



Australian Government

A U S T R A L I A N
A P P R E N T I C E S H I P S

Your Life. Your Career. Your Future.

Hairdressing

Practice Aptitude Quiz

Practice Aptitude Quiz

Part 1: About this quiz

Use this quiz to prepare for an Apprenticeship in Hairdressing

This quiz:

- Is NOT a formal assessment tool or pre-requisite for any job application
- Shows key learning standards for the Hairdressing industry
- Has been developed with the help of industry leaders, TAFE and high schools

Quiz details

This quiz will:

- Take approximately 45 minutes to complete
- Ask you numeracy and literacy questions specific to the Hairdressing industry
- Assess your literacy and numeracy at a Year 11 standard
- Allow you to use a calculator
- Share correct answers at the end

Who should take this quiz?

You should complete this quiz if you:

- Are thinking about starting an Apprenticeship in the Hairdressing industry
- Want to practise for a formal aptitude test

Need help with your literacy and numeracy skills?

If you want to improve your literacy and numeracy skills, reach out to any of the below:

- Australian Apprenticeship Support Network providers
- Your Registered Training Organisation when you start training
- Reading Writing Hotline:
1300 655 506
www.readingwritinghotline.edu.au
- Careers advisers and your teachers (if you're in high school)

More information about the Hairdressing industry

Visit www.yourcareer.gov.au/industries/s/other-services

On this page you'll be able to:

- See the most popular Hairdressing industry occupations
- Get general information and statistics about the industry
- Search for Hairdressing industry courses

Practice Aptitude Quiz

How to use this quiz

This is an interactive form that can be filled out on your computer.

You can either:

- Fill it out on your computer; OR
- Print it out; OR
- Write your answers down on paper as you go.

Use the answers section at the end of the quiz to see how you went.

How to complete this quiz on your computer

1. Download and save the quiz onto your computer
2. Open the file from your computer
3. Fill in the form using a keyboard and mouse

Practice Aptitude Quiz

Part 2: The Quiz

Section 1: Language and Literacy

1. Write the following words in alphabetical order:

Word	Your Answer:
Hair cut	
Scissors	
Comb	
Colour	
Trolley	
Apron	
Towel	
Brush	
Appointment	

2. Match the words below with the correct terminology:

Dandruff Foils Perm Treatment Crew cut Toner

Terminology	Word
A type of hair cut in which the hair on the top of the head is cut short.	
A chemical process used to make straight hair curly.	
A pastel colour that is used to defuse or cover unwanted tones (such as yellow or orange) in lightened hair.	
A condition of the scalp that causes flakes of skin to appear.	
Aluminium strips used to separate tint strands of hair from strands of hair which will remain its natural colour.	
A process that helps maintain hair condition or treat poor hair conditions.	

Practice Aptitude Quiz

3. Read the following text and answer the questions that follow:

Janelle is a regular client who has arrived for her cut and style appointment with her stylist Mel. Janelle also has an appointment with the salon manicurist after her booking with Mel. Mel is running behind as the previous client arrived late and then requested an additional service.

You are at the reception desk working as the salon junior. You ask Janelle to take a seat on the couch and tell her that Mel will be with her shortly.

30 minutes later Janelle comes over to you at the reception desk and loudly complains that she has been waiting for a long time and has a business appointment to go to soon. You raise your voice and tell Janelle that there is nothing you can do about it and that she just needs to sit down and wait until Mel is ready.

Janelle starts to cry and leaves the salon, slamming the door behind her.

Select the correct answer(s) to the following:

- a. What could you have said or done for the client when they first arrived?
 - i. Told her to sit down and wait.
 - ii. Offered her a new appointment time.
 - iii. Offered her an appointment with another stylist.
 - iv. Checked to see if the manicurist can see her early.
 - v. Advised her that Mel was running late and asked if she wanted to wait or make another appointment.
 - vi. Offered her a refreshment and magazines to read.

