



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

2022

Qualification Report

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Foreword

Results August 2022

As you will likely be aware, Ofqual has announced that grading for General Qualifications this summer will be more generous than prior to the pandemic. This is partly due to managing the impact of disruption and learning loss on learner performance and also managing fairness between learners in different years who had different methods of determining their grades. Therefore, for A levels and GCSEs, grading will seek a midway position between 2019 and 2021, meaning, in general, results will be somewhat higher than prior to the pandemic. This year, 2022, is a transitional year and outcomes and standards will likely return to pre-pandemic levels in 2023.

Similarly, for Vocational and Technical Qualifications (VTQs), this summer will be a transitional year and Ofqual has now been clear that for VTQs “we should expect that this summer’s results will look different, despite exams and assessments taking a big step towards normality.” Ofqual has published a blog [What’s behind this summer’s VTQ results.](#)

In acknowledgement of the disruption to learning and to support fairness for all learners certificating this summer (some of whom will be competing against learners taking General Qualifications for the same progression and higher education opportunities), we will be taking loss of learning into consideration, whilst still acknowledging the need to uphold the validity of the qualifications. On this basis, we have made the decision to apply a form of ‘safety net’ through some additional ‘generosity’ to both the theory examinations and synoptic assignments within our Technical Qualifications wherever appropriate, (noting that it may not be appropriate to apply where there is a clear impact on knowledge and skills to practice, particularly health and safety requirements or other relevant legislation). We are therefore also reviewing candidate work a few marks below (equivalent to 5% of maximum marks) the Pass and Distinction notional boundaries – the boundaries used during the awarding process as the best representation of maintaining the performance standard from 2019.

The reason for lowering boundaries, where appropriate, by 5% of the maximum marks available, is that it is broadly commensurate with the level of generosity learners are likely to see in General Qualifications at level 2 and level 3. Providing that senior examiners can support the quality of learners’ work seen below the notional boundaries and agree it is sufficient to maintain the integrity, meaning and credibility of the qualifications, the grade boundaries will be lowered across the full set of grades – e.g. Pass, Merit, Distinction and Distinction Star.

Given the circumstances, this is the best approach to take into account the disruption to teaching and learning across every learner in a fair and transparent way, and at the same time maintain the integrity and meaning of qualifications. This approach helps to level our Technical Qualifications awarding approach with that adopted for General Qualifications and other qualifications awarded in England and in the wider UK.

Spring examination series 2022

Having taken this decision, we are also mindful of learners who have taken components in **Spring 2022** and believe they should also have access to the same level of generosity. For these learners, we wish to adopt a similar approach. Therefore, for learners taking Technical Qualification assessments in spring there will be similar generosity, through the addition of 5% of the maximum mark available for the assessment. It is a different mechanism to that we are using for the summer assessments but provides the same level of generosity to those learners taking assessments in the summer.

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.

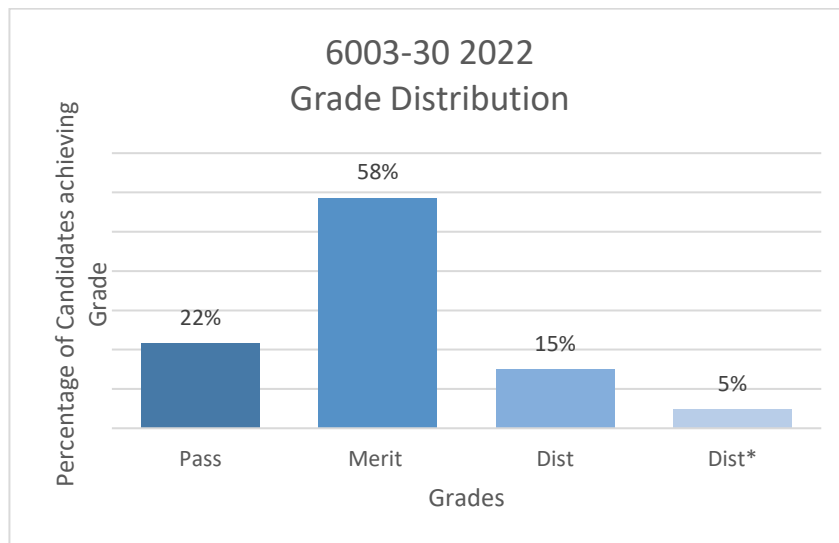
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2022 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 & Spa Therapy – Theory exam
 - March 2022 (Spring)
 - June 2022 (Summer)
- 6003-031 Level 3 Beauty & Spa Therapy – Synoptic Assignment

Qualification Grade Distribution

The approximate grade distribution for this qualification is shown below:



This data is based on the distribution as of 16 August 2022.

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: 6003-530
Series: March 2022

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

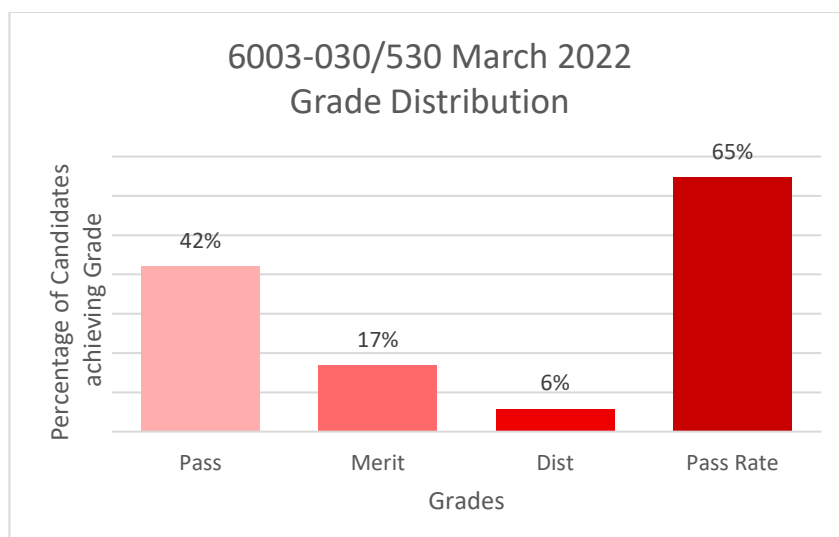
Assessment: **6003-030**
Series: **March 2022**

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

Total marks available	78
Pass mark	27
Merit mark	37
Distinction mark	48

The generosity applied to the summer assessments will also retrospectively be applied to candidates who achieved their best result in spring. 5% of the base mark of the assessment will be added to their score rather than applied to boundaries.

The graph below shows the approximate distributions of grades and pass rate for this assessment, it does not account for any marks that have been amended due to generosity:

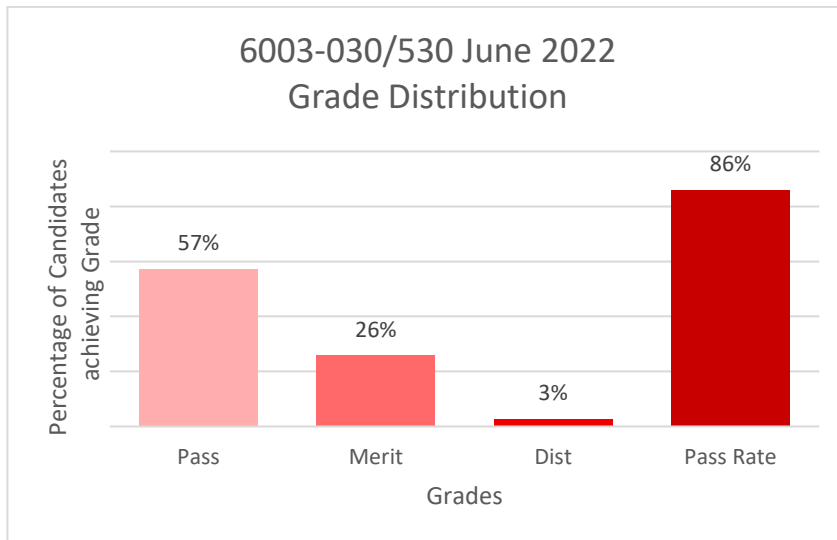


Assessment: 6003-030/530
Series: June 2022 (Summer)

Below identifies the final grade boundaries for this assessment:

Total marks available	80
Pass mark	23
Merit mark	34
Distinction mark	46

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



Chief Examiner Commentary

6003-030/530 Level 3 Level 3 Beauty & Spa Therapy – Theory exam

Series 1 – March 2022

The paper covered a range of learning outcomes and was similar to the previous series in terms of content and difficulty. Candidates on the whole did not perform as well as previous cohorts however the responses to the extended response question had improved. Candidates were better prepared for this question and provided clear plans tailored to client needs. As seen in previous series, anatomy and physiology continues to be a challenge for most candidates. Higher achieving candidates in this examination demonstrated that they have relevant anatomy and physiology knowledge and understanding. Overall candidates were able to recall knowledge, however often struggled with questions where they were required to explain their understanding in a structured manner; their responses often recalled identification points but lacked the explanation.

Short response questions such as state, list and describe were answered better throughout the paper. Many candidates were able to demonstrate good knowledge of the particular benefits of promoting products, opportunities to initiate sales, types of petrissage movements, type of current used in galvanic electrotherapy treatments and aftercare recommendations after a course of Electro-muscle stimulator (EMS) treatment which resulted in higher marks being achieved in these areas. The vocational understanding questions were completed reasonably well with many candidates achieving marks, although lower scoring candidates failed to give the explanation with the related effect or impact.

The majority of candidates struggled with anatomy and physiology questions. Many candidates did not attempt these questions and some responses indicated that the candidates had very little or no understanding of the topic. Areas where the candidates did not do well include types of epithelial tissue and location of bones as many candidates stated various incorrect locations. Many candidates also struggled with the question relating to vessels that carry lymph in and out of the lymph nodes. Some candidates answered incorrectly by repeating the question stem.

For the online version (6003-030) of this assessment, a question was excluded due to a reported error. This has been reflected in grade boundaries.

Many candidates found the question that combined the topics of anatomy and physiology and body analysis during consultation together very challenging. Many candidates omitted to answer this question, and many candidates wrote about a backwards pelvic tilt instead of a forward pelvic tilt. Teaching should focus on the differences between forward and backward pelvic tilt.

Many candidates demonstrated lack of understanding when having to adapt a body massage treatment on a client with kyphosis. Many responses showed a lack of understanding of the benefits of iontophoresis and instead candidates discussed the benefits of desincrustation.

Extended response question

The extended response question is intended to draw on knowledge and understanding from across the qualification to create a suitable treatment plan to meet the client's needs. There was an improvement in the responses compared to previous years, demonstrating that candidates had read the scenario, and took time to plan relevant treatments according to the client's needs. Most candidates provided justified treatment plans which linked to the client's needs and achieved marks in band 2.

Some candidates created basic treatment plans with some justifications and general aftercare recommendations. Marks were lost with the suggested order of treatments, and many gave a narrative of treatments being carried out and not linking fully to meet the clients' needs.

Other candidates provided treatment plans with some breadth and detail. Where candidates focussed on more treatment options and the client's' needs with justifications and linked selling, they were able to achieve marks in the higher band. Those candidates that achieved higher marks fully justified their treatment plans and gave options with alternative treatments and personalised aftercare.

In order to achieve higher marks candidates are encouraged to consider all aspects of the treatment plan, taking into account the client's needs with justifications for their recommendations. They will need the ability to compare, justify, discuss and evaluate a proposed, well-considered plan.

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. They need to be familiar with the variety of command verbs, as well as the need to read each question carefully in order to respond clearly to the question given.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available at <https://www.cityandguilds.com/qualifications-and-apprenticeships/beauty-and-complementary-therapies/beauty/6003-beauty-therapy-nails-and-spa#tab=documents>

Series 2 – June 2022

The examination paper covered a wide range of learning outcomes across the qualification and was comparable to the previous series in relation to content and challenge. The extended response question enabled the candidates to demonstrate their skills of creating a suitable treatment plan. Candidates were better prepared for the extended response question and provided clear plans tailored to client needs. As seen in previous series, anatomy and physiology continues to be a challenge for most candidates. Higher achieving candidates in this examination demonstrated that they have some relevant anatomy and physiology knowledge and understanding. Overall candidates were able to recall knowledge, however often struggled with questions where they were required to explain their understanding in a structured manner; their responses often recalled identification points but lacked the explanation.

Like the previous series, the short 'state' and 'describe' questions that related to the vocational area were answered better than the questions that required a detailed explanation and justification. Many candidates were able to demonstrate good knowledge of methods used to promote a new product range, contra-actions that occur following a body massage and acceptable sensations clients experience during an electrotherapy facial treatment.

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. Some candidates that attempted to demonstrate their understanding tended to repeat themselves hence missing opportunities to gain the full range of available marks.

The majority of candidates struggled with anatomy and physiology questions. Many candidates did not attempt these questions and some responses did not pick up any marks. Areas where the candidates did not do well include muscle movements, reproductive cycle, lymphatic system, and the digestive system. Those candidates that were gaining higher marks in the paper were still only gaining a few marks in the anatomy and physiology questions.

Many responses demonstrated a lack of understanding when comparing the differences between forearm movements and Swedish hand movements. Many candidates showed some confusion when discussing the benefits of using the cathode when carrying out a desincrustation treatment and instead discussed the effects of iontophoresis on the skin.

Extended response question

The extended response question 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, the order of treatments was not necessarily discussed in the most appropriate order eg no mention of removing the body massage product prior to carrying out EMS or body galvanic treatment.

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

In order to achieve higher marks candidates are encouraged to consider all aspects of the treatment plan, taking into account the client's needs with justifications for their recommendations. They will need the ability to compare, justify, discuss, and evaluate a proposed, well-considered plan.

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

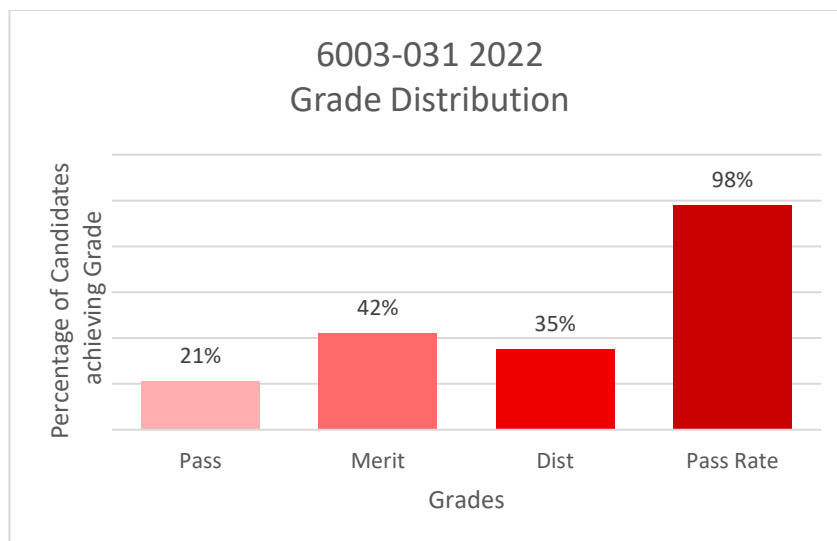
Below identifies the final grade boundaries for this assessment:

Assessment: 6003-031

Series: 2022

Total marks available	60
Pass mark	21
Merit mark	32
Distinction mark	43

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



Principal Moderator Commentary

The Level 3 Beauty & Spa Therapy synoptic assignment brief stated the practical tasks that candidates would carry out and this was followed with an evaluation. This year adaptations were permitted, which meant that candidates could work on a familiar client which had to be noted on the practical observation (PO) form.

Higher achieving candidates showed consistency throughout the synoptic assessment, and this was reflected in marks allocated across all the assessment objectives. There was a definite divide between the higher and lower achieving candidates. The higher achieving candidates worked confidently, meeting the needs of the client and planning the treatments in the most appropriate order. Those in the lower band showed hesitation, application was not second nature and treatments carried out were perhaps not the best suited to the clients' needs. Candidates were better at recalling information (AO1) rather than demonstrating 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 positive as your active electrode in this iontophoresis facial treatment? Can you explain why you are using negative during this body galvanic treatment? Can you explain why you have set up the infra-red lamp at that angle for the back? These types of questions were used to confirm understanding (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 face and body analysis and in choosing treatments to meet the 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 achieving candidates seemed to carry out treatments that were rehearsed and not the most appropriate to meeting the client's needs; they were unable to explain links or provide real 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 scoring candidates gave very detailed 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 pamper day event. The lower scoring candidates were not consistent with their skills, often showed hesitation and applied treatments without taking into consideration adaptations that may have enhanced the treatments to meet the client's needs. Many of the candidates carried out treatments that showed good fluency of skills which included appropriate modifications. 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 deal with complex problems during treatment as they arose by adapting their working practice to deal with factors that affected treatments eg pads not functioning, adjusting application 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 and sometimes left clients for periods of time searching for additional attachments, products etc which all 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 completed a detailed 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 did not 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.