

6003-20 Level 2 Technical certificate in Beauty Therapy

2019

Qualification Report

Contents

Introduction.....	3
Qualification Grade Distribution	4
Theory Exam	5
Grade Boundaries.....	5
Chief Examiner Commentary.....	7
Synoptic Assignment.....	11
Grade Boundaries.....	11
Principal Moderator Commentary.....	12

Introduction

This document has been prepared by the Chief Examiner and Principal Moderator; it is designed to be used as a feedback tool for centres in order to enhance teaching and preparation for assessment. It is advised that this document is referred to when planning delivery and when preparing candidates for City & Guilds Technical assessments.

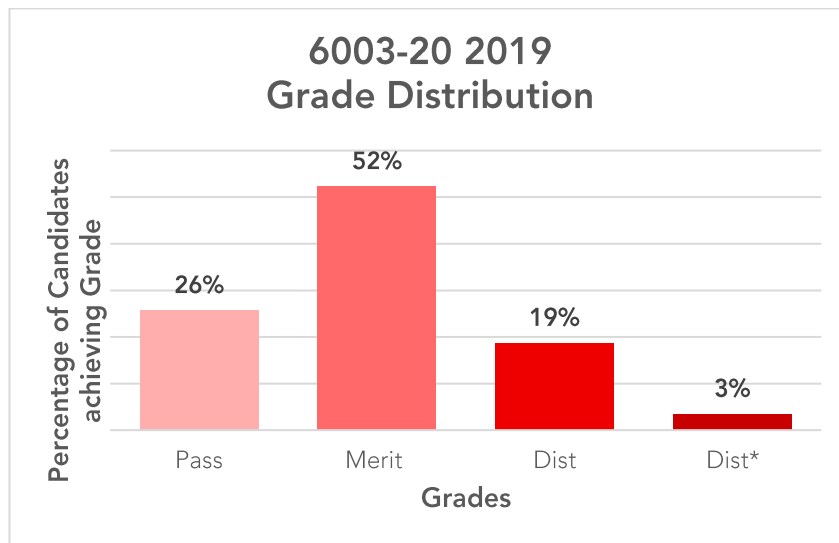
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2019 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments:

- 6003-020/520 Level 2 Beauty Therapy – Theory Exam.
 - March 2019
 - June 2019
- 6003-021 Level 2 Beauty Therapy – Synoptic Assignment

Qualification Grade Distribution

The approximate grade distribution for this qualification is shown below:



Please note City & Guilds will only report qualification grades for candidates who have achieved all of the required assessment components, including Employer Involvement, optional units and any other centre assessed components as indicated within the Qualification Handbook. The grade distribution shown above could include performance from previous years.

Theory Exam

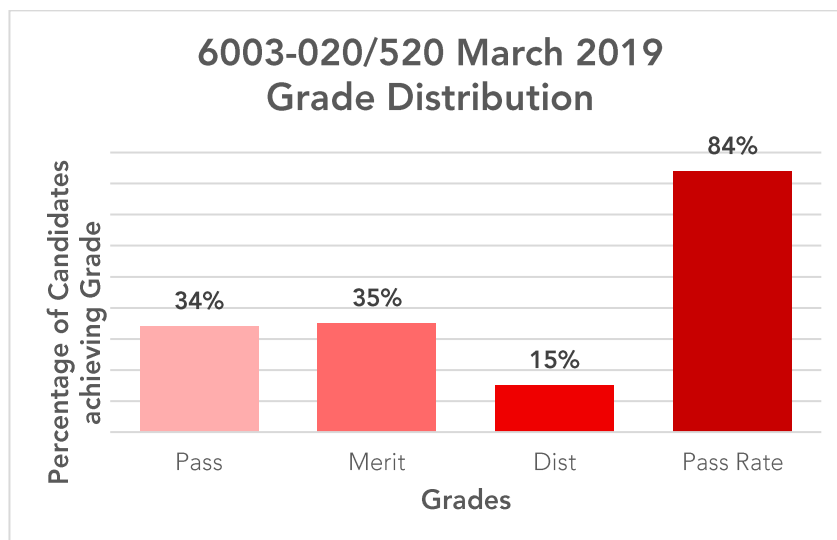
Grade Boundaries

Assessment: 6003-020/520
Series: March 2019

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Total marks available	60
Pass mark	25
Merit mark	35
Distinction mark	41

