

Level 2 Technical Certificate in Nail Treatments (6003-22)

October 2017 Version 1.0

Guide to the examination

Who is this document for?

This document has been produced for centres who offer **City & Guilds Level 2 Technical Certificate in Nail Treatments**. It gives all of the essential details of the qualification's external assessment (exam) arrangements and has been produced to support the preparation of candidates to take the exam/s.

The document comprises four sections:

1. **Details of the exam.** This section gives details of the structure, length and timing of the exam.
2. **Content assessed by the exam.** This section gives a summary of the content that will be covered in each exam and information of how marks are allocated to the content.
3. **Guidance.** This section gives guidance on the language of the exam, the types of questions included and examples of these, and links to further resources to support teaching and exam preparation.
4. **Further information.** This section lists other sources of information about this qualification and City & Guilds Technical Qualifications.

1. Details of the exam

External assessment

City & Guilds Technical qualifications have been developed to meet national policy changes designed to raise the rigour and robustness of vocational qualifications. These changes are being made to ensure our qualifications can meet the needs of employers and Higher Education. One of these changes is for the qualifications to have an increased emphasis on external assessment this is why you will see an external exam in each of our Technical qualifications.

An external assessment is an assessment that is set and/or marked by the awarding organisation (ie externally). All City and Guilds Technical qualifications include an externally set and marked exam. This must be taken at the same time by all candidates who are registered on a particular qualification. We produce an exam timetable each year. This specifies the date and time of the exam so you can plan your delivery, revision and room bookings/PC allocation in plenty of time.

The purpose of this exam is to provide assurance that all candidates achieving the qualification have gained sufficient knowledge and understanding from their programme of study and that they can independently recall and draw their knowledge and understanding together in an integrated way. Whilst this may not be new to you, it is essential that your learners are well prepared and that they have time to revise, reflect and prepare for these exams. We have produced a Teaching, Learning, and Assessment guide that is you should refer to alongside the present document ([Teaching, Learning and Assessment Guide](#)). If a learner does not pass the exam at their first attempt, there is only one opportunity to resit the exam, so preparation is essential.

Exam requirements of this qualification

Level 2 Nail Treatments - Theory exam (2 hours, 30 minutes).

The exam is graded and a candidate must achieve at least a Pass grade in order to be awarded the qualification. (In addition to the exam, a synoptic assignment must also be completed and passed). You can find full details of the synoptic assignment in the *Qualification Handbook* and the *Synoptic Assessment Guide* -please see the link to the qualification page at the end of this document).

When does the exam take place?

This qualification involves a one year programme of study. The exam is offered on two fixed dates in March or June. The exact dates will be published at the start of the academic year in the *Assessments and Exam Timetable* <http://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin>.

In order to effectively plan teaching and exam preparation, centres should know when the exam will be taking place and allocate teaching time accordingly. Section 2 of this document gives a summary of the content that needs to be covered in order to prepare learners for the exam and full details of this are given in the *Qualification Handbook*.

Form of exam

The exam for this qualification can be taken either on paper (6003-524) or online (6003-024).

Can candidates resit the exam?

Candidates may resit the exam once only. If a candidate fails the exam both on the first attempt and when resitting it, that candidate has failed the qualification and cannot achieve it in that academic year.

How the exam is structured

Each exam has a total of 60 marks available.

Each exam is made up of:

- approximately 12 -14 short answer questions
- 1 extended response question.

Short answer questions are used to confirm **breadth of knowledge and understanding**.

The extended response question is to allow candidates to demonstrate **higher level and integrated understanding** through written discussion, analysis and evaluation. This question also ensures the exam can differentiate between those learners who are 'just able' and those who are higher achieving.

More details about and examples of question types are given in Section 3 of this document.

Assessment Objectives

The exams are based on the following set of assessment objectives (AOs). These are designed to allow the candidate's responses to be assessed across the following three categories of performance:

- **Recollection** of knowledge.
- **Understanding** of concepts, theories and processes.
- **Integrated application** of knowledge and understanding.

