

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

2018

**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.

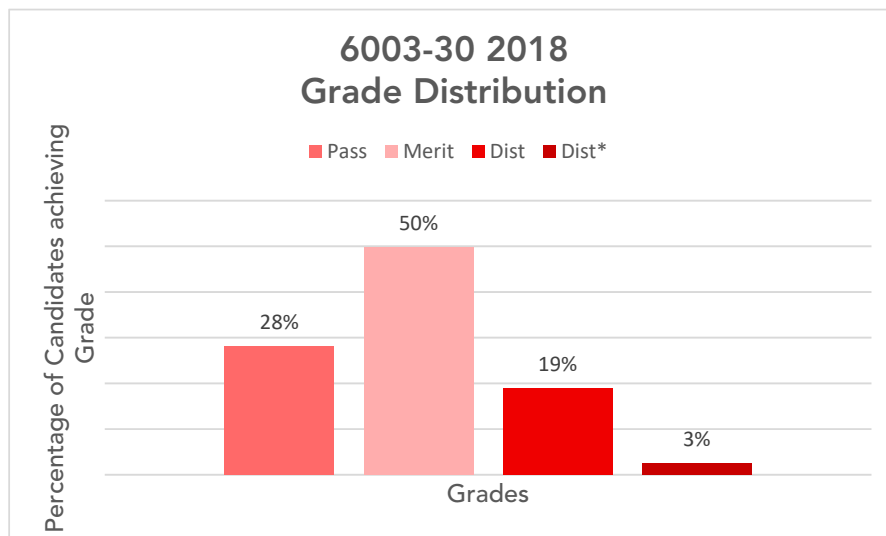
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2018 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments;

- 6003-030/530 Level 3 Beauty and Spa Therapy – Theory exam
  - March 2018
  - June 2018
- 6003-031 Level 3 Beauty and Spa Therapy – Synoptic Assignment.

# Qualification Grade Distribution

The 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

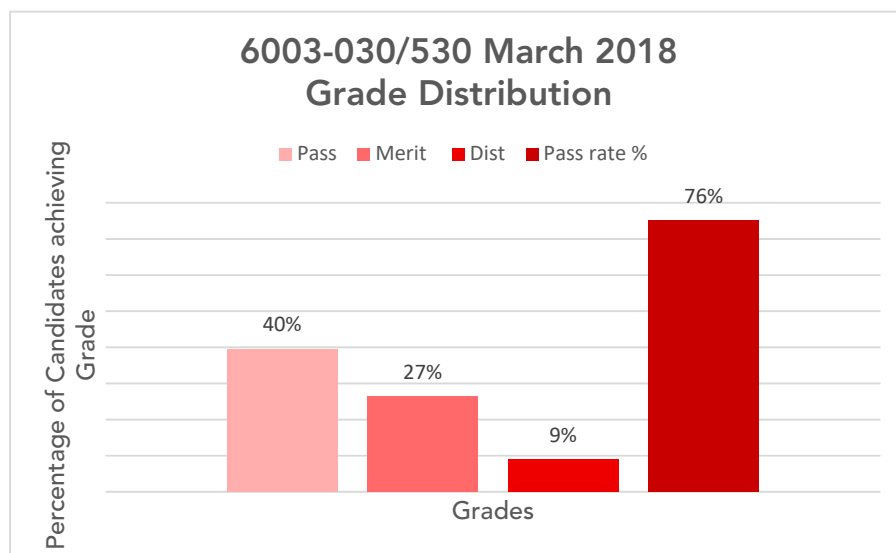
Assessment: 6003-030/530

Series: March 2018

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

<b>Total marks available</b>	<b>80</b>
Pass mark	28
Merit mark	39
Distinction mark	50

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

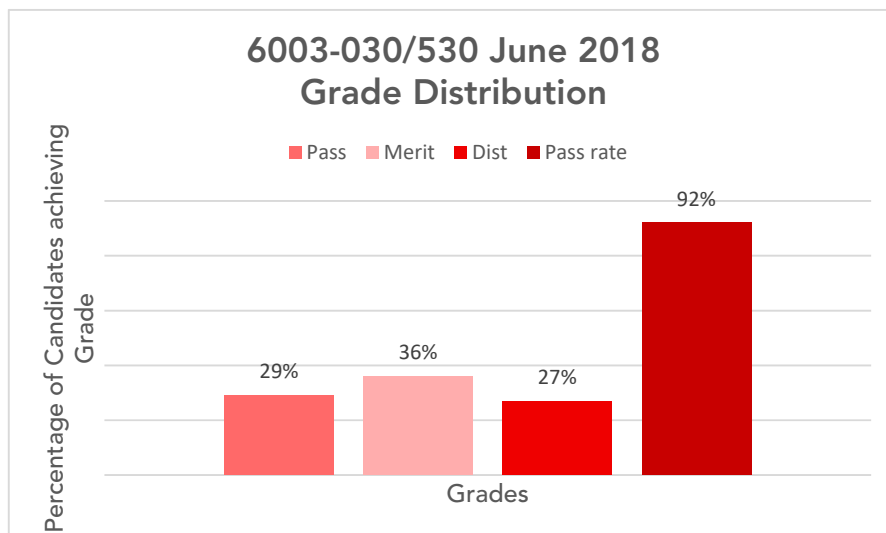


Assessment: 6003-030/530  
Series: June 2018

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

<b>Total marks available</b>	<b>80</b>
Pass mark	27
Merit mark	38
Distinction mark	50

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



# Chief Examiner Commentary

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

### Series 1 – March 2018

Overall the paper provided sufficient stretch and challenge at this level 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.

Candidates often struggled with questions where they were required to explain their understanding in a structured manner; their responses often lacked depth and breadth. They sometimes missed opportunities to gain additional marks as they provided limited responses which inadequately demonstrated understanding when the question required them to explain. There was a marginal improvement in the anatomy and physiology for some of the knowledge questions although candidates struggled with basic anatomical terms, joint movements and location of muscles. The anatomy and physiology questions that required a deeper level of understanding such as pathologies of the skin, the cardiovascular, lymphatic and pulmonary systems were still challenging for most candidates.

Responses were limited where candidates were asked to explain the effects of lordosis on a client, many candidates only answered with identification points rather than fully explaining the effects and therefore missed the opportunity to access the full range of marks available. Some candidates lost marks as they were not specific with the curvature of the spine and often confused the effects of lordosis with the characteristics of kyphosis.

A similar trend was seen where candidates were not able to demonstrate the depth of their understanding and instead answered with a simple recall of basic facts. Many candidates struggled to explain the differences between the lymphatic system and the pulmonary system. Too many responses essentially listed what the lymphatic system did with no comparison to the pulmonary system. Candidates also appeared uncertain on the pulmonary system as many responses relied on descriptions of the respiratory system.

Many candidates demonstrated a lack of understanding of adaptations for a body massage service. To achieve full marks, candidates needed to show a more in-depth knowledge of massage movements and provide linked explanations of how the service could or could not be adapted.

Many candidates struggled with their explanation of the benefits of using a cathode during a galvanic treatment. Responses were varied, showing some confusion between galvanic and EMS treatments, as well as the benefits of using anode instead of cathode during treatment, which was not required. This highlighted that candidates need to read the question carefully before answering.

The majority of candidates struggled to demonstrate a clear understanding of the differences between a client with a winged scapula and a client with scoliosis. This was reflected in their responses as they were only able to provide one or two descriptions, which did not include sufficient comparison of the two or the restrictions of movements for both conditions.

Overall, candidates demonstrated a good knowledge of petrissage massage techniques, characteristics of different body types and the benefits of using micro-dermabrasion, which resulted in higher marks being achieved.

## Extended response question

The extended response question is intended to draw on knowledge from across the qualification. The majority of candidates provided justified treatment plans linking to the client's needs and achieved middle band marks. However, marks were lost where candidates created very basic treatment plans that were not linked to the client's needs as outlined in the case study and omitted aftercare advice. Some candidates appeared to be uncertain with EMS working on adipose and galvanic working on muscle tone for body and ID High frequency for drying the skin in facials.

