work would not cause other workers to resign, so **C** could not be correct
3. Being late for work would not encourage good relationship among workers, so **D** is not correct
4. Being late for work can affect production as the worker who is late spends less time on the job which would likely result in the person producing less. By process of elimination, **B** is therefore the most likely answer.

Question 5

Equations that perform operations on worksheet data are referred to as

- A. values
- B. labels
- C. references
- D. formulae

Comments

1. A knowledge of what is a worksheet and the type of data it captures, can help in arriving at the correct answer
2. An equation is not a value but rather it helps one to determine the value of the data so **B** could not be correct
3. A label is a means of identifying but does not show or allow one to determine the value of data, so **B** could not be correct

4. A reference has nothing to do with things being equal nor does it show a relationship between two entities so C could not be correct
5. By process of elimination, D is the most appropriate option

Question 9

Which of the following key combinations is used to effect a warm boot?

- i. Alt, Del, Enter
 - ii. Enter, Ctrl, Alt.
 - iii. Del, Ctrl, Esc.
 - iv. Alt, Ctrl, Del
-
- A. ii only
 - B. iv
 - C. i & ii only
 - D. iii & iv only

Comments

1. You need to know what is meant by a “warm boot”
2. You have to practise using the keys to effect a warm boot
3. Along with practice, you have to memorize which keys to press
4. B is correct as one has to press the **Alt, Ctrl and Del** keys at the same time to warm boot the computer



Data Operations (ITI10106) – Level 1
Cluster 2

Time: 20 minutes

This paper consists of ten (10) questions. Each item in the test has FOUR (4) responses, A, B, C, and D. On the computerized answer sheet provided, answer as many questions as you can by shading the letter that matches the most appropriate response.

1. A web page can be instantly displayed if one knows its:
 - A. ISP
 - B. URL
 - C. HTML
 - D. Protocol
2. Mr. Tame got some urgent information that he needs to send to his business partners overseas. From the list below choose the MOST effective method of getting the information to his associates.
 - A. Electronic data
 - B. Electronic identifier
 - C. Electronic mailbox
 - D. Electronic mail address
3. You are entering data in a document and has reached the end of a line. To go to a new line, you should depress the ____ key.
 - A. Alt
 - B. Ctrl
 - C. Shift
 - D. Enter
4. TCP/IP is the communications protocol for:
 - A. Voice Email
 - B. World Wide Web
 - C. Computer Programmes
 - D. Telecommunication

5. Which of the following shows the three parts in an Email address?
- User name
 - Location
 - Domain address
 - Proxy Server
- A. i & ii only
 B. ii and iii only
 C. i, ii, iii only
 D. i, ii & iv only
6. “=sum(B5:B7)” is an example of a
- Macro
 - Function
 - Formula
 - Calculation
7. Kim is working in a document and would like to move the current page vertically. She would use the ___ bar.
- Tool
 - Status
 - Scroll
 - Selection
8. Select from the following statements the BEST description of the acronym URL.
- Universal Resource Locator
 - Uniform Reserve Locator
 - Uniform Resource Locator
 - Unicode Resource Locator
9. Your firm has designed a new product and would like to inform its sales personnel of it. Which of the following is the best option he could use to present this information?
- CAD programme
 - Word file
 - Paint package.
 - Presentation package.
10. You are the Accountant at JPX Firm. Your job description details that you are required to construct monthly financial documents. This is best done using
- Data text
 - Spreadsheets
 - Windows 2003
 - Microsoft Word

END OF PAPER

How to Identify the KEY (The most appropriate response; Data Operations Cluster 2)

Question 7

Kim is working in a document and would like to move the current page vertically. She would use the __ bar.

- A. Tool
- B. Status
- C. Scroll
- D. Selection

Comment

In order to answer this question, you need to know the meaning of “vertical”.

Questions 1 -6 and 8- 10

Comment

To answer all the other questions, you definitively have to apply the knowledge gained from your course of study. You either have the knowledge or you don't. Guessing will not help.




