

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

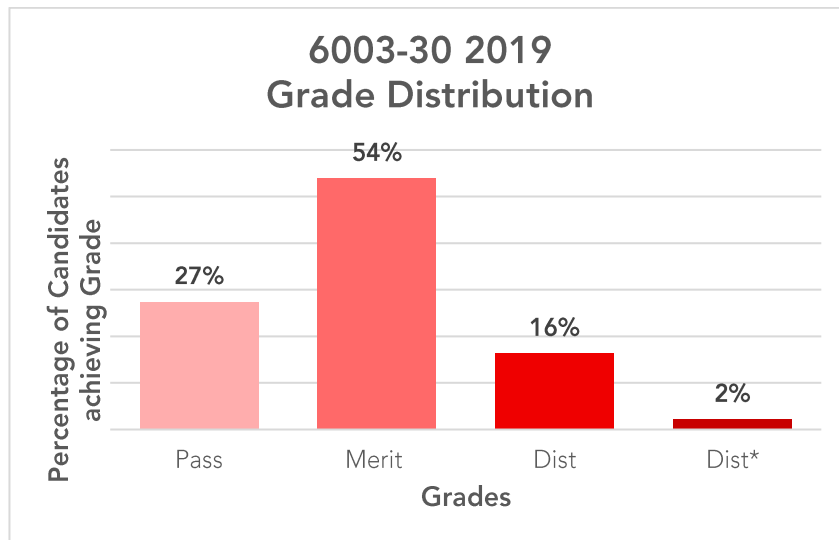
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments 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:

- 6003-030/530 Level 3 Beauty and Spa Therapy – Theory exam
 - March 2019
 - June 2019
- 6003-031 Level 3 Beauty and Spa 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

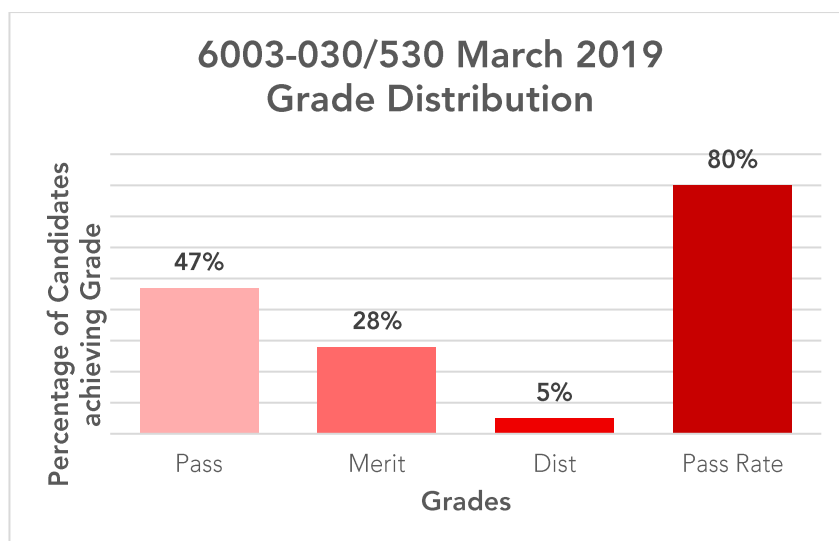
Grade Boundaries

Assessment: 6003-030/530
Series: March 2019

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

| | |
|------------------------------|-----------|
| Total marks available | 80 |
| Pass mark | 28 |
| Merit mark | 39 |
| Distinction mark | 50 |

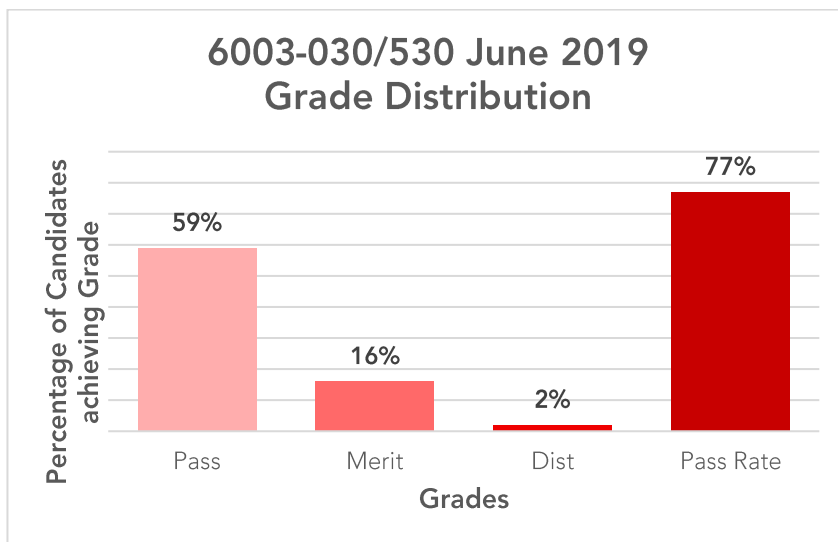
The graph below shows the approximate distributions of grades and pass rate for this assessment:



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

| | |
|------------------------------|-----------|
| Total marks available | 80 |
| Pass mark | 27 |
| Merit mark | 38 |
| Distinction mark | 50 |

The graph below shows the approximate 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 2019

Overall the paper covered a variety of topics from the mandatory units within the qualification providing a mix between knowledge and understanding type questions. Candidates that were successful in this examination demonstrated that they have both vocational and relevant anatomy and physiology knowledge and understanding. They demonstrated that they could problem solve, adapt treatments, work safely and independently when carrying out treatments.

Like the previous series, the short state, describe questions were answered better than the questions that required a detailed explanation and justification. Candidates often struggled with questions where they were required to explain their understanding in a structured manner; their responses often gave identification points but failed to expand on these to demonstrate their understanding hence missing opportunities to gain the full range of available marks.

Candidates need to focus on reading questions as responses in some areas did not relate to what was being asked. One example of this was a question asking about excretion and secretion on the skin; many responses referenced the body getting rid of urea and faeces which is not relevant to the skin. This was also evident with the question on the actions of various muscles; many candidates responded with a location of the muscle and no indication of the action.

Many candidates demonstrated weaknesses in both the knowledge and understanding questions that related to anatomy and physiology, some candidates omitted to attempt to answer these questions that related to the different body systems eg digestive, lymphatic and respiratory. Those candidates that were gaining higher marks in the paper were still only gaining a few marks in the anatomy and physiology questions.

Generally the understanding question regarding different massage techniques was answered well although some learners did not give explanations and just bullet pointed the various techniques – effleurage, petrissage etc. Many candidates also demonstrated a good knowledge of the benefits of knowing clients when recommending a facial product, the requirements of the Trade Descriptions Act and the advice that should be given to a client following a stimulating body massage which resulted in higher marks being achieved in these areas.

Many candidates struggled with the understanding of combining various facial and body electrotherapy treatments, in particular, there was confusion between desincrustation and iontophoresis; micro-current and micro-dermabrasion.

Many candidates demonstrated a lack of understanding when combining the body electrotherapy treatments electrical muscle stimulator and mechanical massagers. Some responses incorrectly referred to the effects and procedures of body galvanic, vacuum suction and infra-red.

Extended response question

The extended response questions is intended to draw on knowledge and understanding from across the qualification. There was an improvement in the responses compared to previous years. Most candidates provided justified treatment plans which link to the client's needs and achieved middle band marks.

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. Also where the order of treatments were not discussed in the most appropriate order eg carrying out body massage and vacuum suction following with Electrical Muscle Stimulator (EMS) and no mention of removing the body massage product prior to applying Electrical Muscle Stimulator (EMS).

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 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 covered a variety of topics from the mandatory units within the qualification providing a mix between knowledge and understanding type questions. Candidates that were successful in this examination demonstrated that they have both vocational and relevant anatomy and physiology knowledge and understanding. They demonstrated that they could problem solve, adapt treatments, work safely and independently when carrying out treatments.

Like the previous series, the short state, describe questions that related to the vocational area were answered better than the questions that required a detailed explanation and justification. Candidates often struggled with questions where they were required to explain their understanding in a structured manner; their responses often gave identification points but failed to expand on these to demonstrate their understanding and some that attempted to demonstrate their understanding tended to repeat themselves hence missing opportunities to gain the full range of available marks.

Candidates need to focus on reading questions as responses in some areas did not relate to what was being asked. One example of this was a question asking about identifying pathologies relating to the lymphatic system many responded incorrectly by stating structures of the lymphatic system eg lymph nodes, lymph fluid. This was also evident with the question on ways of minimising repetitive strain injury during treatment with some responses incorrectly referred to client comfort and not hurting the client.

Many candidates demonstrated weaknesses in both the knowledge and understanding questions that related to anatomy and physiology, some candidates omitted to attempt to answer some of the anatomy and physiology questions eg renal, digestive systems and blood vessels. Those candidates that were gaining higher marks in the paper were still only gaining a few marks in the anatomy and physiology questions.

Many candidates demonstrated good understanding of the benefits of promotional events and could describe buying signals. Candidates were also able demonstrate good knowledge of the benefits of effleurage massage techniques and the precautions to take when using vacuum suction within a body treatment which resulted in higher marks in these area.

Many candidates struggled with the understanding of adapting a body massage treatment for a client with lordosis and tight rhomboids, some responses incorrectly referred to the area being contra-indicated or only carrying out effleurage over these areas.

Many candidates demonstrated a lack of understanding when combining vacuum suction and galvanic into a body treatment and combining high frequency with iontophoresis within a facial treatment. Some responses incorrectly referred to the effect of the treatments instead of the uses and benefits of the treatments.