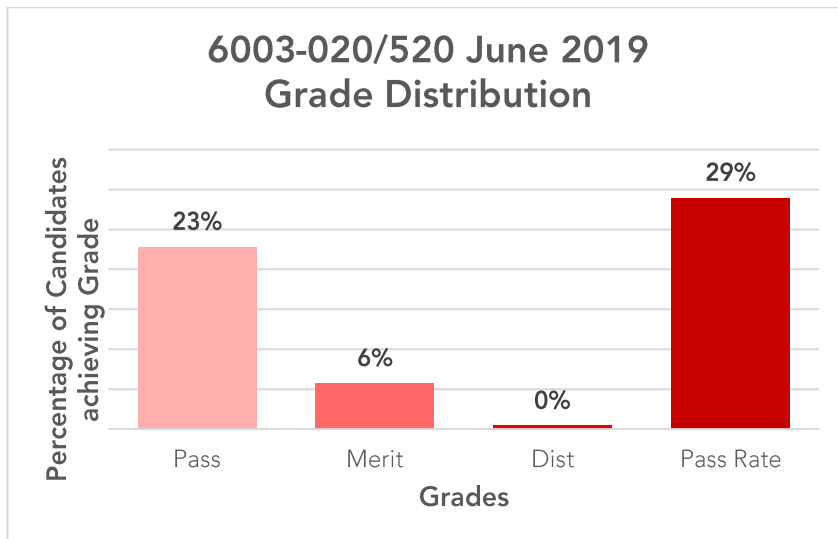
The graph below shows the approximate distributions of grades and pass rate for this assessment:



Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Total marks available	60
Pass mark	25
Merit mark	33
Distinction mark	41

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Chief Examiner Commentary

6003-020/520 level 2 Beauty Therapy - Theory exam

Series 1 – March 2019

Overall the paper provided sufficient stretch and challenge at level 2 and sampled across the entire qualification. Candidates that were successful in this examination demonstrated that they could apply industry specific terminology correctly, solve non-routine problems and show sufficient knowledge and understanding to be able to work safely and independently when carrying out treatments.

The majority of candidates demonstrated good knowledge of the characteristics of skin types, different treatments used for shaping eyebrows, structures that form the nail, procedures surrounding safety checks for use of equipment, buying signals and the different features of dry skin.

Many candidates showed a good understanding of advice and recommendations to give a client following a facial treatment, however some candidates lost marks due to only identifying the advice and recommendations and not providing follow on linked explanations.

As with last year there was a lack of knowledge demonstrated of anatomy and physiology which is a critical area of knowledge within this qualification. Candidates struggled to respond to recall questions about the bones and lymph nodes.

Candidates also struggled with anatomy and physiology questions that required a deeper level of understanding, around the function of the dermis layer. Some candidates missed the opportunity to gain additional marks as they provided limited responses by stating the function only which inadequately demonstrated understanding when the question required them to explain. Some candidates gave responses that made reference to the structure and features of the dermis layer rather than the function or referred to the epidermis layer, which highlighted that candidates need to read questions carefully before answering.

A high proportion of candidates showed a lack of knowledge of the different types of chemicals used in UV/LED gel polish, many responded with colourings and base and top coats.

Responses were limited where candidates were asked to explain the benefits of incorporating luxury treatments. Many candidates responded with only identification points on the benefits rather than fully explaining the and therefore missed the opportunity to access the full range of marks available.

Extended response question

The extended response question is intended to draw on knowledge from across the qualification. A range of marks were achieved on the extended response question however, some candidates missed the opportunity to gain marks in the top band.

Many candidates lost marks where they did not discuss safety considerations, in particular the client's severe nut allergy when discussing their treatment plans and did not select products which were clearly linked to the client specific requirements and safety considerations.

Candidates that achieved higher marks; allocated times, included a wide range of treatments that utilised the full 4 hour appointment time, and made justifications that were clearly linked to client's needs along with homecare/aftercare advice that was specifically tailored to the client. It is recommended that candidates make sure they read the client brief carefully and consider the

client's needs in all aspects of their treatment plan, clearly linking any justifications or recommendation made back to the client brief.

Candidates will benefit from practising examination techniques when preparing for this examination. Candidates also need to be prepared for the different types and structures of questions contained within the paper and need to be familiar with the variety of command verbs, as well as the need to read each question carefully and to respond clearly to the question given in the depth required.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available here

<https://www.cityandguilds.com/qualifications-and-apprenticeships/beauty-and-complementary-therapies/beauty/6003-beauty-therapy-nails-and-spa#tab=documents>

Series 2 – June 2019

Overall the paper provided sufficient stretch and challenge at level 2 and sampled across the entire qualification. Candidates that were successful in this examination demonstrated that they could apply industry specific terminology correctly, solve non-routine problems and show sufficient knowledge and understanding to be able to work safely and independently when carrying out treatments.

The majority of candidates showed good knowledge and understanding relating to the vocational topics, in particular characteristics of skin conditions, benefits of exfoliators, types eyelash treatments, procedures surrounding storage of chemicals, and cell structures, which resulted in the higher marks being achieved in these topic areas.