- b. After asking the client to take a seat on the couch what would you then need to do?
 - i. Sit down and read the latest gossip magazine.
 - ii. Nothing.
 - iii. Tell Mel that her client has arrived.
 - iv. Tell Mel that her client has arrived and asked her if she wanted you to prepare Janelle for her appointment.

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- c. When the client came to you to complain about the waiting time what should you have done?
 - i. Tell her to stop complaining and to take her business elsewhere.
 - ii. Quietly and sincerely apologise and ask your supervisor for assistance.
 - iii. Cry and run to the bathroom.
 - iv. Mention that the salon is busy too and she will just have to wait.

- d. After Janelle left the salon what could you do?
 - i. Yell at Mel for making Janelle wait so long.
 - ii. Talk quietly to your supervisor about how to handle situations like this in the future.
 - iii. Apologise to other clients who may have overheard the situation.
 - iv. Tell the other clients Janelle was no great loss.

Practice Aptitude Quiz

4. Read through this salon service menu and price list and answer the questions that follow:

SERVICE MENU		L/1	L/2
HAIR CUTS	men's & women's	\$15	\$25
	clipper cut	\$15	\$20
BLOW WAVE	short to medium	\$15	\$20
	long hair	\$20	\$25
	straightening iron (incl BW)	\$20	\$25
	curling iron (incl BW)	\$20	\$25
HAIR UPSTYLE		POA	POA
TREATMENT (including scalp with service massages & blowdry)	leave in	\$25	\$30
	cream	\$25	\$30
	with a service	\$10	\$10
PERMANENT STRAIGHTENING		POA	POA
SEMI PERMANENT	short	\$20	\$25
	medium	\$30	\$35
	long	\$40	\$45
BLEACHING (including toner)	retouch	\$40	\$45
	short	\$50	\$55
	medium	\$60	\$65
	long	\$70	\$75
TINT	short/retouch	\$40	\$45
	medium	\$50	\$55
	long	\$60	\$65
	extra product	\$10	\$10
TINTS AND FOILS (up to 15 foils, includes toner)	short	\$55	\$60
	medium	\$65	\$70
	long	\$75	\$80
	extra product	\$10	\$10
PERM (includes Cut & Set/Blow Wave)	short	\$40	\$45
	medium	\$50	\$50
	long	\$60	\$65
	spiral	\$70	\$75
FOILS (includes toner)	part line	\$30	\$35
	half head	\$45	\$50
	full head	\$65	\$70
HAIR EXTENSIONS		POA	POA
DREADLOCKS		POA	POA

* Senior prices available

**Note: L/1 service is provided by second or third year apprentice.
L/2 is provided by qualified hairdresser.**

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Questions:

- a. What hours is the salon open on a Saturday?

- b. What is the price of a L/2 women's hair cut?

- c. What is the price of a L/1 tint and part line foils for medium hair?

- d. What is the total cost of a short haircut, bleaching and blow wave for L/1?

- e. What are the prices of a men's haircut and clipper cut, both L/1 and L/2?

- f. What services aside from haircuts, perms, bleaching, tints and foils does the salon provide?

Practice Aptitude Quiz

5. Read through the following about Workplace Health and Safety and place the words located at the bottom of the page into the right places in the article:

When working in a hairdressing salon you need to be aware of potential _____ that can be caused by slips, trips and falls.

It is important that hair is _____ off the floor immediately after every _____ and if there is a spill of any kind that it is mopped up immediately and a “_____ Wet Floor” sign is placed at the area until it is no longer a _____.

You will be required to be in contact with _____ whilst in the salon, whether it be cleaning products, peroxide (developer), oxidation dyes (tint), aniline derivatives (colour chemical), ammonium thioglycolate (in perm solutions) and even sodium lauryl sulfate (in some _____).