Extended response question

The extended response questions is intended to draw on knowledge and understanding from across the qualification. There was an improvement in the responses compared to previous years. Many candidates provided justified treatment plans which link to the client's needs and achieved middle band marks.

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. Also where the order of treatments were not discussed in the most appropriate order eg carrying out body massage following with body galvanic and no mention of removing the body massage product prior to

carrying out body galvanic. Some candidates seemed to be confused with the effects of EMS as many responses explained it would work on the fatty deposits, and many omitted to take into consideration the named client's red patches on the face when considering treatments.

Candidates that achieved higher marks considered a range of treatment options and provided accurate justification for the choices and recommendations made.

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>

Synoptic Assignment

Grade Boundaries

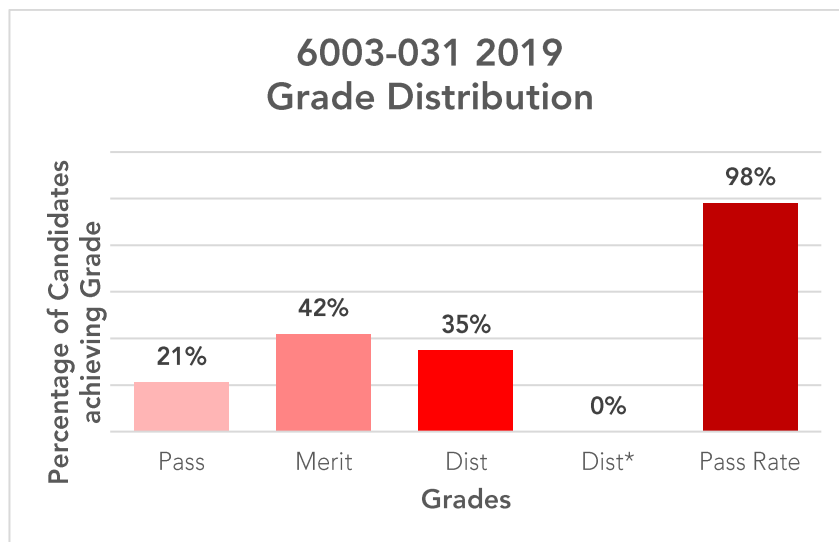
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Assessment: 6003-031

Series: 2019

| | |
|------------------------------|-----------|
| Total marks available | 60 |
| Pass mark | 24 |
| Merit mark | 35 |
| Distinction mark | 46 |

The graph below shows the approximate 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 these were recorded on the practical observation (PO) forms. Some centres asked more probing type questions eg can you explain why you are using the negative as your active electrode in this body galvanic treatment, can you explain the frequency control on the EMS machine; these were used to confirm understanding within AO2.

Breakdown of performance against each AO - Strengths and weaknesses

AO1 – Recall of knowledge

Most candidates performed reasonably well in this Assessment Objective following correct Health and Safety procedures and selecting a range of products and tools. The higher scoring candidates demonstrated excellent knowledge in their analysis and in matching treatments to client's needs. They also demonstrated good knowledge of the advice and recommendations given to clients.

AO2- Understanding of concepts theories and processes

The lower scoring candidates seemed to carry out treatments that were rehearsed and not the most appropriate to meeting the client's needs; this was evident when they were unable to explain links or provide justification of choices made. The higher scoring candidates were confident and accurate within their explanations and adaptations to include equipment settings and procedures. The lower scoring candidates gave very general and basic advice and brief future treatment recommendations whereas the higher score candidates gave exceptional recommendations.

AO3- Application of practical/technical skills

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 spa experience. The lower scoring candidates were not consistent with their skills, did not fully engage with clients throughout the spa and applied treatments without taking into consideration variations or adaptations to meet the client's needs. Many of candidates carried out treatments that showed good quality of skills which included modifications and timings. The higher scoring candidate demonstrated effective communication techniques, with confident use of technical terminology to suit their client's level of understanding.

AO4- Bringing it all together coherence of the whole subject

The higher scoring candidates demonstrated their ability to with complex problems during treatment as they arose by adapting their working practice to deal with factors that affect spa treatments eg pads not functioning, altering client's position due to client's discomfort. These candidates demonstrated effective time management with organisational skills as very little time was wasted setting up equipment and preparing the client for the range of treatments. Treatments flowed seamlessly from one to another. The lower scoring candidates showed hesitation within their work methods sometimes leaving clients for periods of time which had an impact on time management.

AO5- Attending to detail/ perfecting

The higher scoring candidates focussed on the client's needs showing care and accuracy in the planning and application of treatments. They carried out a thorough evaluation and reflected on what they could improve upon and gave full details of alternative treatments. Many candidates gave the client a little bit extra during the treatments eg a foot massage during the body wrap, head massage during the face mask. The lower scoring candidate didn't carry out treatments in a logical sequence and gave brief evaluation on the justifications of treatments carried out.

Examples of 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.