**Electrical Installation Level 1
Cluster 1**

Time: 20 minutes

This paper consists of ten (10) questions. Each item in the test has FOUR (4) responses, A, B, C, and D. On the computerized answer sheet provided, answer as many questions as you can by shading the letter that matches the most appropriate response.

1. Which of the following is a safety violation?
 - (i) Be conversant with some of your electrical regulations
 - (ii) Wearing torn or loose clothing around revolving machines
 - (iii) Working in dangerous places alone unless
 - (iv) Leaving tools or materials lying about in the workshop, which may cause accidents
 - A. (i) and (iv) only
 - B. (i), (iii), and (iv) only
 - C. (ii), (iii) and (iv) only
 - D. (i), (ii), (iii), and (iv)
2. A cutting from a machine sticks into the eye of your co-worker. What would be your FIRST action to help him?
 - A. Put a wet rag over his eyes and then seek professional help
 - B. Carefully, diligently and cautiously try to remove the splinter from his eyes
 - C. Call the manager immediately and let him/her decide what is the best thing to do
 - D. Get him to the doctor as quickly as possible

4. A portable electric drill is described as a
- hand tool
 - marking out device
 - twist drill
 - turning out device
5. Mr. Green, who is an electrician, works 2 hours 20 minutes on Monday, 5 hours 25 minutes on Tuesday and 5 hours 45 minutes on Wednesday. The total number of hours worked is
- 12 hours
 - 12 1/2 hours
 - 13 1/2 hours
 - 13 hours
6. Which of the following scales can be used to reduce a drawing?
- 1:1
 - 1:5
 - 4:3
 - 5:1
7. At what angle is the receding edges drawn in an oblique projection?
- 300
 - 450
 - 600
 - 900
8. What is the following symbol mainly used to represent?
- 
- Light receptacle
 - Plug receptacle
 - Switch
 - Panel
9. Last month your JPS light bill read 50KWH and you paid \$200. How much will you pay if your bill for this month reads 200KWH?
- \$800.00
 - \$1,000.00
 - \$1,200.00
 - \$1,400.00
10. What is the main advantage of using PVC conduit over steel conduit in an electrical installation?
- It has non-corrosive qualities
 - It is lighter than galvanized conduits
 - It is easier to bend
 - It is easier to terminate

END OF TEST

How to Identify the KEY (The most appropriate response; Electrical Installation Cluster1)

Questions 1, 2, 3

Comment

To answer these questions you should know the safety rules and how to act in an emergency.

Question 5

Comments

You need to know:

1. How to convert minutes to hours
2. Be able to do simple addition

Question 7

Comments

1. To identify the correct answer, you should know the meaning of;
a)Receding
b)Oblique.
2. You should know about angles and what they look like

Question 9

Comments

You should be able to calculate using Simple Proportion method

Example

Since 50KWH cost \$200

Therefore 200KWH will cost $\frac{\$ 200 \times 200\text{KWH}}{50\text{KWH}} = \frac{200 \times 200}{50} = 800$

The correct answer is A

Questions 4, 5,6,10

Comment

These questions require you to apply knowledge of the content matter.



ELECTRICAL INSTALLATION LEVEL 1
Cluster 2

Time: 20 minutes

This paper consists of ten (10) questions. Each item in the test has FOUR (4) responses, A, B, C, and D. On the computerized answer sheet provided, answer as many questions as you can by shading the letter that matches the most appropriate response.

- 1. The function of a circuit in a house is to**
 - A. protect it from lightning strikes.
 - B. increase the voltage from the power lines outside.
 - C. provide a complete path through which electricity can flow
 - D. provide a barrier against electromagnetic radiation
- 2. A kettle is fitted with a 13A fuse. Which of the following statements is correct?**
 - A. The fuse's main purpose is to protect a person should the live wire touch the metal case
 - B. The current in the live wire is kept at 13A by the fuse
 - C. The fuse is a special sort of resistor. It keeps the current below 13A by resisting any extra current
 - D. If the current goes above 13A the fuse will melt, and so break the circuit
- 3. A general safety rule with respect to portable cord and plug-connected equipment is that**
 - A. they require regular inspection
 - B. they should only be used by qualified persons
 - C. they require no inspection if not being used
 - D. they must be stored in a proper storage area