As with the previous series, there was a lack of knowledge demonstrated of anatomy and physiology which is a critical area of knowledge within this qualification. Candidates struggled to respond to recall questions about the locations of lymph nodes, with responses provided not being specific to the locations.

Most candidates also struggled with anatomy and physiology questions that required a deeper level of understanding, particularly around the changes that occur in the catagen hair growth stage. Some candidates missed the opportunity to gain additional marks as they provided limited responses focusing only on identifying the changes which inadequately demonstrated understanding as the question required them to explain.

A high proportion of candidates showed a lack of knowledge and understanding in some of the Health and Safety questions; their responses focussed on accidents that can occur in a workplace rather than those associated with RIDDOR and for sustainable working practices, candidates responses focussed on explaining working practices associated with Health and safety rather than explaining the importance of following sustainable working practices. This indicated they may not have read and fully understood the question posed, also that candidates need to read questions carefully before answering.

The majority of candidates generally struggled with the question relating to petrissage massage techniques. Many candidates responded with only identification points on the benefits rather than fully explaining and therefore missed the opportunity to access the full range of marks available.

Responses were limited where candidates were asked for the importance of giving clients advice following eyelash treatments. Many candidates responded with methods of aftercare rather than explaining the importance.

Extended response question

The extended response question is intended to draw on knowledge from across the qualification. A range of marks were achieved on the extended response question however, some candidates missed the opportunity to gain marks in the top band.

Marks were lost where candidates were limiting treatments to three service; manicure, pedicure and facial. There was also a noted lack of understanding of treatment planning with some candidates spreading the treatments over a range of sessions and weeks. Many candidate did not fully utilise the appointment time allocated. Some candidates' treatment recommendations included services not covered in the qualification such as acrylic nail extensions, massage and aromatherapy. Many candidate responses included limited advice and retail recommendations, as well as limited consideration given to further treatments.

The majority of candidates provided justified treatment plans, with options, treatment timings and links to the client's needs which resulted in middle band marks. Some responses referred to relevant aftercare advice and recommendations, although most missed considering this within their answer.

It is recommended that candidates make sure they read the client brief carefully and consider the client's needs in all aspects of their treatment plan, clearly linking any justifications or recommendation made back to the client brief.

Candidates will benefit from practising examination techniques when preparing for this examination. Candidates also need to be prepared for the different types and structures of questions contained within the paper and need to be familiar with the variety of command verbs, as well as the need to read each question carefully and to respond clearly to the question given in the depth required.

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Synoptic Assignment

Grade Boundaries

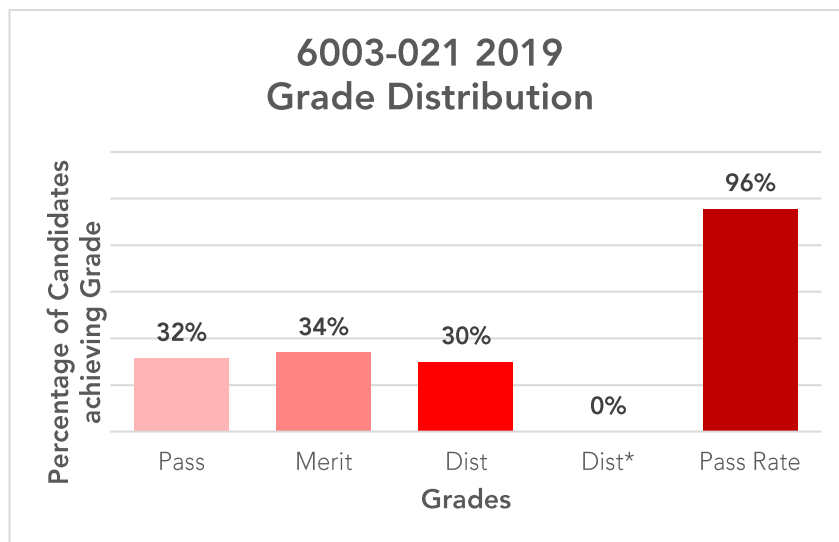
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Assessment: 6003-021

Series: 2019

Total marks available	60
Pass mark	25
Merit mark	35
Distinction mark	45

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Principal Moderator Commentary

The assignment brief and tasks provided were sufficient to explain the areas in which the candidate should research and the areas on which they should report, comment and perform various practical tasks. The two tasks are a true reflection of real working practices as the candidates have to complete one task on a client that was unknown to them and one task on a client that they could source. With both clients the candidates had to converse and conduct full consultation gathering information to decide the best order of treatments, product and colour choices.

