

End-point Assessment Review 9129-12 Beauty Professional

August 2022

Lead Independent End-point Assessor Report

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1. Introduction

The purpose of this document to provide employers/ customers with feedback on the performance of apprentices for **9129-12 Beauty Professional**.

It is designed to be used as a feedback tool for customers who have apprentices on the above-named standard. It highlights areas of good performance, as well as offering recommendations and advice.

2. Overall Performance

This report covers the period from August 2021- August 2022.

Overall Performance:	Pass:	Merit:	Distinction:
	75.3%	0%	10.3%

2.1 Areas of good performance

Practical observation

- There has been an improvement over the last year in the observations seen.
- Most apprentices demonstrated their ability to work in a methodical manner, ensuring that they work in line with commercial requirements thus leading to the timely completion of the required services.
- Most apprentices communicated well with their clients, ensuring that the client was fully informed at appropriate points throughout the service.
- Where apprentices submitted a detailed overview of the services that will be carried out and the tools, equipment and techniques employed, for the majority this led to them being fully prepared, they performed well and fully covered the range required by the End-point assessment.
- Most apprentices show adaptability and flexibility when treating clients, responding to unknown variants to treatment planning and adapting their treatment plan accordingly.
- Most apprentices when observed in their own salon, demonstrated confidence with working in busy and sometimes loud atmospheres to perform their services well.
- Where customers have effectively prepared the apprentice for their End-point assessment, the observations have been performed in a smooth and professional manner, with the apprentice demonstrating they are calm and know what they need to do, clearly explaining processes and procedures to the Independent End-point Assessor.

2.2 Recommendations / Advice for End-point assessment customers

Practical observation

- Aftercare in general focusses heavily on avoidance of activities to prevent contra-actions as opposed to really demonstrating their understanding of maintaining the results of the service or recommending products and/or services that meet the needs of the client, resulting in apprentices only reaching a pass level overall, fully explaining before, during and after treatments will demonstrate the level of knowledge and competence in treatment planning and home care advice.
- Treatment planning, it is not always evident that the apprentice can think on their feet and adapt treatment orders when something changes. As a result, it does not demonstrate the apprentice can work adaptively and run a column effectively. Customers can improve apprentice's performance by providing more scenarios to help apprentices plan for the unexpected and be more confident in changing their running order of treatments if necessary. Furthermore, apprentices should be able to confidently explain why they are running treatments in the order that they plan.
- Generally, apprentices fail their End-point Assessment because of insufficient safe working practices. Customers should spend time reviewing these areas to ensure that apprentices are suitably prepared for their End-point assessment. Examples include handwashing and sanitising between treatments and clients, cleansing skin prior to make-up application, make-up products and brushes being sanitised etc, safe disposal of waste and keeping working areas tidy.
- The skills areas that have been the weakest are waxing services and make-up, mainly down to safe working practice and not fully meeting all criteria required for the standard.
- Where a Customer has more than one apprentice, it would be advantageous for the running order of services to be standardised to support the ambience of the salon environment and the client experience. For example, waxing, hand and foot treatment, tinting and make-up in the morning on client 1. Back massage and facial on client 2 in the afternoon or vice versa.
- Clients not meeting the required standard of suitability for the End-point assessment standard criteria to be met. Customers could further support apprentices to source reliable and suitable clients for the End-point assessment and have a backup in case of illness or changes. For example, ensure clients for waxing have sufficient hair to have a clean

finish, hand, and foot treatment, that the nails are of a suitable length to help with the finished look.

- Apprentices should be aware that they need to maintain high levels of professionalism, especially when they know their clients personally, as it is particularly evident that professionalism, client care and treatment advice dips in these instances, resulting in only Pass criteria being met or even failed. It would be advised that Customers provide the clients/models for End-point Assessment
- Increased use of mock assessment in preparation for the End-point assessment would support the development of overall grades and aiming for distinction. All pass criteria have to be met, in addition to the distinction, going above and beyond, excellent knowledge, client care and performance of treatments will help aim for distinction level.
- Apprentices need to be confident in explaining to the Independent End-point Assessor why they are doing what they are doing, e.g. in make-up if tools have already been cleaned and sanitised and that a sanitising spray is used on the make-up so it is meeting safe working practice, the apprentice should be explaining this to the client so the Independent End-point Assessor can hear that this is the case.
- Hand and foot treatment requires polish (not gel polish) to be performed, one dark and one French polish. Customers can support apprentices by effectively preparing them for performing these services on clients with suitable nails and practicing polishing techniques using normal nail polish.
- Suitability of End-point assessment venue. Apprentices will be disadvantaged if the venue is not suitable, ensure there is sufficient room, washing/water facilities and that no one that has been part of the apprentice's programme delivery is in the room/vicinity of where the End-point assessment practical observations is occurring.
- Customers to be reminded this is a live assessment and to not interrupt or interfere with the apprentice's observation.

3. Additional Information

<https://www.cityandguilds.com/apprenticeships/emerging-standards/end-assessment-service>

For additional End-point assessment support materials, for both customers and apprentices, please login to [EPAPro](#) ([cityandguilds.com](https://www.cityandguilds.com)) and refer to the specific standard in the End-point assessment Preparation & support section.