4. When removing insulation from a conductor the stripping tool should be held at
- an acute angle
 - an obtuse angle
 - right angles
 - a straight angle
5. When securing conductors to plugs and switches the conductor should be turned
- in the direction of the tightening force
 - in the direction of the slackening force
 - any way you like
 - in the direction of the circuit
6. Cables for electrical installation are normally fitted, using measurements. For a measurement (7/ 0.85), what does the 0.85 mean?
- Number of strands
 - Diameter of each strand
 - Cross-sectional area
 - Factory error
7. Switch and socket outlets supplied from different phases must be placed at least
- 1 metre apart
 - 10 metres apart
 - 2 metres apart
 - 20 metres apart
8. Some electrical outlets and plugs have a “test” button. What is the main function of the test button?
- To switch off the electric current when there is low voltage
 - To test the appliance to see if it is working properly
 - To test if electricity is in the outlet
 - To regulate how much electric current the outlet will supply
9. Three magnetic circuits found in a DC generator are the
- brush
 - yoke
 - field pole winding
 - armature winding
- (i), (iii) and (iv) only
 - (i), (ii) and (iv) only
 - (ii), (iii) and (iv) only
 - (i), (ii), and (iii) only
10. A cable is defined in the I.E.E. regulations as a
- length of base copper on aluminium wire
 - conductor capable of transferring current from point A to B
 - piece of wire capable of conducting electrical current
 - length of insulated conductor solid on

END OF PAPER

How To Identify The Key (The Most Appropriate Response; Electrical Installation Cluster 2)

Comment

To answer any of the questions correctly you need to study hard and remember what you have studied. There is no other way.





General Cosmetology Level 1
Cluster 1

Time: 20 minutes

This paper consists of ten (10) questions. Each item in the test has FOUR (4) responses, A, B, C, and D. Using the computerized answer sheet provided, answer as many questions as you can by shading the letter that matches the most appropriate response.

1. Combs and brushes are BEST sanitized by immersion in:
 - A. A deodorant solution
 - B. Boric acid solution
 - C. A disinfecting solution
 - D. Glycerine solution
2. A bill of \$16,350.00 was sent to Nu Look Incorporated for three cases of shampoo which were ordered. This amount did not reflect a \$2,289.00 discount that was given. How much should be paid if the discount is applied.
 - A. \$1,400.00
 - B. \$2,289.00
 - C. \$14,061.00
 - D. \$18,639.00
3. In choosing a shampoo which of the following should be considered?
 - A. The condition of the client's hair and scalp
 - B. The hardness of the water
 - C. The brand which is most popular
 - D. The chemicals used
4. The choice of roller size is dependent on the
 - (i) Type of curl
 - (ii) Length of hair
 - (iii) Size of the head
 - (iv) Type of hair style
 - A. (i), (ii) and (iii) only
 - B. (i), (ii) and (iv) only
 - C. (i), (iii) and (iv) only
 - D. (ii), (iii) and (iv) only

5. **A temporary hair colour will remain on the hair's:**
- A. Cortex
 - B. Cuticle
 - C. Shaft
 - D. Medulla
6. **What is the cause of inflammation of the matrix?**
- A. Incorrect filing of nails
 - B. Improper sanitization
 - C. Non-filing of nail
 - D. Temperature of water
7. **The BEST action to be taken when handling a client's complaint is to:**
- A. talk with the client until she smiles
 - B. call on a more experienced hair stylist
 - C. remain calm and listen attentively, using eye contact
 - D. offer a discount for the next service
8. **A hot oil manicure is a specific type of manicure that cleans the cuticles and softens them with oil. Specify the type of nail and skin this type of manicure works best on**
- A. Nails that have a fungal infection and skin disease
 - B. Nails that have discolouration or thickening and swelling of the skin around the nail
9. **Which item would you NOT expect to find in a First Aid Kit?**
- A. Safety pins
 - B. Sterile bandages
 - C. Hot and cold packs
 - D. Prescribed drugs
10. **A protein conditioner is effective for:**
- A. Slightly increasing hair diameter
 - B. The even distribution of oil
 - C. Adding colour to hair
 - D. Stimulating blood circulation

END OF PAPER

How To Identify The Key (The Most Appropriate Response; General Cosmetology Cluster 1)

Question 2

A bill of \$16,350.00 was sent to Nu Look Incorporated for three cases of shampoo which were ordered. This amount did not reflect a \$2,289.00 discount that was given. How much should be paid if the discount is applied.