In full, the assessment objectives covered by the exam for this qualification are:

Assessment objective	Mark allocation (approx %)
<i>The candidate..</i>	
AO1 Recalls knowledge from across the breadth of the qualification	37%
AO2 Demonstrates understanding of concepts, theories and processes from a range of learning outcomes.	43%
AO4 Applies knowledge, understanding and skills from across the breadth of the qualification in an integrated and holistic way to achieve specified purposes.	20%

Booking and taking the exam

All assessments for City & Guilds Technical Exams must be booked through Walled Garden. There is a deadline for booking exams, synoptic assessments and any other centre marked assessments, please refer to the time line to check these dates.

The exam must be taken under the supervision of an invigilator who is responsible for ensuring that it is conducted under controlled conditions. Full details of the conditions under which the exam must be taken can be found in the Joint Council for Qualifications (JCQ) document, [Instructions for Conducting Examinations \(ICE\)](#).

Special consideration

Candidates who are unable to sit the exam owing to temporary injury, illness or other indisposition at the scheduled time may qualify for special consideration. This is a post-examination adjustment that can, in certain circumstances, be made to a candidate's final grade. The Joint Council for Qualifications' guide to the special consideration process can be found at www.jcq.org.uk

To make a request for special consideration, please contact: policy@cityandguilds.com

Access arrangements

Access arrangements are arrangements that allow candidates with particular requirements, disabilities or temporary illness to take assessments, where appropriate, using their normal way of working. The Joint Council for Qualifications document, *Access Arrangements and Reasonable Adjustments* gives full details and can be downloaded [here](#).

For further information and to apply for access arrangements please see:

[Access arrangements - When and how applications need to be made to City & Guilds](#)

[Applying for access arrangements on the Walled Garden](#)

2. Content assessed by the exam

Nail Technology

The exam assesses:

- **Unit 231: Anatomy and physiology for hands and feet**
- **Unit 232: Introduction to working in the nail industry**
- **Unit 233: Nail Enhancements (clear)**
- **Unit 205: Manicure services**
- **Unit 206: Pedicure services**
- **Unit 207: Light cured gel polish**

Each exam assesses a sample of the content of these units. This means that a single exam will **not** cover 100% of the unit content. The full range of content will be assessed over a number of examination series. Details of the coverage of a particular exam paper will **not** be released in advance of the exam itself. Centres should **not** make assumptions about what will be assessed by a particular exam based on what has been covered on previous occasions. In order to be fully prepared for the exam, learners **must** be ready to answer questions on **any** of the content outlined below.

The table below provides an overview of how the qualification's Learning Outcomes are covered by each exam and the number of **marks** available per Learning Outcome (ie **not** the number of *questions* per Learning Outcome). In preparing candidates for the exam, we recommend that centres take note of the number of marks allocated to Learning Outcomes and to assign teaching and preparation time accordingly.

In preparing candidates for the exam, centres should refer to the Qualification Handbook which gives full details of each Learning Outcome.

The following is a summary of only that qualification content which is assessed by the exam and **not** a summary of the full content of the qualification.

Unit	Learning outcome	Topics	Number of marks
231 Anatomy & Physiology for hands and feet	LO1 Understand the structure and function of skin and nails	1.1 Structure and functions of the skin 1.2 Structure and functions of the nail 1.3 Disorders, diseases and contra-indications of the skin and nails	12
	LO2 Understand the location of bones, muscles of the lower leg, foot, arm and hands and related actions	2.1 Location of the bones 2.2 Location and actions of the muscles 2.3 Range of joint movement	
	LO3 Understand the circulatory system for the leg, foot, arms and hands	3.1 Veins, arteries, capillaries 3.2 Function of blood and lymph 3.3 Effect of massage	
232 Introduction to working in the nail industry	LO1 Understand Health and Safety	1.1 Health & Safety 1.2 Safe working practices	8
	LO2 Professional standards for working in the nail industry	2.3 Standards relating to work environment	
	LO3 Understand communication processes	3.1 Communication Skills 3.2 Questioning techniques 3.3 Create and promote retail opportunities	
	LO4 Understand the requirements for starting a nail business	4.1 Career opportunities 4.2 Researching, marketing and advertising 4.3 Business set up costs 4.4 Data protection	