In certain _____, the use of hair colouring products and some chemicals can result in _____ reactions and/or skin irritation. Some of these reactions can include redness, sores, _____, burning sensation and _____ so it is important that you use personal protective _____ such as gloves, aprons, mask or goggles where possible to protect yourself.

chemicals	injuries	danger
allergic	individuals	equipment
swept	dermatitis	Caution
shampoos	itching	hair cut

Practice Aptitude Quiz

6. Match the items in the photographs to the words in the table below:









Scissors	Tint Brush	Shampoo basin & chair	Tint bowl
Combs	Cape/wrap	Apron	Hair dryer
Sectioning clips	Hair straightener	Round brush	Trolley

Practice Aptitude Quiz

7. Read the following information about Hairdressing and the interview with the apprentice hairdresser and answer the questions that follow:

About Hairdressing

Hairdressers cut, style, colour, straighten and permanently wave hair with chemical solutions, as well as provide clients with hair and scalp treatments.

In most salons, the senior hairdressers and the more advanced apprentices cut and style hair.

Apprentice hairdressers undertake routine tasks in the initial stages, assisting senior hairdressers with client preparation, shampooing, application and removal of simple hairdressing treatments, and sterilisation and maintenance of equipment. As apprentices gain experience they carry out more complex tasks under supervision.

The following is part of an interview with Charlie:

My name is Charlie and I work at Studio Hair and Beauty salon as a first-year apprentice hairdresser. I have been working here now for nearly 10 months.

In the salon I:

- Wash clients' hair;
- Assist and learn from stylists;
- Refill products;
- Look after clients;
- Welcome customers and provide refreshments;
- Clean and tidy the salon (this includes sweeping, mopping, emptying bins);
- Reception duties including answering the phone, taking bookings, selling retail products and processing payments.

I attend College once a week on Mondays from 9.00am to 4.30pm and work the rest of the week at Studio Hair and Beauty.

Most of the time it is manageable but hard work, as you are on your feet all day.

At the apprenticeship I most enjoy:

- Learning more about hairdressing;
- Learning in a salon while studying and earning money;
- Meeting new people;
- Working in a fun environment with staff and clients;
- Getting to know new people.

If I could give some advice to someone considering an apprenticeship, I'd say 'go for it'. It's good experience learning from stylists and a lot of fun. The balance between work and study breaks the week up. Learning while earning is a good thing and you can pick up different skills. Be prepared to have a lot of responsibilities within the salon but it gets easier the more time you spend at work.

Practice Aptitude Quiz

Answer the following questions:

- a. Who, in most salons, cut and style hair?
- b. Select all the duties that Charlie is trained to do in the Salon in her first year:
- i. Cut and style clients' hair.
 - ii. Wash clients' hair.
 - iii. Assist and learn from stylists.
 - iv. Refill products.
 - v. Look after clients.
 - vi. Welcome customers and provide refreshments.
 - vii. Clean and tidy the salon.
 - viii. Reception duties.
 - ix. Apply perm and tinting solutions.
 - x. Sell services and products.
- c. What does Charlie think of combining work and study? Select the correct answer/s:
- i. It's a breeze.
 - ii. It's hard work as I am on my feet all day.
 - iii. It beats full time study.
 - iv. It's manageable.

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- d. One of Studio Hair and Beauty's regular clients comes into the salon and asks for a haircut on the spot. None of the senior stylists are free so she asks Charlie to cut her hair. What should Charlie do? Select the correct answer:
- i. Shampoo and cut the client's hair.
 - ii. Tell the client she will have to make an appointment with someone else.
 - iii. Ask her supervisor what she should do.
- e. List three aspects of her Apprenticeship that Charlie enjoys:
- f. What benefits does Charlie see in starting a Hairdressing Apprenticeship?
- i. Lots of time for mucking around
 - ii. A mix of work and study breaks up the week
 - iii. No responsibilities
 - iv. You earn while you learn
 - v. You pick up different skills

Practice Aptitude Quiz

8. Reading the following information about customer service and appointments. You will then be required to record the bookings on the following page:

Hairs to You hair salon offers many different services throughout the day and the timing for each of services varies from service to service.

Appointments that are well planned throughout the day will enable a stylist to have adequate time to deliver services to clients without keeping them waiting too long and still be profitable for the salon. The appointment book (whether it is online or manual) needs to be accurate, tidy and mistake free, to ensure clients are not kept waiting and excess pressure is not put on the stylists.

The appointment book should indicate:

- The stylists available for the day;
- The times available for the day.

The following table shows the time allocations for the various services performed at **Hairs to You** salon:

Service	Hair Type	Time allocated
Hair cut	Short to medium	30 mins
	Long	45 mins
Tint/Colour	Short	30 mins
	Medium	60 mins
	Long	90 mins
Tint & Foils	Half head/short	45 mins
	Medium	60 mins
	Long	90 mins
Blow wave	Short to medium	15 mins
	Long	30 mins

Please make the following appointments for the morning of Friday, 14 March.

The stylists available that day are Anna and Mel. Mel is leaving at noon and Anna will need to finish by 3.00 pm.

- Jerry Jackson rang and would like to book for a tint/colour (medium) with Anna for 11.00 am.
- Jacqui from the café next door wants a haircut (long) with any stylist at 9.30 am
- Laila has a noon wedding to attend so she would like an appointment before 11.00 am for haircut and blow wave (medium).
- Steve wants a haircut (short) with Mel any time.
- Estelle wants a tint, cut and blow wave (long) with Anna after 10.00 am.
- Anna's aunts' Nicki and Toulia both want an appointment for blow waves (short) at the same time of 10.30 am.
- A new client (Sam) walks in off the street without an appointment at 9.45 am and asks if anyone can spare the time now for a cut and blow wave (short).

Practice Aptitude Quiz

Day & Date: _____

	Stylist: Anna	Stylist: Mel
	Client Name/Service	Client Name/Service
9.30 am		
9.45 am		
10.00 am		
10.15 am		
10.30 am		
10.45 am		
11.00 am		
11.15 am		
11.30 am		
11.45 am		
12.00 pm		
12.15 pm		
12.30 pm		
12.45 pm		
1.00 pm		
1.15 pm		
1.30 pm		
1.45 pm		
2.00 pm		
2.15 pm		
2.30 pm		
2.45 pm		

Practice Aptitude Quiz

Section 2: Numeracy

Calculators may be used.

1. Calculate the following:

a. $\$22.95 + \16.95

b. $\$17.50 + \62.00

c. $\$165.00 + \72.35

d. $\$121.25 + \85.90

e. $\$44.60 + \5.70

2. Calculate the following:

a. $\$50.00 - \22.95

b. $\$65.00 - \64.95

c. $\$165.00 - \72.35

d. $\$150.00 - \85.90

e. $\$244.60 - \75.70

Practice Aptitude Quiz

3. Marcus, the stylist has to stock the five workstations with magazines. The box contains 25 magazines and they all need to be put out. How many magazines should Marcus leave at each workstation, so they can all have the same amount of magazines?
4. Jaz, the apprentice has to restock five empty shelves on the retail product stand. Each shelf can hold 12 bottles of stock, how many bottles will Jaz be able to fit onto five shelves?
5. Colour Ratios:

Manufacturers' instructions can vary from company to company so it is extremely important that you read the individual manufacturer's instructions prior to commencing any colour service.

The manufacturer's instructions recommend this colour product is mixed at a 1:1 mixing ratio.



Tint



Developer

The ratio is one-part tint to one-part developer.

- a. Jacqui, the senior stylist has asked the apprentice to mix the colour for the next client. She has explained that the client's hair is short and there needs to be mix of 70 grams of product in total.
How much of each product will you need?

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b. Manufacturer's instructions recommend this colour product is mixed at a 1:2 mixing ratio:



Tint code 5R



Tint code 5RV



Developer

The ratio is one-part tint to two parts developer.

A client has had a look at the colour chart and likes both 5R and 5RV, she has requested that the colours be a mixture of both. That requires you to mix half of 5R and half of 5RV with the developer.

The total you need in the bowl is 150grams. How much of each product will you need?

6. Match the words below with the matching sign or abbreviation in the table:

Weight

Percentage

Temperature

Currency

Speed

	Your answer
Sign or abbreviation	Matching word
Gram	
Km/hr	
°C	
%	
\$	

Practice Aptitude Quiz

7. Sean is asked to count the salon's stock of shampoo and conditioner and write down the stock code number, the retail price and the number of stock items counted.

a. Sean counts the following stock. Write these details onto the stocktake form below.

Code Number L407B	16 units	@ \$24.00 each
Code Number P4040S	23 units	@ \$16.50 each
Code Number 9483XP	8 units	@ \$38.99 each
Code Number 63829YN	32 units	@ \$55.20 each

Stocktake form

Stock Type:		
Code Number	Retail Price	No. of stock items

b. What is the total value of the stock in the salon, excluding product Code Number 9483XP?

c. The salon owner wants to order another 15 units of Code Number L407B and 5 units of Code Number 63829YN. How much will this order add up to?

Practice Aptitude Quiz

ANSWERS

Section 1: Language and Literacy

1.

Word	Answer
Hair cut	Appointment
Scissors	Apron
Comb	Brush
Colour	Colour
Trolley	Comb
Apron	Hair cut
Towel	Scissors
Brush	Towel
Appointment	Trolley

2.

Terminology	Word
A type of hair cut in which the hair on the top of the head is cut short.	Crew cut
A chemical process used to make straight hair curly.	Perm
A pastel colour that is used to defuse or cover unwanted tones (such as yellow or orange) in lightened hair.	Toner
A condition of the scalp that causes flakes of skin to appear.	Dandruff
Aluminium strips used to separate tint strands of hair from strands of hair which will remain its natural colour.	Foils
A process that helps maintain hair condition or treat poor hair conditions.	Treatment

3. a. ii. Offered her a new appointment time.
 iii. Offered her an appointment with another stylist.
 iv. Checked to see if the manicurist can see her early.
 v. Advised her that Mel was running late and asked if she wanted to wait or make another appointment.
 vi. Offered her a refreshment and magazines to read.
- b. iv. Tell Mel that her client has arrived and ask her if she wants you to prepare Janelle for her appointment.
- c. iii. Quietly and sincerely apologise and ask your supervisor for assistance.
- d. ii. Talk quietly to your supervisor about how to handle situations like this in the future.
 iii. Apologise to other clients who may have overheard the situation.

4. a. It is not open on Saturday b. \$25 c. \$80.00 d. \$80.00
- e. For hair cut \$15.00 and \$25.00 & for clipper cut \$15.00 and \$20.00.
- f. Blow Wave, Treatment, Permanent Straightening, Semi-Permanent, Perm, Hair Extensions, Dreadlocks, Hair Upstyle.

Practice Aptitude Quiz

5. When working in a hairdressing salon you need to be aware of potential **injuries** that can be caused by slips, trips and falls.

It is important that hair is **swept** immediately after every **hair cut** and if there is a spill of any kind that it is mopped up immediately and a “**Caution** Wet Floor” sign is placed at the area until it is no longer a **danger**.

You will be required to be in contact with **chemicals** whilst in the salon, whether it be cleaning products, peroxide (developer), oxidation dyes (tint), aniline derivatives (colour chemical), ammonium thioglycolate (in perm solutions) and even sodium lauryl sulfate (in some **shampoos**). In certain **individuals**, the use of hair colouring products and some chemicals can result in **allergic** reactions and/or skin irritation. Some of these reactions can include redness, sores, **itching**, burning sensation and **dermatitis** so it is important that you use personal protective **equipment** such as gloves, aprons, mask or goggles where possible to protect yourself.

6.

		
HAIR DRYER	HAIR STRAIGHTENER	SCISSORS
		
ROUND BRUSH	SHAMPOO BASIN & CHAIR	TINT BOWL
		
TROLLEY	CAPE/WRAP	TINT BRUSH
		
COMBS	SECTIONING CLIPS	APRON

Practice Aptitude Quiz

7. a. Senior hairdressers and more advanced apprentices.
 b. ii. Wash clients' hair. iii. Assist and learn from stylists. iv. Refill products. v. Look after clients.
 vi. Welcome customers and provide refreshments. vii. Clean and tidy the salon.
 viii. Reception duties. x. Sell retail products.
 c. ii. It's hard work as I am on my feet all day. iv. It's manageable.
 d. iii. Ask her supervisor what she should do.
 e. Any three of these responses: Learning more about hair dressing; learning in a salon while studying
 and earning money; meeting new people; working in a fun environment with staff and clients;
 getting to know new people.
 f. ii. A mix of work and study breaks up the week. iv. You earn while you learn.
 v. You pick up different skills.

8. Day & Date: Friday, 14 March

Stylist: Anna

Stylist: Mel

Time	Client Name/Service	Client Name/Service
9.30 am		Jacqui/ hair cut long
9.45 am	Sam/haircut and blow wave short	Jacqui/ hair cut long
10.00 am	Sam/haircut and blow wave short	Jacqui/ hair cut long
10.15 am	Sam/haircut and blow wave short	
10.30 am	Aunt Nicki or Aunt Toula/short blow wave	Aunt Nicki or Aunt Toula/short blow wave
10.45 am		Laila/hair cut & blow wave short
11.00 am	Jerry Jackson/tint medium	Laila/hair cut & blow wave short
11.15 am	Jerry Jackson/tint medium	Laila/hair cut & blow wave short
11.30 am	Jerry Jackson/tint medium	Steve/hair cut short
11.45 am	Jerry Jackson/tint medium	Steve/hair cut short
12.00 pm	Estelle/tint, hair cut & blow wave long	Not available
12.15 pm	Estelle/tint, hair cut & blow wave long	Not available
12.30 pm	Estelle/tint, hair cut & blow wave long	Not available
12.45 pm	Estelle/tint, hair cut & blow wave long	Not available
1.00 pm	Estelle/tint, hair cut & blow wave long	Not available
1.15 pm	Estelle/tint, hair cut & blow wave long	Not available
1.30 pm	Estelle/tint, hair cut & blow wave long	Not available
1.45 pm	Estelle/tint, hair cut & blow wave long	Not available
2.00 pm	Estelle/tint, hair cut & blow wave long	Not available
2.15 pm	Estelle/tint, hair cut & blow wave long	Not available
2.30 pm	Estelle/tint, hair cut & blow wave long	Not available
2.45 pm		Not available

Practice Aptitude Quiz

Section 2: Numeracy

1. a. \$39.90 b. \$79.50 c. \$237.35 d. \$207.15 e. \$50.30
2. a. \$27.05 b. \$0.05 c. \$92.65 d. \$64.10 e. \$168.90
3. 5 magazines per workstation
4. 60 bottles
5. a. 35 grams of tint + 35 grams of developer = 70 grams
b. 25 grams of both 5R & 5RV + 100 grams of developer = 150 grams

6.

	Answer
Sign or abbreviation	Matching word
Gram	Weight
Km/hr	Speed
°C	Temperature
%	Percentage
\$	Currency

7.
a.

Stocktake Form		
Stock Type:	Shampoo and conditioner	
Code Number	Retail Price	No. of stock items
L407B	\$24.00	16
P4040S	\$16.50	23
9483XP	\$38.99	8
63829YN	\$55.20	32

- b. \$2,529.90
c. \$636.00