- A. \$1,400.00
- B. \$2,289.00
- C. \$14,061.00
- D. \$18,639.00

Comments

1. You will have to do some calculation as well as apply a process of elimination in order to get at the correct response
2. Response A – No matter what calculation you apply, the answer could not be \$1400.00
3. The amount to be paid could not be the same amount as the discount itself - \$2,289.00
4. Since there is a discount, the amount to be paid must be less than the original sum, not more, therefore \$18, 639.00 could not be correct
5. The amount to be paid is the original sum minus the discount ($\$16,350.00 - \$2,289$) = \$14,061.00. The correct response is C

Question 3

In choosing a shampoo which of the following should be considered?

- A. The condition of the client's hair and scalp
- B. The hardness of the water
- C. The brand which is most popular
- D. The chemicals used

Comments

1. The most popular brand is not very important and does not guarantee the best results
2. The hardness of the water and the chemicals used could each be a consideration
3. The condition of the scalp and hair is very important as the wrong shampoo can damage or further damage the hair and scalp. This would lead to customer dis-satisfaction and may even lead to legal action.
4. **Option A** is the **most appropriate** response as the customer's consideration should be priority

Question 4

The choice of roller size is dependent on the

- (i) Type of curl
 - (ii) Length of hair
 - (iii) Size of the head
 - (iv) Type of hair style
-
- A. (i), (ii) and (iii) only
 - B. (i), (ii) and (iv) only
 - C. (i), (iii) and (iv) only
 - D. (ii), (iii) and (iv) only

Comments

1. The size of one's head has nothing to do with the size of the roller so any response that has **(iii)** as a part of it would be wrong
2. The type of curl desired should be considered –a tight curl or a loose curl requires different size rollers, so **(i)** is correct
3. The length of the hair should be considered. If the hair is short, a big roller would not work, so **(ii)** would be correct
4. One considers the size of the roller when certain hair styles are desired- a tight curl versus a loose curl, therefore **(iv)** is also correct
5. To get to the correct response, choose the one that has only (i), (ii) and(iv) The correct response is therefore **B**

Question 7

The BEST action to be taken when handling a client's complaint is to:

- A. talk with the client until she smiles
- B. call on a more experienced hair stylist
- C. remain calm and listen attentively, using eye contact
- D. offer a discount for the next service

Comments

All four options are good things that one could do but the best and most professional thing to do would be **Option C**.

Why? One should listen attentively to better understand the client in order to avoid future complaints. Looking at the person, in the eye, will indicate that you are interested in what the person is saying. You also need to remain calm as doing otherwise will worsen the situation.

Question 9

Which item would you NOT expect to find in a First Aid Kit?

- A. Safety pins
- B. Sterile bandages
- C. Hot and cold packs
- D. Prescribed drugs

Comments

1. A First Aid Kit should contain only items to be used in an emergency until professional help is available
2. Prescribed drugs must be obtained only from a professional medical personnel so it should not be in a kit to be dispensed by an unprofessional person
3. Options A, B and C can be used by anybody in an emergency so it is appropriate for them to be in a First Aid Kit
4. The only item that one would not expect to be in a First Aid Kit is Prescribed drugs
5. Option D is therefore the correct response



**General Cosmetology Level 1
Cluster 2**

Time: 20 MINUTES

This paper consists of ten (10) questions. Each item in the test has FOUR (4) responses, A, B, C, and D. On the computerized answer sheet provided, answer as many questions as you can by shading the letter that matches the most appropriate response.

