



6003-30 Level 3 Advanced Technical Diploma in Beauty and Spa Therapy

2016/17

Qualification Report

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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.

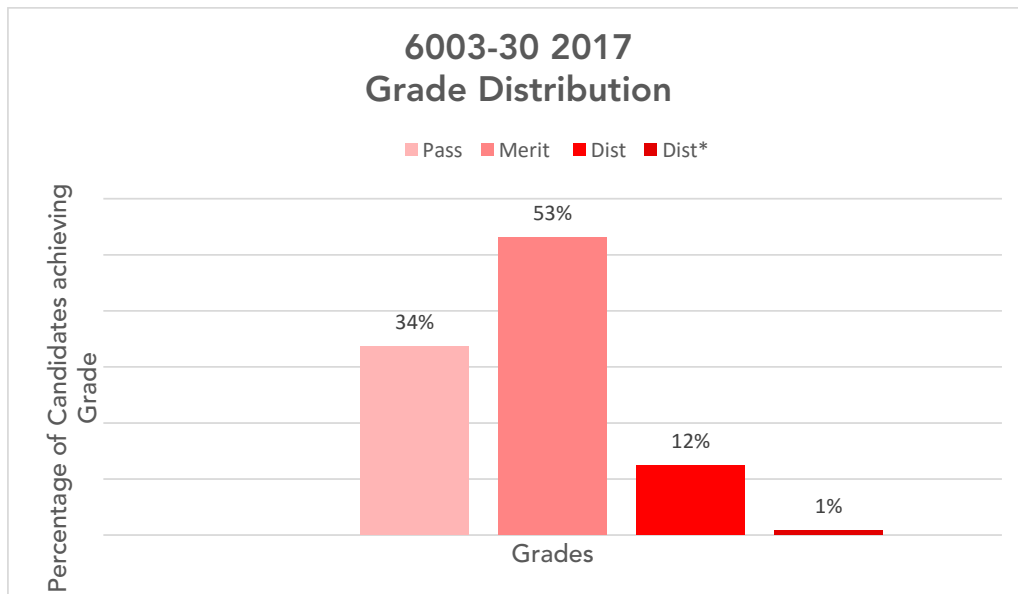
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2017 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments;

- 6003-031 Level 3 Beauty and Spa Therapy - – Synoptic Assignment
- 6003-030 Level 3 Beauty and Spa Therapy - - Theory exam
 - April 2017
 - June 2017

Qualification Grade Distribution

The grade distribution for this qualification during the 2016/2017 academic year 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.