Overall, there was good use of correct and appropriate industry terminology in the extended response question. Some responses referred to relevant and correct aftercare advice, although most missed considering this fully within their response. Candidates that achieved higher marks demonstrated evidence of reasoning and critical thinking rather than simply a recall of knowledge or a narrative description of activities. The better responses considered a range of treatment options and provided accurate justification for the choices and recommendations made.

Candidates are encouraged to consider all aspects of the service, taking into account the client's needs with justifications for their recommendations.

Overall, candidates did not access the higher mark bands in the extended response question. The ability to compare, justify, discuss and evaluate a proposed, well-considered plan will give candidates the best opportunity to access the higher mark bands in questions which typically hold the highest number of marks throughout the theory question paper.

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://cdn.cityandguilds.com/ProductDocuments/Beauty\\_and\\_Complementary\\_Therapies/Beauty/6003/6003\\_Level%203/Assessment\\_Materials/6003-30\\_Technicals\\_exam\\_document\\_2018\\_v1-0.pdf](https://cdn.cityandguilds.com/ProductDocuments/Beauty_and_Complementary_Therapies/Beauty/6003/6003_Level%203/Assessment_Materials/6003-30_Technicals_exam_document_2018_v1-0.pdf)



## Series 2 – June 2018

Overall, the paper provided sufficient stretch and challenge at this level 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.

Candidates that were successful in the exam demonstrated both vocational as well as anatomy and physiology knowledge and understanding. Centres are encouraged to focus on anatomy and physiology as well as vocational applications to ensure candidates are able to demonstrate their knowledge and understanding across all body systems. Overall there was a poor understanding demonstrated of anatomy and physiology. There was much confusion when asked to identify muscle movements, explain the functions of the endocrine system, cardio vascular system and common pathologies.

Responses were limited where candidates were asked to explain the effects of kyphosis on the body; many candidates only answered with identification points such as stating briefly bent over posture, trouble walking and therefore missed the opportunity to access the full range of marks available. Some candidates lost marks as they confused the effects of kyphosis with the characteristics of lordosis. This highlighted that candidates need to read the question carefully before answering.

A similar trend was seen where candidates were not able to demonstrate their depth of understanding with the transportation of oxygen through the cardio vascular system and many confused this by focusing on the pulmonary system or by answering with a simple recall of basic facts. It appeared that some candidates had not fully read the question and answered them as though they were answering the question on the pulmonary system that was asked in the March 2018 examination.

Many candidates struggled with their explanation of the benefits of combining desincrustation and direct high frequency. Responses were varied, showing some confusion between the two treatments and some responses referring to effects of both indirect high frequency and iontophoresis, which was not required. This highlighted that candidates need to read the question carefully before answering.

The majority of candidates struggled to explain the adaptations required when applying an EMS treatment to a client with specific needs. Many responses incorrectly stated keeping the intensity low, or not using an EMS treatment and carrying out a body massage as an alternative treatment, which is not the requirement of the question.

Overall, candidates demonstrated a good knowledge of the benefits of using infra-red to a body mechanical massage treatment, advantages of promoting a new facial treatment and contraindications that could occur following a body galvanic treatment which resulted in higher marks being achieved in these areas.

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. 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.

The majority of candidates provided justified treatment plans linking to the client's needs and achieved middle band marks.

Candidates lost marks by not fully justifying their choices and not stating appropriate methods of application, types of currents or specific aftercare and future treatment recommendations.

Overall, there was good use vocational massage terminology and stating adaptations to the treatment to meet the client's needs.

Candidates that achieved higher marks demonstrated evidence of reasoning and critical thinking rather than simply a narrative list treatments carried out. The better responses considered a range of treatment options and provided accurate justification for the choices and recommendations made.

Candidates will benefit from practising creating treatment plans from a variety of client case studies focussing on the clients rather than treatments they are familiar with.

Overall, candidates did not score high marks in the extended response question. The ability to compare, justify, discuss and evaluate a proposed, well-considered plan will give candidates the best opportunity to access the higher mark bands in questions which typically hold the highest number of marks throughout the theory question paper.

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

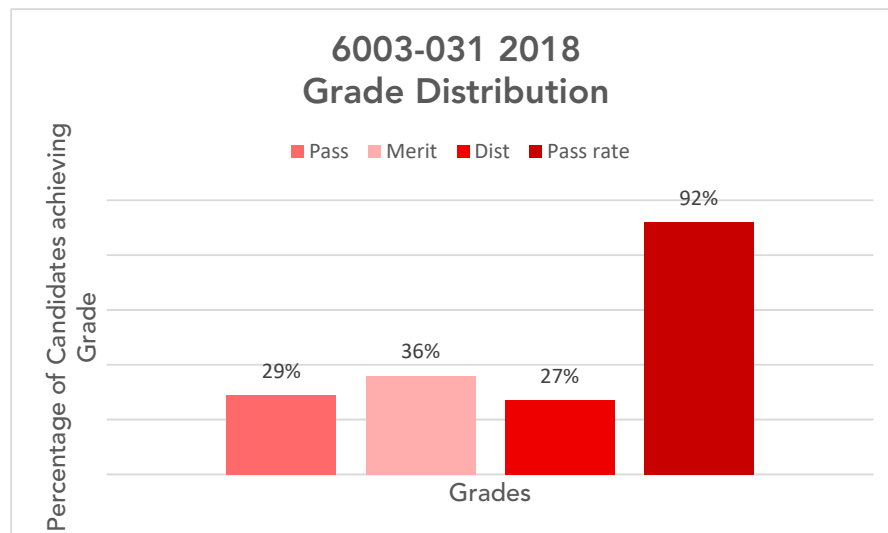
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel;

Assessment: 6003-031

Series: 2018

<b>Total marks available</b>	<b>60</b>
Pass mark	24
Merit mark	35
Distinction mark	46

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.

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

Many observers asked oral questions to confirm knowledge and understanding and these were noted on the PO forms, a couple of centres only used knowledge recall style questions rather than probing to confirm understanding.

AO1 – The lower scoring candidates demonstrated basic knowledge of treatment objectives and their benefits, Health and Safety, as well as general after care advice. The higher scoring candidates demonstrated excellent knowledge of contra-indications and contra-actions, skin care equipment, skin types and conditions including specific advice and recommendations to the client.

AO2 – The lower scoring candidates seemed to carry out treatments that were rehearsed and not the most appropriate to meeting the client's needs; in some cases the candidates prepared the equipment before even meeting their client. These candidates did not demonstrate full understanding of some of the machines being used in particular for EMS and galvanic treatments and were unable to adapt the treatments to suit client needs. The higher scoring candidates demonstrated the ability to adapt and justify treatments, offer good advice and recommendations, showed good consultation techniques, good preparation of self, client and work area. They also had excellent understanding of machine settings and treatment techniques.

AO3 – Most candidates demonstrated that this was their strongest area and many achieved marks in band 2 and 3, carrying out high quality treatments with confidence and demonstrating professionalism throughout. The majority of candidates adhered to Health and Safety throughout the assessment, although some candidates omitted to carry out machine checks prior to applying or carrying out relevant tests on the client. Quality of skills were consistent and adapted according to the client's treatment needs although some candidates carried out exactly the same treatments in the same order. The higher scoring candidate demonstrated effective communication techniques, with confident use of technical terminology to suit their client's level of understanding.

AO4 – The higher scoring candidates demonstrated the ability to deal with complex problems during treatment as they arose by adapting their working practice to deal with factors that affect treatments eg client experiencing discomfort. These candidates showed evidence throughout the treatments of effective time management and opportunities for efficiency were maximised; for example very little wasted time gathering products and equipment. The lower scoring candidates seemed to leave clients for periods of time to prepare the work area, gather the products, sort out or to locate equipment rather than time spent on the application of treatments and during the assessment did not plan the sequence of treatments as the client was turned a number of times.

AO5 - The higher scoring candidates focused on the client's needs, showed accuracy with consistent attention to detail in the planning of treatments through consultation and application, as well as reflected and analysed their treatments detailing areas for improvement and suggesting alternative treatments. The lower scoring candidates briefly evaluated their experiences showing minimal depth and reflection as well as limited attention to client's needs.

### **Best practice**

Candidates were provided standard City & Guilds paperwork to complete for the consultation and treatment plans which ensured consistent application across all centres 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.

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.

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.