1. **Identify the area in which permanent hair waving takes place.**
 - A. Peptide bonds
 - B. Cross bonds
 - C. Cortical layer
 - D. Medulla layer
2. **Which of the following substances are alkaline in nature?**
 - A. Soap solution and lime juice
 - B. Lye and soap solution
 - C. Lime juice and lye
 - D. Lye and vinegar
3. **Identify the chemical product that rearranges the structure of hair during permanent waving**
 - A. Shampoo and waving lotion
 - B. Neutralizer and shampoo
 - C. Waving lotion and neutralizer
 - D. Conditioner and neutralizer
4. **It is important that a cosmetologist knows basic hair styling in order to**
 - A. Develop elasticity in the hair
 - B. Analyse the patron's hair
 - C. Keep up with the ever changing trends in hair fashion
 - D. Relax the hair and make it more manageable

6. The base of a curl is also known as:

- A. C-shape
- B. Panels
- C. Sections
- D. Foundation

7. Identify the correct name of the tool below



- A. Hand clipper
- B. Electric clipper
- C. Thinning shears
- D. Cutting scissors

8. Why is it necessary to perform an aesthetic analysis?
To:

- A. keep the hair from the face
- B. decide on the length of hair to cut
- C. decide on a suitable hair cut
- D. determine the condition of the scalp

9. Identify a corrective treatment that precedes thermal hair straightening

- A. An elasticity treatment
- B. Pomade treatment
- C. A conditioning treatment
- D. A protein treatment

10. Identify the active agent in a shampoo

- A. Ester
- B. Water
- C. Base Detergent
- D. A protein treatment

END OF PAPER

How To Identify The Key (The Most Appropriate Response; General Cosmetology Cluster 2)

Question 2

Which of the following substances are alkaline in nature?

- A. Soap solution and lime juice
- B. Lye and soap solution
- C. Lime juice and lye
- D. Lye and vinegar

Comments

1. To be able to give the correct answer, you should know the nature of alkaline versus acid substances
2. Lye is alkaline but lime juice and vinegar are not so C and D would not be correct; soap solution is alkaline but lime juice is not so option A would be **incorrect**
3. The correct option is B because both **lye** and **soap solution** are alkaline

Question 7

Identify the correct name of the tool below



- A. Hand clipper
- B. Electric clipper
- C. Thinning shears
- D. Cutting scissors

Comments

1. You should have a keen eye for details – be able to spot the differences between/among objects
2. The tool above has some features that are similar to that of a clipper as well as that of a pair of scissors.
3. On close examination, the object has features which are different – try to spot the differences
4. By process of elimination, the correct response is C

Question 8

Why is it necessary to perform an aesthetic analysis? To:

- A. keep the hair from the face
- B. decide on the length of hair to cut
- C. decide on a suitable hair cut
- D. determine the condition of the scalp

Comments

1. In order to arrive at the most suitable or appropriate response, you should first know the meaning of the word “aesthetic” and the term “aesthetic analysis”
2. If you know those meanings, then by process of elimination you would arrive at the most appropriate response, “C”

How To Use The Objective Answer Sheet

An Objective Answer Sheet will be given to you by the invigilator. The sheet will be pre-slugged, that is, the following information about you and the exam will be printed on the sheet before it gets to you:

- a) Your name
- b) Institution/School
- c) The type of exam (CVQ or NVQJ)
- d) Exam date
- e) Certification Plan
- f) Certification Plan Code

You must ensure that the sheet that you get bears your name and not the name of anyone else and that the correct Certification Plan/Skill Area is on the sheet that you receive.

The sheet bears instructions as to how you are to shade in your answers. It is important that you follow the instructions carefully. Your paper will be marked electronically; therefore if it is not properly filled out the computer will regard it as you having failed.

Use **HB pencil** to shade your answer on the Objective Answer Sheet. In shading in your answer, ensure that the number on the question paper corresponds with the number on the answer sheet, for example, if you are answering **question 10** from the question paper, ensure that you shade the correct letter (A,B,C or D) at **number 10** on the answer sheet. Failure to do so will result in you failing the exam even if you know the correct answer. The circles must be fully shaded as illustrated under the section marked “marking instructions. The shading should not extend outside the circle as the computer might wrongly interpret your intention.

A sample of the Objective Answer Sheet is included in the Appendices to further assist you in understanding how to use the sheet.