Theory Exam

Grade Boundaries

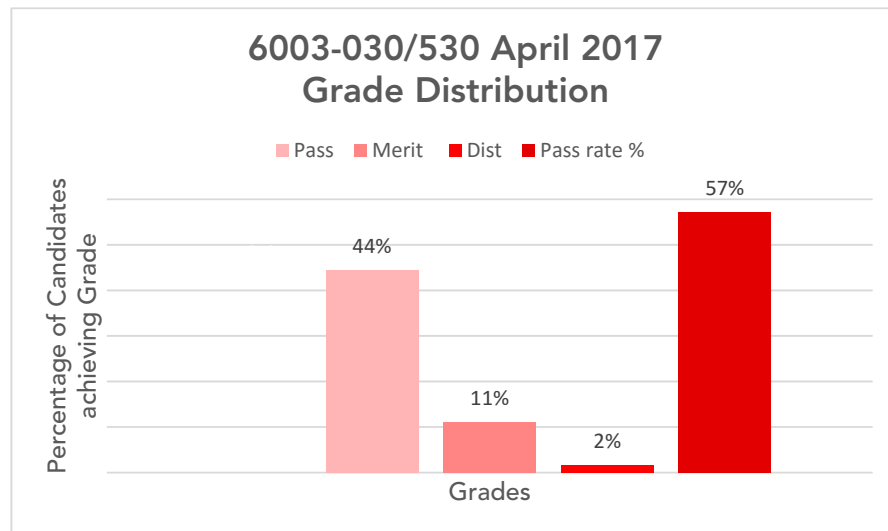
Assessment: 6003-030/530

Series: April 2017

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

Total marks available	80
Pass mark	27
Merit mark	39
Distinction mark	51

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



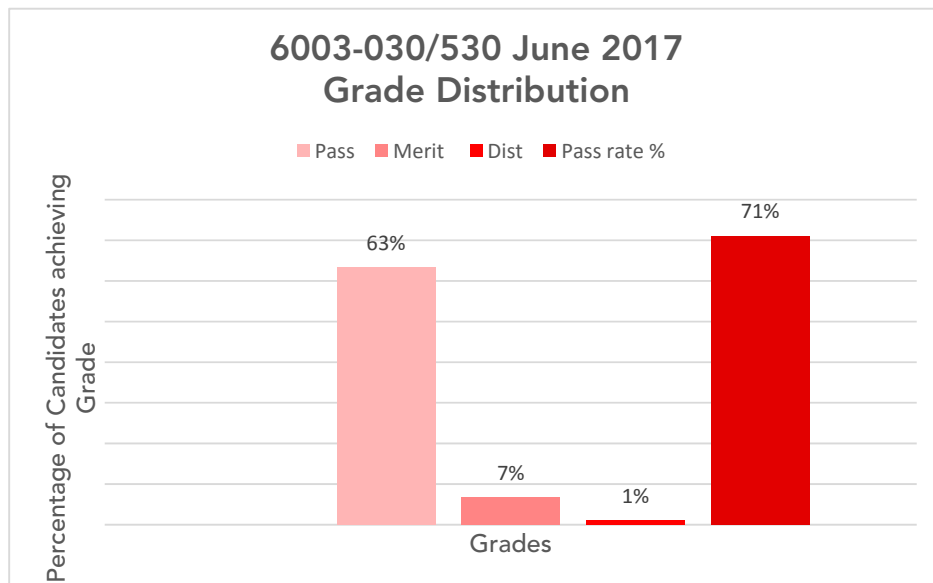
Assessment: 6003-030/530

Series: June 2017

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

Total marks available	80
Pass mark	27
Merit mark	39
Distinction mark	52

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



Chief Examiner Commentary

- 6003-30-030/530 6003-031 Level 3 Beauty and Spa Therapy - Theory exam

Series 1 – April 2017

6003-030/530 Level 3 Beauty and Spa Therapy - Theory Exam

This was the first cohort of candidates to complete this written exam for the level 3 Advanced Diploma in Beauty & Spa Therapies. It should be noted that future exams will sample different topics and learning outcomes from the qualification so this commentary relates to the April 2017 examination only.

Overall the paper enabled candidates to be stretched and challenged at a good Level 3 standard. Candidates that were successful in this examination showed that they could use industry specific terminology, solve non-routine problems and had sufficient knowledge and understanding to be able to work safely and independently when carrying out treatments. There was a range of total marks achieved for this question paper.

To prepare, candidates will benefit from practising examination techniques. Candidates need to be encouraged to spend time reading and re-reading the questions before attempting to answer. Candidates 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 that may be with the paper.

Candidates were struggling with questions where they were required to explain their understanding in a structured manner; the responses lacked depth and breadth. They often missed opportunities to gain additional marks as they provided incomplete sentences or one word responses which inadequately demonstrated understanding when the question required them to explain. Candidates would benefit from practising different forms of questions set by the centre to improve their technique in establishing the key components of the questions and what is required in the response.

Overall there was a poor understanding demonstrated of anatomy and physiology. There was much confusion between bones and muscles and basic anatomical terms.

Many candidates lacked understanding of the differences between two circulatory systems – pulmonary and systemic within the body. They were unsure of these systems giving responses such as pulmonary carried red blood cells and systemic carries white blood cells; pulmonary carries deoxygenated blood around the body and systemic carries oxygenated blood around the body to name a few.

When explaining the effects of UV radiation on the skin some candidates were confused and referred to the effects of IR radiation and how it could be used to prepare the area prior to body massage or dry spa treatment.

Many candidates were unable to state the location of an endocrine gland.

Many candidates lacked the understanding of a facial galvanic treatment on oily skin and described the treatment procedure rather than the reasons why the negative electrode is used on an oily skin. Some candidates were confused and stated the opposite effects of the positive/anode.

Many candidates were unable to explain how age limits the effectiveness of a body electrotherapy treatment and gave bullet points referring to loss of muscle tone and poor elasticity in the skin with very little reference to how treatment result is effected by this, many also listed treatments that would not be effective if used on older clients.

Spelling and grammar are not specifically marked in these examinations, but it is worth noting that many technical terms were misspelt throughout the exam.

Extended response question

The extended response question is intended to draw on knowledge from across the qualification, this question required the candidates to devise an appropriate 4 hour treatment plan. A huge variety of responses were seen, some candidates devised suitable detailed plans but did not relate to the clients' needs, or did not include timings. Others listed the treatment routines with little reference to making it personal to the client. Some candidates were confused with various body treatments referring to EMS when they were actually discussing galvanic and in facials discussing iontophoresis when they were describing desincrustation, some discussed carrying out treatment in a certain sequence that would be in conflict with the benefits of the treatment. Many candidates gave general advice and recommendations instead of personalising it to the client's needs. Very few stated any treatment options. Many responses lacked justification.