233 Nail Enhancements (clear)	LO1 Understand chemicals used in nail products	1.1 Chemicals 1.2 Main enhancement systems	14
	LO2 Prepare self, client and work area for treatment	2.1 Prepare self and work area 2.2 Prepare tools, equipment and products 2.3 Consult with client	
	LO3 Apply nail enhancements	3.1 Structure of nail enhancement 3.3 Apply and finish nail enhancements	
	LO4 Provide advice and recommendations	4.1 Contra actions 4.2 Advice and recommendations	
	LO5 Maintain and remove nail enhancements	5.1 Maintenance of nail enhancements 5.2 Removal of nail enhancements	
205 Manicure services	LO1 Prepare self, client and work area	1.3 Consult with client	14
	LO2 Provide manicure services	2.1 Provide manicure treatments	
	LO3 Provide advice and recommendations to clients	3.1 Contra-actions 3.2 Provide advice and recommendations	
206 Pedicure services	LO1 Prepare self, client and work area	1.1 Prepare self and working area 1.3 Consult with client	
	LO2 Provide pedicure services	2.1 Provide pedicure services	
	LO3 Provide advice and recommendations to clients	3.1 Contra-actions	

		3.2 Provide advice and recommendations	
207 Light cured gel polish	LO1 Understand chemicals and light curing technology	1.1 Chemicals in gel polish products 1.2 Light curing technology	
	LO3 Apply and remove light cured gel polish treatments	3.3 Remove light cured gel polish	
	LO4 Provide advice and recommendations to clients	4.1 Contra-actions 4.2 Provide advice and recommendations	
		Total marks for sections:	48
		Integration across units*:	12
		Total marks for exam:	60

* *Integration across units*. These marks relate to Assessment Objective 4). These marks are awarded to differentiate between levels of performance by candidates taking the exam. The marks are given for how well a candidate has applied their knowledge, understanding and skills from across the units that make up the qualification in an integrated way to meet the requirements of the exam questions.

3. Guidance

Vocabulary of the exam: use of 'command' verbs

The exam questions are written using 'command' verbs. These are used to communicate to the candidate the type of answer required. Candidates should be familiarised with these as part of their exam preparation.

The following guidance has been produced on the main command verbs used in City & Guilds Technicals exams.

A more detailed version of this table, which also includes the command verbs used in the assignments is published in *City & Guilds Technical Qualifications Teaching, Learning and Assessment* guide.

Command verb	Explanation and guidance
Analyse	Study or examine a complex issue, subject, event, etc in detail to explain and interpret, elements, causes, characteristics etc
Calculate	Work out the answer to a problem using mathematical operations
Compare (... and contrast) (or describe the similarities/differences)	Consider and describe the similarities (and differences) between two or more features, systems, ideas, etc
Define	Give the meaning of, technical vocabulary, terms, etc.
Describe	Give a detailed written account of a system, feature, etc (..the effect of...on...) the impact, change that has resulted from a cause, event, etc (..the process..) give the steps, stages, etc
Differentiate between	Establish and relate the characteristic differences between two or more things, concepts, etc
Discuss	Talk/write about a topic in detail, considering the different issues, ideas, opinions related to it
Distinguish between	Recognise and describe the characteristic differences between two things, or make one thing seem different from another
Evaluate	Analyse and describe the success, quality, benefits, value, etc (of an end product, outcome, etc)
Explain	Make (a situation, idea, process, etc) clear or easier to understand by giving details, (..how..) Give the stages or steps, etc in a process, including relationships, connections, etc between these and causes and effects.
Give example(s) illustrate/	Use examples or images to support, clarify or demonstrate, an explanation, argument, theory, etc

Give a rationale	Provide a reason/reasons/basis for actions, decisions, beliefs, etc
Identify	Recognise a feature, usually from a document, image, etc and state what it is
Justify	Give reasons for, make a case for, account for, etc decisions, actions, conclusions, etc, in order to demonstrate why they suitable for or correct or meet the particular circumstances, context
Label	Add names or descriptions, indicating their positions, on an image, drawing, diagram, etc
List	Give as many answers, examples, etc as the question indicates (candidates are not required to write in full sentences)
Name	Give the (technical) name of something
Propose	Present a plan, strategy, etc (for consideration, discussion, acceptance, action, etc).
Select	choose the best, most suitable, etc, by making careful decisions
State	Give the answer, clearly and definitely
Summarise	Give a brief statement of the main points (of something)

Question types

The following explains, and gives examples of, types of questions used in City & Guilds Technical exams. In preparing candidates to take the exam, it is recommended that you familiarise them with the requirements of each question type so that they can be effective and make best use of the time available when sitting the exam.