At the end of the exam, the invigilator will collect from you the **question paper** as well as the **Objective Answer Sheet**. Both papers must be handed in.

Before you hand in the papers, you must sign your name in the box at the upper left hand corner of the Objective Answer sheet where it says “**Test Taker’s Signature**”. Do not make any other mark on the paper as it will be rejected by the electronic marking system, which would mean a failure for you.

Before you leave the examination room, remember to sign the attendance register that will be given to you by the invigilator. If you do not sign the register, you will be considered as having been absent from the exams.

Appendices



Appendix A



Name: BROWN, JOHN Exam: CVQ JUNE 2014
 Institution: ST MARTIN HIGH CTR-1 CAP
 Cert. Plan: CFP(COOKERY) COMMERCIAL FOOD PREPARATION CR/IAGJ
 Paper: THH10309802

Test Taker's Signature

Sign only within shaded area of this box

MARKING INSTRUCTIONS

- Use a No. 2 or HB pencil only.
- Do not use ink, ballpoint, or felt tip pens or markers.
- Make solid marks that fill the circle completely.
- Erase cleanly any marks you wish to change.
- Do not mark or write outside of the response block below.

CORRECT: ●

INCORRECT: ☒ ☓ ☙ ☚

DO NOT WRITE/MARK IN THIS AREA

Registration Number

0000022722

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Absent (A) _____

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6 6 6 6 6 6	6 6 6 6 6 6
7 7 7 7 7 7	7 7 7 7 7 7
8 8 8 8 8 8	8 8 8 8 8 8
9 9 9 9 9 9	9 9 9 9 9 9

FOR PROCESSING CENTRE USE ONLY

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RJ <input type="radio"/>	FS <input type="radio"/>

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 N O P Q R S T U V W X Y Z

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2 A B C D	22 A B C D	42 A B C D	62 A B C D
3 A B C D	23 A B C D	43 A B C D	63 A B C D
4 A B C D	24 A B C D	44 A B C D	64 A B C D
5 A B C D	25 A B C D	45 A B C D	65 A B C D
6 A B C D	26 A B C D	46 A B C D	66 A B C D
7 A B C D	27 A B C D	47 A B C D	67 A B C D
8 A B C D	28 A B C D	48 A B C D	68 A B C D
9 A B C D	29 A B C D	49 A B C D	69 A B C D
10 A B C D	30 A B C D	50 A B C D	70 A B C D
11 A B C D	31 A B C D	51 A B C D	71 A B C D
12 A B C D	32 A B C D	52 A B C D	72 A B C D
13 A B C D	33 A B C D	53 A B C D	73 A B C D
14 A B C D	34 A B C D	54 A B C D	74 A B C D
15 A B C D	35 A B C D	55 A B C D	75 A B C D
16 A B C D	36 A B C D	56 A B C D	76 A B C D
17 A B C D	37 A B C D	57 A B C D	77 A B C D
18 A B C D	38 A B C D	58 A B C D	78 A B C D
19 A B C D	39 A B C D	59 A B C D	79 A B C D
20 A B C D	40 A B C D	60 A B C D	80 A B C D

Appendix B

KEYS TO THE SAMPLE PAPERS

Electrical Installation Level 1 Cluster 1

1. C
2. D
3. C
4. A
5. C
6. B
7. B
8. D
9. A
10. A

General Cosmetology Level 1 Cluster 1

1. C
2. C
3. A
4. B
5. B
6. B
7. C
8. D
9. D
10. A

Electrical Installation Level 1 Cluster 2

1. C
2. D
3. A
4. C
5. A
6. B
7. C
8. A
9. C
10. D

General Cosmetology Level 1 Cluster 2

1. C
2. B
3. C
4. A
5. B
6. D
7. C
8. C
9. C
10. C

Data Operations Level 1 Cluster 1

1. B
2. B
3. D
4. B
5. D
6. D
7. C
8. C
9. B
10. B

Data Operations Level 1 Cluster 2

1. B
2. D
3. D
4. A
5. B
6. C
7. C
8. C
9. B
10. B

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