Overall, candidates did not score high marks in the extended response questions. The ability to compare, justify, discuss and evaluate is the quality which receives the greatest marks.

Series 2 June 2017

The paper performed well and was of a standard both clearly at the appropriate level and similar in content, range and difficulty to the earlier paper taken in April 2017. The language was at the appropriate level and there should have been no problems for the candidates in understanding the questions.

There was a marginal improvement in the anatomy and physiology for some of the knowledge questions. However the anatomy and physiology questions that required a deeper level of understanding eg intrinsic factors that affect the skin, muscle movement, how the circulatory system responds to change in temperature and the process of external respiration were still challenging for most candidates.

The beauty therapy related understanding questions had better responses although candidates could have gained higher marks with more of a detailed explanation rather than a very brief statement.

Throughout the paper it was evident that candidates struggled to interpret the level of response required of them by the command verbs. Often candidates would not be able to achieve full marks as they were unable to provide clear explanations of impact or considerations, instead answers would merely identify what the question was asking, but did not go onto demonstrate any further understanding beyond this.

Candidates lacked the understanding of muscle movement. Many candidates did not attempt to answer, many stated muscle groups rather than the actual muscle and many stated muscles not even in the correct area of the body and some also named bones rather than muscles.

Candidates struggled with the differences between two circulatory systems – pulmonary & systemic within the body. Many candidates were totally unsure of these systems giving responses such as pulmonary carried red blood cells and systemic carries white blood cells; pulmonary carries deoxygenated blood around the body and systemic carries oxygenated blood around the body to name a few. The responses indicated lack of understanding.

Extended response question

In relation to the extended response question, in this series more candidates scored marks in the second mark band and in lower band three.

Candidates were required to devise appropriate 4 hour treatment plans. The candidates appeared to have read and studied the case study as the responses were much more focussed on the client's needs and the chosen treatment plans reflected this. Timings for some candidates were omitted. There were in some responses mix up between EMS and galvanic when used on the body and some stated galvanic helped tone the muscles and stated muscles that the pads would work on. Aftercare and recommendations for some was quite general and not specific to the clients requirements. More candidates stated briefly a variety treatment options.

Synoptic Assignment

Grade Boundaries

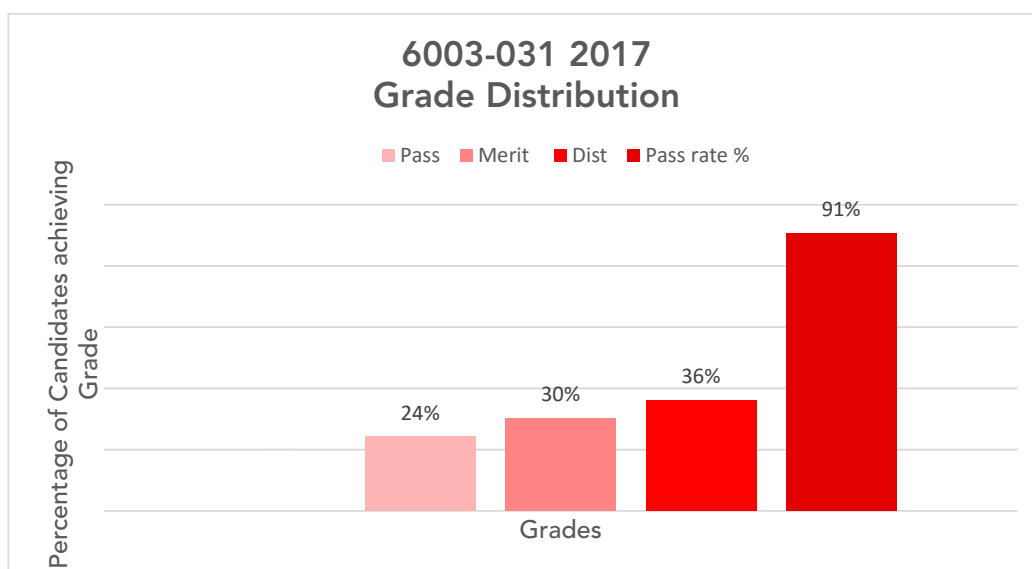
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel;

Assessment: 6003-030

Series: 2017

Total marks available	60
Pass mark	23
Merit mark	33
Distinction mark	43

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



Principal Moderator Commentary

The assignment brief 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 outcomes of the set tasks varied from excellent to poor and the marks awarded by the centres, and then sometimes altered by the moderators, reflected this.

The assignment was a true reflection of real working practices where the candidate did not know their client and be required to create a suitable treatment plan to meet the client's needs. This gave candidates the opportunity to showcase their skills and bring everything together. The length of the practical assignment gave the candidates a taste of real working environment.