- An effective candidate will gauge the type and length of response required from the question and the number of marks available (which is given for each question on the exam paper).
- Short answer questions may not require candidates to write in complete sentences. Extended response questions will require a more developed response.
- Candidates should read the exam paper before attempting to answer the questions and should allocate time proportionate to the number of marks available for each question or section.

Question type:	Example question	Mark Scheme:
<p>Short answer questions (restricted response)</p> <p>These are questions which require candidates to give a brief and concise written response. The number of marks available will correspond to the number of pieces of information/examples and the length of response required by the question.</p>	<p>State two types of promotional material used to market a nail business.</p> <p>(2 marks)</p>	<p>1 mark for each of the following to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Price list. • Brochure. • Business cards. • Social media. • Website. • Local/national directories. • Trade publications.
<p>Structured Response Questions</p> <p>These are questions that have more than one part (eg a), b), etc.). The overall question is made up of linked, short answer questions which move the candidate through the topic in a structured way. For example, the question will usually start with a 'recall'/'state'/'describe' question followed by an 'explain' to draw out understanding of the</p>	<p>A client with mature skin and dry, split brittle nails has come into the salon for a manicure and pedicure prior to going on holiday.</p> <p>a) List three treatments that could be incorporated into a manicure and pedicure which would benefit this client.</p> <p>(3 marks)</p>	<p>a)</p> <p>1 mark for each of the following to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Exfoliation. • Paraffin wax. • Heated mitts and boots. • Masks. • Creams or lotions.

topic. They usually have a shared introductory 'stem', and the number of marks may increase through the question.

b) Explain the benefits of the treatments selected in a).

(3 marks)

b)
1 mark for any of the following explanations to a maximum of 3 marks:

- Specialist nail treatments.
- Exfoliation to remove dead skin cells and callouses which improves appearance of skin tone
- Hot oil or paraffin wax to rehydrate and condition.
- Heated mitts/boots to improve skin condition, warm muscle tissue aid absorption of products, soothe joints and pain/ arthritis.
- Hydrating and replenishing masks to moisturise and rehydrate mature skin
- Cream or lotion for massage, to rehydrate and moisturise.
- Specialist nail treatment such as reconditioning treatment for dry brittle nails.

Extended response questions

Extended response questions are those that require the candidate to write a longer written response using sentences and paragraphs. These usually require candidates to discuss, explain, etc. a topic in some detail. The question is often based on a short case study, scenario or other prompt. The level of detail should be gauged from the question and the number of marks available.

Example question

Kate is getting married in three months. She has come to the nail salon for advice on the options available for bridal nails and designs for her wedding day. She has planned the colour scheme for her wedding and wants to reflect this in the nail design. She is a nail biter with poor skin condition on her hands due to her job as a childcare assistant.

Discuss the treatments and service options available recommending a justified service plan for the client.

(12 marks)

Mark scheme

Indicative content

- Treatment/services should include a combination of specialist manicures, nail treatments, enhancements, gel polish, nail art
- Frequency of treatments
- Relationship between clients budget and associated costs
- Justification of the types of treatments considering her job, timescales , final nail design
- Retail and homecare advice
- Maintenance and removal

Band 1 (1 – 4 marks)

A limited range of available treatment and service options were discussed. Limited consideration was given to timescales and budget or the requirement for regular treatments in the period prior to the wedding. Little thought was given to her lifestyle. Basic design options were discussed. Limited advice and recommendations were provided regarding homecare and maintenance.

Example band 1 response

I would carry out regular manicures for the client and ask her to try and grow her nails. I would use products for dry skin to moisture the hands and a nail strengthener.

Kate could use a hand cream and nail strengthener at home in between treatments in the salon to help her skin.

I would advise Kate to have a manicure the day before the wedding to make her nails look nice for the day and to use a hand cream to moisturise. Or I could put acrylic extensions on.

I would paint the nails with a light colour or French nail varnish for the wedding and add some diamantes and glitter.

I would recommend that Kate uses a cuticle oil.

