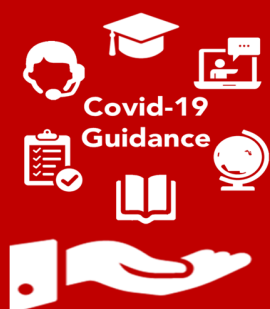


2021 - 2022 Adaptations Beauty and Complementary Therapies

For the period of:
September 2021 – August 2022





Version history

Version	Amendment type	Section/Qualification
1.0 (September 2021)	Document created and published	All
1.1 (January 2022)	Link to new 'Remote Assessment Centre Guide' added Adaptation date amended to 28.02.2022	Throughout 3007 & 7003
1.2 (February 2022)	Adaptation date amended to 31.03.2022	3007 & 7003



Introduction

Over the past two years, since the Covid-19 pandemic began, City & Guilds has worked in consultation with regulators and other awarding organisations/bodies, implementing adaptations to normal assessment delivery procedures to ensure that learners were still able to receive valid and reliable results for assessments attempted in this period.

The government's intention is that assessments for Vocational and Technical Qualifications go ahead for the 2021/22 academic year. It is recognised that learners who will be taking assessments will have had significant disruption to their teaching and learning and they may need continued support in the face of any further disruption. Centres should plan to, and wherever possible, deliver all assessments in line with the requirements set out in City & Guilds handbooks and assessment materials. However, where this is not possible City & Guilds is permitted, under Ofqual's Vocational and technical qualifications contingency regulatory framework ([VCRF](#)) to devise adaptations that mitigate disruption caused by the pandemic to teaching, learning and assessment for learners.

This document sets out the most up-to-date qualification specific adaptations available and the conditions for their adoption. It provides details of what adaptations can be used to provide centres and learners with flexibility to support the delivery of assessment during these challenging times. It has been designed to complement the **City & Guilds Qualification assessment adaptation guidance** document which can be found on City & Guilds COVID-19 webpages.

What is adaptation?

Adaptations should only apply if a learner(s) is not able to be assessed in the way the assessment design intended. The adaptations are in relation to the conditions and controls for assessments, the delivery of the assessments, or in some instances the assessment methodology. This document specifies the adaptations that are permitted and the qualifications and assessments to which they apply. Where an adaptation is permitted it is indicated by ✓ and where there is no adaptation permitted or needed it is indicated by ✕.

Some adaptations that were in place during the 2020/21 academic year may have changed or been removed this academic year. These include the removal of:

- "test-at-home" interim solution for e-volve remote assessment for the 2020-21 academic year which is no longer available. For more information regarding Remote Invigilation, please see the latest guidance on the City & Guilds website for more information <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>
- use of alternative evidence for an externally assessed e-volve test
- use of alternative evidence for a practical skills assessment.

Centres are not permitted to make any further adaptation to the assessments beyond what is set out in this document.

**Adaptations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
500/8778/2	3003-20/60	Level 2 Diploma in Beauty Therapy Services
500/9076/8	3003-23/63	Level 2 Diploma in Beauty Therapy
500/8775/7	3003-25/65	Level 2 Diploma in Nail Technology Enhancement
500/8845/2	3003-26/66	Level 2 Diploma in Hair and Media Make-up
500/8957/2	3003-30/70	Level 3 Diploma in Beauty Therapy Techniques
500/8954/7	3003-31/71	Level 3 Diploma in Body and Spa Therapy
500/8941/9	3003-32/72	Level 3 Diploma in Nail Technology
500/9001/X	3003-33/73	Level 3 Diploma in Hair and Media Make-up
600/2649/2	3003-34/74	Level 3 Diploma in Theatrical, Special Effects, Hair and Media Make-up
600/2747/2	3003-35	Level 3 Certificate in Beauty Therapy
601/0560/4	3003-36	Level 3 Diploma in Beauty Therapy
500/8940/7	3003-40	Level 2 Certificate in Beauty Therapy Services
500/9845/7	3003-43	Level 2 Certificate in Make-up
500/9201/7	3003-49	Level 2 Certificate in Nail Technology
500/8684/4	3003-92	Level 2 Award in Nail Technology
500/8713/7	3003-92	Level 2 Award in Manicure
500/8652/2	3003-92	Level 2 Award in Make-up
500/8711/3	3003-92	Level 2 Award in Nail Art
600/1203/1	3003-92	Level 2 Award in Threading
500/8642/X	3003-92	Level 2 Award in Beauty Salon Reception Duties
600/2365/X	3003-92	Level 2 Award in Auricular Therapy
500/8630/3	3003-92	Level 2 Award in Pedicure
500/8631/5	3003-93	Level 3 Award in Body Massage
500/8643/1	3003-93	Level 3 Award in Indian Head Massage
500/8649/2	3003-93	Level 3 Award in Permanent Lashes
500/8641/8	3003-93	Level 3 Certificate in Artificial Nail Structures



What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked Evolve test	Level 2 501, 502, 503, 504, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 529 Level 3 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637	✓ Remote invigilation
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	Level 2 201, 202 Level 3 301, 302, 331	x
Assessment tasks for knowledge (eg knowledge tasks).	Level 2 203 - 227, 229, 310 Level 3 303 - 309, 311, 312, 314, 316 - 330, 332-341	x
Assessment tasks for practical skills .		x

For on-demand evolve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>

No other adaptations are permitted for this qualification, assessments should be completed in line with the requirements set out in City & Guilds assessment documentation.

**Adaptations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
500/8785/X	3004-02	Level 2 Certificate in Creative Hair & Beauty Studies
600/5861/4	3004-12	Level 2 Diploma in Hair and Beauty

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	101, 102, 202	x
Assessments for knowledge and understanding alone. Externally marked Evolve test	502, 503, 504, 505, 506, 507, 508, 509, 510, 512, 513, 514, 515, 517, 518, 519, 520, 521, 522, 524, 527, 530, 531, 532, 533, 535, 536, 537, 540	✓ Remote invigilation only
Assessment tasks for knowledge (eg knowledge tasks).	Level 2 105, 107, 203 - 210, 212 - 215, 217-228, 233, 235 - 237, 240	x
Assessment tasks for practical skills .		x

For on-demand evolve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>

No other adaptations are permitted for this qualification, assessments should be completed in line with the requirements set out in City & Guilds assessment documentation.



Adaptation for the following qualifications are currently only in place until 31 March 2022:

QAN	City & Guilds qualification number	City & Guilds qualification title
500/9284/4	3007-01/51	Level 1 NVQ Certificate in Beauty Therapy
500/8765/4	3007-02/52	Level 2 NVQ Diploma in Beauty Therapy – General
500/8766/6	3007-04/54	Level 2 NVQ Diploma in Nail Services
500/8761/7	3007-05/55	Level 3 NVQ Diploma in Beauty Therapy – General
500/8783/6	3007-06/56	Level 3 NVQ Diploma in Beauty Therapy – Massage
500/8758/7	3007-08/58	Level 3 NVQ Diploma in Spa Therapy
500/8780/0	3007-09/59	Level 3 NVQ Diploma in Nail Services

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked Evolve test	501-503, 707-711, 713-718, 726-735, 738-744, 750-753, 755, 761-764, 801, 802, 805, 807-821, 826-836, 838-853, 855, 861-864	✓ Remote invigilation only
Assessments for knowledge and understanding. Centre marked tests	001-064	✓
Assessments for occupational competency Portfolio of evidence		✓

These adaptations are currently only in place until 31 March 2022:

Knowledge and understanding

For on-demand evolve tests:



Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>

For City & Guilds mandatory E4 centre marked paper tests:

- Tests can still be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learners own.
- Please refer to section our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library Where remote assessment is not an option, centres can assess learners 1:1 via oral questioning.
 - Where possible knowledge and understanding criteria can be inferred from practical observation
 - Where knowledge and understanding cannot be inferred, centres can assess learners 1:1 via oral Q&A and professional discussion can be used to generate evidence against the criteria covered in the test. The paper version of the test, that are available to download from the website, should be used as a basis for the oral Q&A. Centres must make sure the security of the assessment materials is maintained.
 - Where tests are multiple choice questions the multiple-choice questions can be rephrased as open questions
 - Where questions have images or tables, these can either be shared discretely from the test, an alternative equivalent image sourced, or question can be rephrased around the image
 - Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learners own. Standard documentation linking evidence to the assessment criteria, must be completed.

Practical skills

Treatment/Service requirements

- The clients/customers can be from the learners' workplace, educational or household bubble.
- Additional discretionary time can be allowed for an learner to implement additional PPE, screens/guards and social distancing requirements following current [Government and industry guidelines](#)
- The number of observations and/or number of clients per unit are no longer fixed. Providing the following is met, the unit can be achieved
 - Full performance criteria and specific range listed in the evidence requirements has been observed.
 - The assessor is confident that the learner is competent in the unit.

For example

- **3007-206 Provide manicure services (N2)**

Current evidence requirements	Permitted adaptation
<p>Current evidence requirements state learners must be observed on at least 3 occasions (each occasion must involve a different hand and nail treatment from the range).</p> <p>And they must have used 4 of the 5 types of hand and nail treatments, and applied all types of nail finish</p>	<p>As part of the adaptation's learners are still required to carry out the following 4 out of the 5 types of hand and nail treatments and all types of nail finishes, but these can be combined within a treatment.</p> <p>Provided the learner has been assessed as competent carrying out manicure services and all the other range listed in the evidence requirements has been covered, this could be covered in 2 observations</p>

Use of simulation

- Where reception and retail facilities create a risk for the safe distancing of learners, assessors and clients, simulation is acceptable
- The use of use of artificial mannequins, nail or other trainers are **not** a permitted for any service observations.

Remote assessment & Video evidence

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.

If assessment is undertaken remotely, they must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

- Treatment/services must be carried out in a realistic working environment
- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Remote assessment of observations can only be completed on a one to one basis
- 100% of the practical skills observation assessment must be observed by the assessor
- Written, signed consent from clients & employers, must be sort and retained as evidence.
- Assessor can either ask the learner or vocationally competent person present to carry out any additional checks needed to ensure valid assessment decision.
- Oral questions can be asked by the assessor to confirm any points of clarification.

Video evidence of observation is also permitted for practical skills observations. However, this will only be accepted where there are specific barriers to face to face observations (linked to covid19 restrictions) and live remote assessment (due to geographical location or insufficient live streaming access). Where video evidence is being a used, it should be accompanied by a summary justifying the reasons for using.

Good practice tips for centres to consider:



- Centre should optimise all opportunities to cross reference evidence collection across units, where criteria or range has already been achieved and evidenced.
- Centres are encouraged to clustering the performance of multiple treatments and services on individual 'clients or customers' to maximise the evidence opportunities for example:
 - Learners are required to carry out the following for provide hand and nail treatments; have used all the consultation techniques, have dealt with at least one of the necessary actions, have completed all types of hand and nail treatments, have applied all types of nail finishes dark, French, buffed and gel, have provided all types of treatment advice. An learner could cluster the types of hand and nail treatments to maximise the observation opportunity on one client by the learner being observed performing hand exfoliator, mask, mitts and dark enamel finish from the range on one hand and the paraffin wax, French enamel finish from the range on the other.



Adaptation for the following qualifications are currently only in place until 31 March 2022:

QAN	City & Guilds qualification number	City & Guilds qualification title
603/3459/9	7003-12	Level 2 Diploma for Beauty Professionals - Beauty Therapist
603/3892/1	7003-22	Level 2 Diploma for Beauty Professionals – Nail technician

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and understanding alone. Externally marked Evolve test	608-620, 690	✓ Remote invigilation only
Assessments for knowledge and understanding. Centre marked tests	208-220	✓
Assessments for occupational competency Portfolio of evidence		✓

These adaptations are currently only in place until 31 March 2022:

Knowledge and understanding

For on-demand e-volve tests:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>

For City & Guilds centre marked short answer and multiple-choice tests:

These can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learners own.



Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Where remote assessment is not an option, centres can assess learners 1:1 via oral questioning and professional discussion can be used to generate evidence against the criteria covered in the test.

- The paper version of the test, that are available to download from the website, should be used as a basis for the oral Q&A. Centres must make sure the security of the assessment materials is maintained.
 - Where tests are multiple choice questions the multiple-choice questions can be rephrased as open questions
 - Where questions have images or tables, these can either be shared discretely from the test, an alternative equivalent image sourced, or question can be rephrased around the image

Oral questioning/Q&A session must be carried out by an assessor who is occupationally competent and in a way that authenticates the responses are the learners own. Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment. Standard documentation linking evidence to the assessment criteria, must be completed.

For City & Guilds knowledge assignments:

Knowledge based assignments can be taken remotely by learners provided they are supervised and the centre has software or processes that maintain the security of the assessment materials, generates evidence that can be retained by the centre and authenticates that the responses are the learners own.

Please refer to our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

Practical skills

Treatment/Service requirements

- The clients/customers can be from the learners' workplace, educational or household bubble.
- Additional discretionary time can be allowed for an learner to implement additional PPE, screens/guards and social distancing requirements following current [Government and industry guidelines](#)

Use of simulation

- Where reception and retail facilities create a risk for the safe distancing of learners, assessors and clients, simulation is acceptable
- The use of use of artificial mannequins, nail or other trainers are **not** a permitted for any service observations.

Remote assessment & Video evidence

Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical skill observations.



If assessment is undertaken remotely, they must be completed in line with the remote assessment requirements set out below **and** those listed in our 'Remote Assessment Centre Guide' document available from the 'Quality Assurance' tab at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

- Treatment/services must be carried out in a realistic working environment
- A vocationally competent employer or a vocationally competent senior member of staff must be present during the practical skills observation, for safety and to assist the assessor, on areas of clarification or where the assessor needs to see a close-up image
- Remote assessment of observations can only be completed on a one to one basis
- 100% of the practical skills observation assessment must be observed by the assessor
- Written, signed consent from clients & employers, must be sort and retained as evidence.
- Assessor can either ask the learner or vocationally competent person present to carry out any additional checks needed to ensure valid assessment decision.
- Oral questions can be asked by the assessor to confirm any points of clarification.

Video evidence of observation is also permitted for practical skills observations. However, this will only be accepted where there are specific barriers to face to face observations (linked to covid19 restrictions) and live remote assessment (due to geographical location or insufficient live streaming access). Where video evidence is being a used, it should be accompanied by a summary justifying the reasons for using.

Good practice tips for centres to consider:

- Centre should optimise all opportunities to cross reference evidence collection across units, where criteria or range has already been achieved and evidenced.
- Centres are encouraged to clustering the performance of multiple treatments and services on individual 'clients or customers' to maximise the evidence opportunities for example:
 - Learners are required to carry out the following for provide hand and nail treatments; have used all the consultation techniques, have dealt with at least one of the necessary actions, have completed all types of hand and nail treatments, have applied all types of nail finishes dark, French, buffed and gel, have provided all types of treatment advice. An learner could cluster the types of hand and nail treatments to maximise the observation opportunity on one client by the learner being observed performing hand exfoliator, mask, mitts and dark enamel finish from the range on one hand and the paraffin wax, French enamel finish from the range on the other.

**Adaptations for:**

QAN	City & Guilds qualification number	City & Guilds qualification title
600/5072/X	7607-31	Level 3 Diploma in Complementary Therapies
600/5088/3	7607-34	Level 3 Diploma in Reflexology

What adaptations to assessments are permitted?

Assessment methods	Assessment component numbers	Adaptation permitted
Assessments for knowledge and/or understanding alone. Centre marked assignment/test with little or no practical.	301, 302	x
Assessments for knowledge and understanding alone. Externally marked Evolve test	303	✓ Remote invigilation only
Assessments for knowledge and understanding Centre marked tests	304, 305, 306 Elective unit 307	✓
Assessments for practical skills. Centre marked assignment with majority practical.		✓
		✓

For on-demand evolve test – 303:

Remote invigilation is available, please see the latest guidance on the City & Guilds website for more information <https://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin/remote-invigilation>

No other adaptations are permitted for this qualification, assessments should be completed in line with the requirements set out in City & Guilds assessment documentation.



Appendix A

List of qualifications where adaptation of assessments is permitted

Please see relevant qualification section for specific permitted adaptations

QAN	City & Guilds qualification number	City & Guilds qualification title
500/8778/2	3003-20/60	Level 2 Diploma in Beauty Therapy Services
500/9076/8	3003-23/63	Level 2 Diploma in Beauty Therapy
500/8775/7	3003-25/65	Level 2 Diploma in Nail Technology Enhancement



500/8845/2	3003-26/66	Level 2 Diploma in Hair and Media Make-up
500/8957/2	3003-30/70	Level 3 Diploma in Beauty Therapy Techniques
500/8954/7	3003-31/71	Level 3 Diploma in Body and Spa Therapy
500/8941/9	3003-32/72	Level 3 Diploma in Nail Technology
500/9001/X	3003-33/73	Level 3 Diploma in Hair and Media Make-up
600/2649/2	3003-34/74	Level 3 Diploma in Theatrical, Special Effects, Hair and Media Make-up
600/2747/2	3003-35	Level 3 Certificate in Beauty Therapy
601/0560/4	3003-36	Level 3 Diploma in Beauty Therapy
500/8940/7	3003-40	Level 2 Certificate in Beauty Therapy Services
500/9845/7	3003-43	Level 2 Certificate in Make-up
500/9201/7	3003-49	Level 2 Certificate in Nail Technology
500/8684/4	3003-92	Level 2 Award in Nail Technology
500/8713/7	3003-92	Level 2 Award in Manicure
500/8652/2	3003-92	Level 2 Award in Make-up
500/8711/3	3003-92	Level 2 Award in Nail Art
600/1203/1	3003-92	Level 2 Award in Threading
500/8642/X	3003-92	Level 2 Award in Beauty Salon Reception Duties
600/2365/X	3003-92	Level 2 Award in Auricular Therapy
500/8630/3	3003-92	Level 2 Award in Pedicure
500/8631/5	3003-93	Level 3 Award in Body Massage
500/8643/1	3003-93	Level 3 Award in Indian Head Massage
500/8649/2	3003-93	Level 3 Award in Permanent Lashes
500/8641/8	3003-93	Level 3 Certificate in Artificial Nail Structures
500/8785/X	3004-02	Level 2 Certificate in Creative Hair & Beauty Studies
600/5861/4	3004-12	Level 2 Diploma in Hair and Beauty
500/9284/4	3007-01/51	Level 1 NVQ Certificate in Beauty Therapy
500/8765/4	3007-02/52	Level 2 NVQ Diploma in Beauty Therapy – General
500/8766/6	3007-04/54	Level 2 NVQ Diploma in Nail Services
500/8761/7	3007-05/55	Level 3 NVQ Diploma in Beauty Therapy – General
500/8783/6	3007-06/56	Level 3 NVQ Diploma in Beauty Therapy – Massage
500/8758/7	3007-08/58	Level 3 NVQ Diploma in Spa Therapy
500/8780/0	3007-09/59	Level 3 NVQ Diploma in Nail Services
7003-12	7003-12	Level 2 Diploma for Beauty Professionals - Beauty Therapist



600/5072/X	7607-31	Level 3 Diploma in Complementary Therapies
600/5088/3	7607-34	Level 3 Diploma in Reflexology

Appendix B

List of qualifications where no adaptations are permitted

None



Further advice and guidance

For all queries relating to this guidance and arrangements, contact the Customer Support Team at City & Guilds, who are available Monday to Friday 8am to 6pm excluding UK public holidays.



centresupport@cityandguilds.com



0844 543 0000

Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

For specific queries, including those in relation to quality assurance, please contact your allocated quality team via email or on 0300 303 53 52.

Related documents, Ofqual guidance and updates can be found on our website here:

www.cityandguilds.com/covid-19

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time.

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Giltspur House 5-6 Giltspur Street London EC1A 9DE

T +44 (0)20 7294 2468

F +44 (0)20 7294 2400

cityandguilds.com