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 level candidates worked fluently without prompts meeting the needs of the client and planning the treatments in the most appropriate

order. Those in the lower band showed hesitation and treatments carried out were not most appropriate to meet the needs of the client. Candidates were better at recalling AO1 information rather than providing the Understanding AO2.

Those at a pass have adequate practical skills to be able to perform treatments safely in the salon

Tutors descriptions and justifications of candidates' work across the qualification was varied in detailed.

Evidence of good practice included several markers marking a cohort of candidates across the range of marks within each assessment session this provided naturally occurring internal moderation.

Best practice 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 form.

The asking of additional questions which were evidenced by some centres who included both the questions asked and the responses received. This gave candidates an opportunity to gain additional marks in the knowledge and understanding AO1 & AO2. Although this was not standard practice across all centres.

In most cases marking was within tolerance and agreed by the moderator, where the centre were out of tolerance it appeared to be around AO4 bringing it all together, AO5 attending to detail. Throughout the AO's the range of candidates fell within all the bands.

AO1- Candidates in Bands 1 and lower Band 2 demonstrated basic knowledge of treatments carried out and not specific advice and recommendations to meet the client's needs. The candidates in the high band 2 and band three demonstrated depth of knowledge in the treatments that were carried out and made reference to benefits and features of the treatments used as well as contra-actions. Many centres used VRQ/NVQ type consultation record sheets that contained many prompts and were very leading, these supported the lower level candidates but limited the higher level candidates of showcasing their breadth of knowledge.

AO2- Some candidates provided either limited or moderate understanding across the task this was evident from the treatment plans created as some candidates seemed to carry out treatments that they were familiar with and not totally suited to meet the client's needs. The question responses recorded by the markers for some candidates demonstrated lack of understanding eg machine settings, muscles being worked on, adaptations of application and others demonstrated excellent comprehension on the treatments carried out. The higher level candidates were consistent with their explanations and justified adaptations.

AO3- Most candidates demonstrated that this was their strongest area and many achieved marks in band 2 and three carrying out high quality treatments with confidence and demonstrating professionalism throughout. For many candidates the treatments and products chosen totally met the needs of the clients, for some candidates the treatments applied were those that they were confident in applying rather than the most appropriate for the client's needs. Majority of candidates observed health and safety throughout although a lower number of candidates tested machines prior to applying or carried out relevant tests on the client eg thermal, tactile tests. Quality of skills were consistent and adapted to client requirements. Some candidates

were weak on time management and time was wasted in gathering equipment and products often leaving the client unattended for periods of time.

AO4- Within this AO many candidates gained high marks in Band 1 to the lower end of Band 2 due to poor time management often time was taken up preparing the work area, gathering the products, rather than time spent on the application of treatments. Some candidates did not utilise fully the machines that were used on the client eg when using body EMS only using 2 pairs of pads Some candidates demonstrated weak organisational skills having to leave clients mid flow to search for products or resources. The higher achieving candidates demonstrated adaptations of treatments to meet the client's needs and dealing with problems as they arose eg client experiencing discomfort.

AO5- The attention to detail was mixed across the centres. The high candidates who gained high marks within AO3 also gained similar marks within the area. Some candidates appeared to carry out treatments that they felt safe with rather than meeting the client's needs. The candidates in the higher band critically analysed and evaluated their treatments stating alternatives or changes that could be made and also included constructive self reflective practice. For the majority candidates great consideration was given to the client's throughout the pamper event to include consistent professional care from consultation through the treatments to giving feedback and recommendations.

AO8- In the main communication was good throughout. The candidates that achieved marks in high band 2 and band three fully engaged with their client and demonstrated a range of communication skills and interacted with the client throughout the pamper event explaining reasons for choice of treatments, sensations felt, benefits, aftercare and recommendations. The candidates who achieved marks in the lower band tended not to converse with their client during the treatments.

Risks/Issues

Some centres used treatment plans which were very detailed and leading, while this supported some lower level candidates generally it limited the higher level candidates from evidencing their recall of knowledge around what they should be asked. A set recording form will be provided in the 2018 version of the assignment to ensure consistent application across all centres Preparation of the working salon some centres required the candidates to gather all the necessary leads and attachments eg body EMS and this took time setting the equipment up and getting ready to use whereas in a salon the machines would be set up ready on trolleys.

In some cases markers commentary focused mainly on what the candidate did not do rather than including positive comments or vica versa, markers should focus on providing a justification for the mark they have allocated that includes what went well and what was missed that would have gained further marks.

The majority of centres used C&G documentation to evidence Employer engagement this identified that centres were using good range of sources and was easy to cross reference with the evidence provided for each candidate. In particular one centre had created a very user friendly employer engagement workbook that was exemplar.