Band 2 (5 – 8 marks)

Treatment and service options were discussed and were relevant to the clients' needs, with some justification provided. Timescales and budget were considered but were not fully linked to a treatment plan. A range of designs were considered with suitable options discussed. Relevant advice and recommendations were suggested regarding homecare and maintenance.

Example band 2 response

Kate could start her treatment plan by having a manicure every 2 week to address the concerns of having poor skin and to help her grow her bitten nails.

A luxury manicure could be one of the following treatments; paraffin wax, warm oil treatment or mask and heated mitts. All treatments would include an exfoliation of the hands and cuticles.

If Kate can wear nail extensions for work then I could apply acrylics instead of doing manicures but she would have to have them infilled every 2-3 weeks. This will help her grow her own nails. A polish application could be used to add colour.

Homecare would include; use cuticle oil or cream to rehydrate, wear gloves.

One month prior to the wedding:

I would recommend having a manicure once a week to specifically target the dry/dehydrated skin on her hands and cuticles.

Dry skin will be lacking in moisture so will require rehydrating products to be used on the skin.

I would include a warm oil this will help with dry skin and cuticles. The use of an exfoliator will also help to soften and smooth the skin.

I would use a rehydrating hand mask and heated mitts to keep the skin as hydrated as possible.

Homecare would include: daily use of a hand cream and cuticle oil, exfoliate and use a mask twice a week

2 weeks prior to wedding:

Discuss nail colours for the wedding and designs with Kate so I can get some ideas of what she wants. I could show Kate some of my own designs that I have made. Some nail designs will cost more and will take more time to do because of the number of gems I have used.

Band 3 (9 – 12 marks)

Comprehensive treatment and service options were proposed and linked to the client's needs and lifestyle providing clear justifications for the choices. Thorough consideration was given to planning which took into account budgets and timescales. Consideration was also given to the effects of the treatments provided and products used to ensure the maximum benefit was achieved for the client. A range of designs were considered and agreed on. Comprehensive and relevant options relating to retail and homecare advice were provided to maintain the effects of the treatment. Further information was provided relating to post wedding maintenance and removal of nail products.

Example band 3 response

My treatment plan for Kate would be as follows:

3 months prior to wedding:

Kate could begin by having a luxury manicure treatment every 2 weeks to address the concerns of having dry and bitten nails by increasing the hydration levels in both the skin and nails.

A luxury manicure could be one of the following treatments; paraffin wax, warm oil treatment or mask and heated mitts. All treatments would include an exfoliation of the hands and cuticles. The benefits of this would be to increase blood and lymph circulation, improves skin condition, refine the skin texture and aid absorption of further products. A luxury treatment would be carried out in an additional 15 minutes and would be an extra cost over a normal manicure.

Bitten nails (Onychophagy) depending on severity have torn nail below the hyponychium, bitten skin around the cuticle and sidewalls with bulbous finger tips.

If Kate can wear nail extensions for work this could be a good option, as nail bitters find it hard to grow their own nails, but they can give instant length. They will need to be kept short and need extra maintenance appointments approx. 10-14 days and homecare. Kate could have grown her own nails within a few months. This option would cost more and need extra visits to the salon. The manicure treatments to address Kates skin condition would have to be carried out after the nails have been infilled or in-between appointments to prevent lifting of the extensions. However, this would mean extra cost and time.

I would recommend acrylics extensions for Kate as it's a strong system ideal for heavy handed clients and can be thin and natural looking. Although, it can be time consuming to remove they can be soaked off with acetone should Kate require removal prior to the wedding.

If Kate is able to wear nail polish for work then a normal polish or Gel Polish application could be used. I would also use a nail strengthener as a base coat that has a protein base to help rehydrate the nail plate and increase moisture for the natural nail under normal polish. Gel Polish colours can be changed at each nail maintenance service.

Gel Polish can give extra strength to the natural nails, doesn't requiring waiting for them to dry and lasts much long than normal polish. Ideal for lasting while on honeymoon.

Homecare would include; daily use of cuticle oil or cream to rehydrate, regular use of hand exfoliator once per week to benefit the skins appearance and condition, wear gloves when washing up and cleaning to prevent further dehydration, do not use the nails as tools or pull off extensions. If the nails are natural Kate could use a nail strengthener. Use a non-acetone polish remover to remove polish

4 weeks prior to the wedding:

Discuss the colour themes and designs for the nails – this should include bridesmaids, flowers so that there are no clashes. This will give you time to practise various designs and research and produce a mood board of ideas for Kate. The cost of designs will vary depending on the time the designs take, the number of nails being designed and the materials I will use.