Task one included a gel polish manicure, pedicure and day make-up to be carried out on client that was known to them. Task two included a facial, eyebrow shape using tweezers, eyelash tint, ½ leg wax and bikini wax to be carried out on a client (or two clients if required) that was not known to them. Both tasks were carried out over realistic salon timings and after the task the candidates had time to write up their treatment plans and evaluate their working practices.

The candidates were provided with recording forms to complete for each task which included the consultation and treatment plans and this allowed the higher level candidates to excel and to bring together all their knowledge and understanding in devising the most appropriate treatment package.

Higher achieving candidates showed consistency throughout the synoptic assessment and this was reflected in marks allocated across the assessment objectives. There was a definite divide between the higher and lower candidates. The higher scoring candidates worked to a high standard meeting the needs of the client and demonstrating fluency with skills as well as excellent client care with detailed justifications of the chosen treatments. The lower scoring candidates seemed to lack confidence and fluency of skills; they also did not seem to spend time considering the best sequence of treatments as clients were being turned many times, asked to get on the couch and off the couch in order to change the coverings etc.

Breakdown of performance against each AO - Strengths and weaknesses

AO1- Recall of knowledge

The lower scoring candidates demonstrated basic knowledge of treatments and their benefits, general after care advice, hygiene practices and health & safety which is required when preparing the working area to a suitable standard. Higher scoring candidates demonstrated comprehensive knowledge of requirements for preparation of the working area, including specific advice and further recommendations to the client.

AO2- Understanding of concepts theories and processes

The lower scoring candidates carried out treatments in an illogical order, by mostly following the order listed in the task. Higher scoring candidates demonstrated the ability to adapt and justify treatments by using consultation techniques to identify treatment objectives, skin analysis, adaptations to suit the clients' needs. These candidates also demonstrated excellent understanding of anatomy and physiology including muscles, bones, contra-indications, contra-actions, skin conditions as well as product benefits.

AO3- Application of practical/technical skills

A strong performance was demonstrated in this AO, the majority of candidates' demonstrated safe application of treatments and most candidates achieved marks within band 2 and 3. For most candidates, personal hygiene, posture, preparation of treatment area, Health and Safety was adhered to throughout the assessment. Quality of skills were varied as the high scoring candidates' adapted treatment plans to match the client's treatment needs and demonstrated good to excellent fluidity and dexterity skills. The lower scoring candidates demonstrated a lack

of dexterity especially within the waxing element of the task. Standard of consultation carried out was varied; higher scoring candidates were confident and interacted with the clients throughout the treatments whereas the lower scoring candidates lacked confidence to face and converse with clients other than to obtain the briefest information required in order to create the treatment plans.

AO4- Bringing it all together coherence of the whole subject

The higher scoring candidates linked client consultation, treatments and made relevant adaptations based on treatment objectives as well as provided advice and guidance based on treatments provided and client treatment objectives. In some cases time management was good; but for many lower scoring candidates time management was poor particularly within the waxing task and often extra time was spent preparing the working areas and not thinking logically about the order of treatments as clients were on the couch, off the couch and back on the couch. Some candidates asked clients to keep on clothes, take off clothes and then put clothes back on and this broke up the treatment flow. The lower scoring candidates also tended to leave clients for periods of time to sort out tools and products and during the assessment.

AO5- Attending to detail/ perfecting

The higher scoring candidates demonstrated attention to detail in their personal presentation, preparation and maintenance of treatment area. They maintained their focus on the client throughout treatments and recorded client records accurately. The lower scoring candidates provided brief evaluations of the treatment process and of their experiences. The majority of candidates demonstrated consistent professional client care when attending to the client's needs.

Examples of best practice

Centres are required to ensure the suitability of sourced clients as in some instances candidates seemed to have selected clients for the manicure gel polish with very short and bitten nails which prevented them from showcasing their skills. Some clients that were booked in for waxing had very sparse to little hair growth and which did not give candidates the opportunities to show their waxing skills to the full.

Photographic evidence was required for task 1 and this was very varied as some candidates provided shots that were of excellent quality whereas others were taken from afar which made it very difficult to see the finished results. Candidates are required to provide the required amount of photographs as stipulated within the synoptic assessment.

Best practice was observed where the markers used the practical observation feedback sheets and made detailed and justified commentary based on what they saw during each stage of the assessment and made clear reference to the AO's and the band descriptors. The information contained on the practical observation feedback sheet was used along with the treatment plans, candidate evaluation and client feedback to complete very detailed centre record forms.

Candidates must only use the client consultation forms provided as part of this assessment. It has been designed specifically for this assessment and written in a way so as to provide candidates with opportunities to show their breadth of knowledge and depth of understanding, which will enable tutors to differentiate between candidates.