The length, condition and shape of the natural nails will need to be considered when creating a design. Shorter nails will minimise the amount of the design work I could do, so may need to put extension on.

Assess Kate's nails to see if she has managed to grow her own nails or may require a set of nail extensions. You will need to check that plenty of time has been booked out for Kate the day before the wedding.

Continue with recommended homecare.

Two weeks prior

Decide on the final nail design for Kates nails on the day. Discuss the final timings and price.

Day 1-2 prior to wedding:

Carry out nail treatments. Manicure or apply extensions. Apply gel polish and design work. Kate is also having gel polish toes to match her fingers. Carrying out a few days before the wedding will free up time on the wedding day.

I would recommend that Kate returns to the salon after her wedding for maintenance or removal of extensions to keep Kates nails nice and undamaged.

Examination technique

Candidates with a good understanding of the subject being assessed can often lose marks in exams because they lack experience or confidence in exams or awareness of how to maximise the time available to get the most out of the exam. Here is some suggested guidance for areas that could be covered in advance to help learners improve exam performance.

Before the exam

Although candidates cannot plan the answers they will give in advance, exams for Technical qualifications do follow a common structure and format. In advance of taking the exam, candidates should:

- be familiar with the structure of the exam (ie number and type of questions).
- be aware of the amount of time they have in total to complete the exam.
- have a plan, based on the exam start and finish time for how long to spend on each question/section of the exam.
- be aware of how many marks are available for each question, how much they should expect to write for each question and allow most time for those questions which have the most marks available.

At the start of the exam session

At the start of the exam, candidates:

- should carefully read through the exam paper before answering any questions.
- may find it helpful, where possible, to mark or highlight key information such as command words and number of marks available on the question paper.
- identify questions which require an extended written answer and those questions where all or part of the question may be answered by giving bullets, lists etc rather than full sentences.

Answering the questions

Candidates do not have to answer exam questions in any particular order. They may find it helpful to consider, for example:

- tackling first those questions which they find easiest. This should help them get into the 'flow' of the exam and help confidence by building up marks quickly and at the start of the exam.
- tackling the extended answer question at an early stage of the exam to make sure they spend sufficient time on it and do not run out of time at the end of the exam.

Candidates should avoid wasting time by repeating the question either in full or in part in their answer.

Candidates should **always** attempt every question, even questions where they may be less confident about the answer they are giving. Candidates should be discouraged however, from spending too long on any answer they are less sure about and providing answers that are longer and give more detail than should be necessary in the hope of picking up marks. This may mean they have less time to answer questions that they are better prepared to answer.

Extended answer questions

Before writing out in full their answer to extended questions, candidates may find it helpful to identify the key requirements of the question and jot down a brief plan or outline of how they will answer it. This will help clarify their thinking and make sure that they don't get 'bogged down' or provide too much detail for one part of the question at the expense of others.

Towards the end of the exam

Candidates should always set aside time at the end of the exam to read back through and review what they have written in order to make sure this is legible, makes sense and answers the question in full.

If a candidate finds they are running out of time to finish an answer towards the end of the exam, they should attempt to complete the answer in abbreviated or note form. Provided the content is clear and relevant, examiners will consider such answers and award marks where merited.

Further guidance on preparing candidates to take the exam is given in the City & Guilds publication, [Technical Qualifications, Teaching, Learning and Assessment](#) which can be downloaded free of charge from City & Guilds website.

4. Further information

For further information to support delivery and exam preparation for this qualification, centres should see:

City & Guilds

Qualification homepage: <https://www.cityandguilds.com/qualifications-and-apprenticeships/beauty-and-complementary-therapies/beauty/6003-beauty-therapy-nails-and-spa#tab=information> which includes:

- Qualification handbook
- Synoptic assignment
- Sample assessments

Technical Qualifications, Resources and Support: cityandguilds.com/techbac/technical-qualifications/resources-and-support

Joint Council for Qualifications

Instructions for Conducting Examinations: www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations