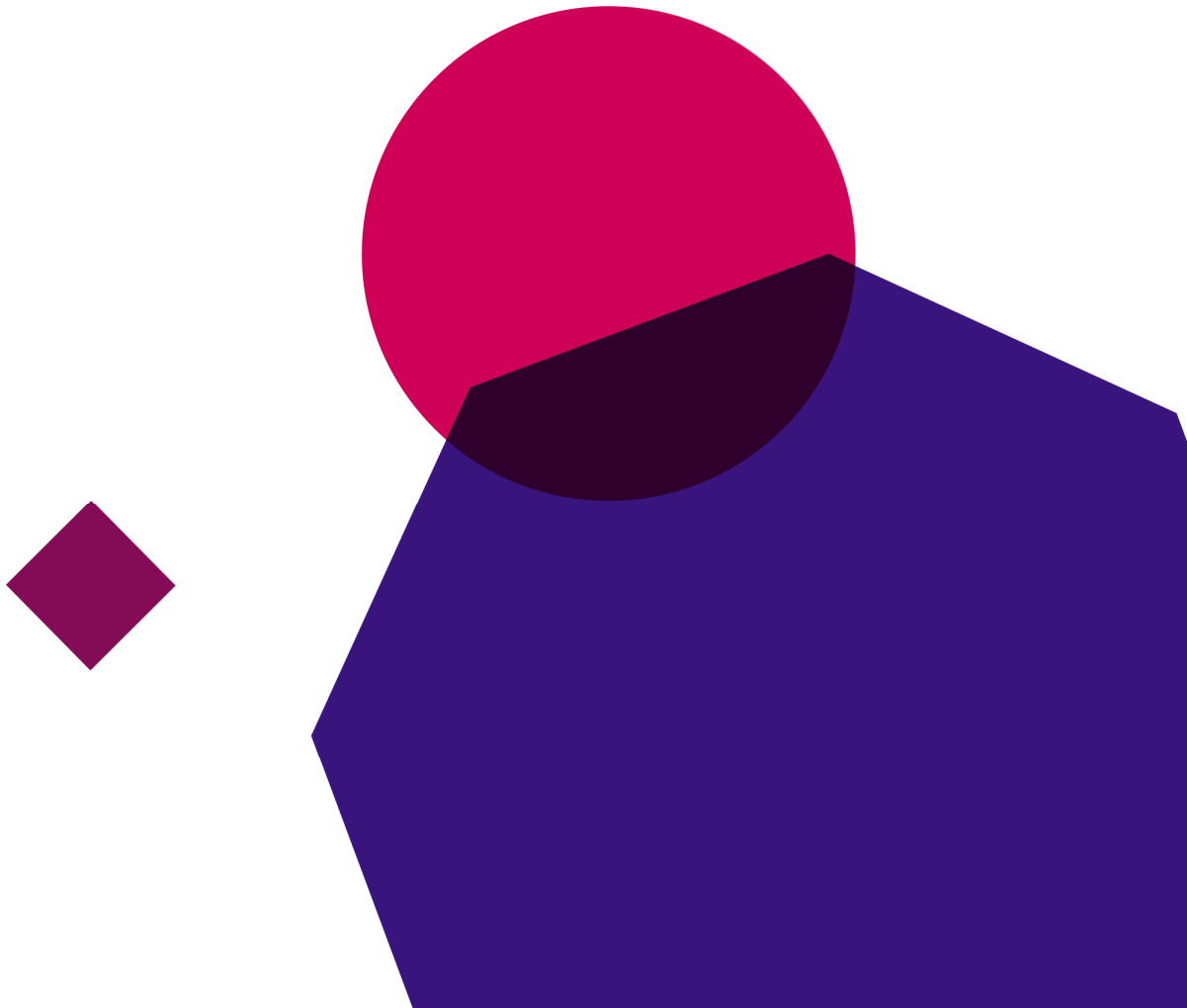


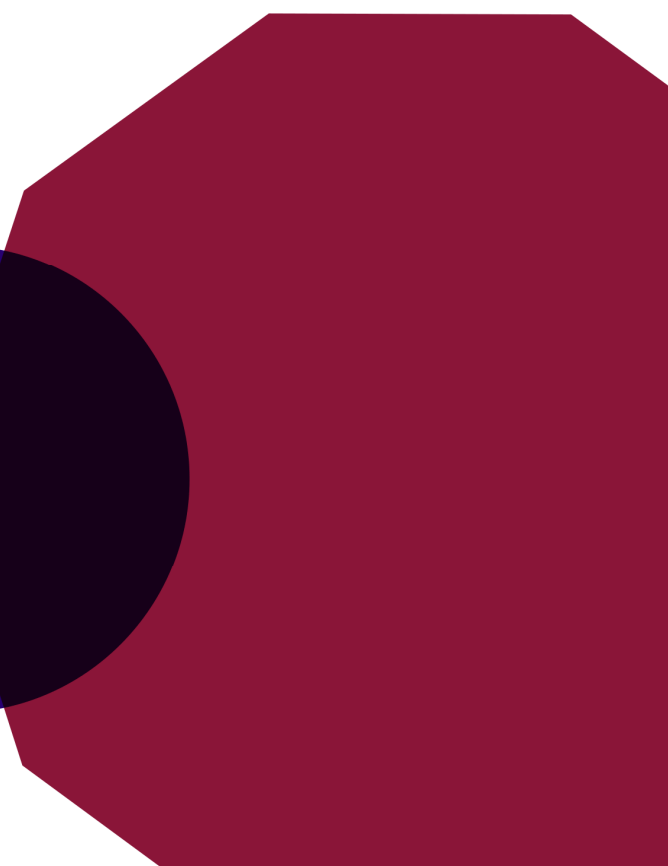
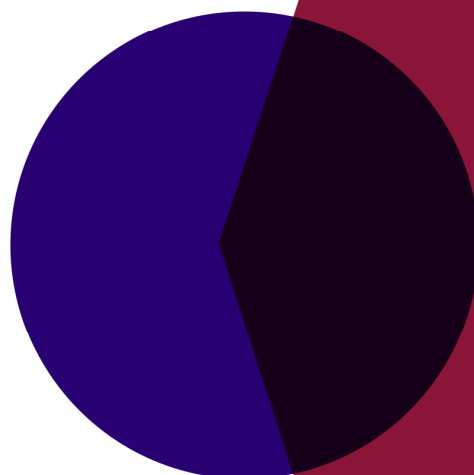
# Beauty and Complementary Therapies mitigation approaches for VRQs

## FAQs



# Contents

- General FAQs
- Qual specific FAQs



These FAQs should be read alongside the **sector mitigation guidance, the generic mitigation FAQs to VRQ and NVQs**, available on the Covid-19 support pages of our website.

## Generic questions

- 1. If we have some learners who are not able to return to college and complete any face to face assessments needed, are we able to continue to plan assessments throughout the summer and into autumn term and certificate at a later stage but still using adaptations on other units?**

For learners that are in scope, centres will have up until the 30 September to meet the adaptation requirements and submit results.

For learners that have not met the minimum assessment requirements, if they can meet the minimum assessment requirements safely in their normal assessment environment and the adaptation requirements for the remaining units by 30 September then units can be claimed.

If adaptation requirements have not been met by 30 September, the full assessment requirement will need to be achieved.

- 2. What happens if some learners have not been observed on one or more units within the qualification, and the learner is unable to achieve the assessment via adaptation, can the unit still be claimed?**

If there is no formative or summative evidence of an observation for a particular unit, and this cannot be generated by any of the permitted adaptations by the 30 September, that unit cannot be claimed.

Centres can claim the other units where adapted assessments have been met, and if the learner is able to meet the full assessment requirements for the remaining unit after the 30 September the full certificate would be issued when the remaining unit is submitted.

- 3. If a learner is unable to complete the Level 2 qualification, how will this affect progression to level 3?**

There is no prerequisite that states you must have a level 2 qualification to go onto Level 3 for our beauty or nails VRQ qualifications, it is down to centres set entry requirements.

- 4. For qualifications where the assessments are adapted, can outstanding assessments be deferred?**

Yes, this is down to the discretion of the assessor/centre

- 5. If the learners can access college from 15th June can they still sit evolve test online as usual?**

Yes, see updated guidance in the mitigation guide

- 6. With regards to the statement a signification portion of the qualification must have been covered, is that for assessments and delivery or just delivery? Can you give more guidance on a percentage as to what is a signification portion?**

The statement in the learner scope is that learners 'have completed a learning programme that addresses a significant proportion of the content of the qualification.'

For adapted qualifications the specific assessment requirements are outlined in under the relevant qualification page. These are not expressed in the form of a percentage, instead cover the minimum assessment requirements for each assessment and the ways the assessments can be adapted.

## **3003/3004**

### **General**

- 7. Do the adoptions apply to the diploma with evolve as well as the diploma only POS's?**

Yes, the latest version of the mitigation guide has been updated to show this – see version 1.2

- 8. Where a learner is registered on the diploma with evolve can a combination of evolve and assignments be used towards the theory element of the qualification?**

Yes

- 9. Do adoptions apply to units 3003-337, 3003-340 & 3003-341?**

Yes, the adoptions apply to these units.

- 10. If a learner did not achieve the 202 unit prior to lock down does that mean they cannot have further adoptions to other units or are they able to complete the 202 assignment now?**

Provided the learner has achieved unit 202 either prior to 20<sup>th</sup> March or via the permitted adaptations, adoptions to the other units can be applied.

### **Knowledge assessments and evolve**

- 11. We normally do the online tests, do the learners need to complete all the outstanding assignments including the anatomy and physiology?**

Yes

Where learners are able to continue to take the evolve test safely in their normal assessment environment, the tests are still available to sit.

If this is not an option, yes learners would either need to complete any outstanding assessments, either using the assignments, or via oral questioning / professional discussion, see mitigation guidance for more detailed information.

At the front of the assessment pack there is a A/P cross referencing mapping document so check this to prevent duplication

**12. Can knowledge be inferred from a formative practical observation or does it have to be from summative assessment? And what kind of knowledge can be inferred from a practical assessment?**

Evidence can be drawn from both formative and summative observations, provided the learners was of a pass standard when observed. Knowledge that can be inferred includes anything that can be seen from the observation, so for example how to do something. Why things are done maybe difficult to infer from an observation unless oral questioning took place during the observation and this was recorded, so these areas are likely to need to be covered separately.

**13. Some learners have not completed knowledge assignments that were set, will grades be lowered if they have not got their written evidence to support their practical evidence?**

The knowledge assignments are pass fail only.

Where assignments have not been completed, knowledge can be covered by oral questioning or professional discussion.

If there is no evidence of the knowledge, and the adaptations that are permitted have not been possible to carry out with a learner, then they cannot achieve the unit.

## **Practical assessments**

**14. Can in class work (observed with evidence) or pre-obs (where applicable) be used?**

Yes, provided there is trusted documented evidence of the observation, there is confidence that the learners would not pose any risk to the health and safety of either themselves or a client and the evidence reflects the grade being submitted.

Any evidence from classwork must be the learners own work.

**15. Is it just one assessment per unit unless otherwise stated e.g. waxing (206)?**

Yes, however for waxing, as with some other units there are some additional requirements, the observation must cover treating leg and either an underarm or bikini. If this was not observed in the one observation this is not sufficient.

**16. Can 310 Make and style a hair addition & 323 Design and apply face and body art be assessed remotely, if we are able to get body paint materials to learners' home**

Yes, unit 323 Design and apply face and body art & 310 Make and style a hair addition, are listed in the mitigation guide as a unit where remote observation is permitted.

For make and style a hair addition this can only be observed remotely where learners have access to the relevant materials, tools and equipment

**17. Can unit 316 Creative hairdressing design skills be remotely assessed as it is in hairdressing mitigation document**

Yes, this has been added to the mitigation guidance document for 3003

**18. Can remote observations be used for any of the following unit 210 Provide eyelash and eyebrow treatments, unit 305 Provide body massage, unit 330 Media make-up & 340 Apply prosthetic pieces and bald caps?**

No, remote observation can only be used for the units that are listed in the mitigation guidance document as remote observation is permitted.

**19. What are the adapted assessment requirements for unit 204 Provide Facial Skin Care?**

Learners must have been observed once carrying out a facial.

Evidence for the observation can come from either formative or summative assessments, including any formative assessments that were carried out on peers, provided there is trusted documented evidence of the observation and there is confidence that the learners would not pose any risk to the health and safety of either themselves or a client.

**20. If learners have completed no practical practice for unit 204 facial would they need to complete a single facial in the college to be able to achieve this unit or would they gain the qualification without the unit included?**

If a learner has not been observed carrying out a facial, then yes, they will need to be observed once salons are re-open, following Government set guidelines. Centres will have up until the 30 September to meet the adaption requirements and submit results.

As unit 204 is a mandatory unit, the qualification cannot be achieved without this unit being achieved.

If no formative or summative evidence of an observation cannot be generated by any of the adaptations by the 30 September, that unit cannot be claimed.

Centres can claim the other units where adapted assessments have been met, and if the learner is able to meet the full assessment requirements for the remaining unit after the 30 September the full certificate would be issued when the remaining unit is submitted.

**21. Can the unit 209 Apply make-up unit be assessed remotely using pictures and videos as long as the treatment is done on another individual in the household?**

Yes, where centres do not have trusted evidence of face to face observation, remote observation via video conferencing software is also permitted for the make-up unit, provided there is evidence of client consultation and interaction, in other units being claimed for the learner. The remote observation should be carried out by an assessor.

**22. Can photographic evidence be used for make-up-based units instead of conference video calling?**

No, observations carried out remotely still need to be observed, photographic evidence alone is not sufficient.

**23. Can unit 209 Apply make-up and 212 Create an image based on a theme within the hair and beauty sector be assessed in one observation?**

They can be done assessed in one observation if the theme for unit 209 is special occasion and a mood board is created for special occasion.

**24. For unit 212 Create an Image Based on a Theme within the Hair and Beauty Sector can learners video themselves to validated and send this in as evidence?**

No, they are still required to be observed by an assessor

**25. For unit 210 Provide eyelash and eyebrow treatments is it just one assessment for the unit or one per treatment e.g. one lash tint, one brow shape etc.**

Additional guidance around the minimum assessment requirements for this unit was added to version 1.2 of the mitigation guidance document.

Learners must have been observed carrying out an eyelash tint and an eyebrow shape, this can be carried out on one person.

**26. How do we practically assess unit 216 Salon Reception Duties if no assessment has taken place yet?**

If a learner has worked on reception within a Realistic Learning Environment or Realistic working environment, an expert witness statement that describes an observation which is retrospective, can be accepted as evidence towards achievement of this unit – see the mitigation guidance document for more details on the conditions around this.

Where this is insufficient trusted evidence of this or a learner has not been observed worked on reception, where 216 is an optional unit, centres may want to consider other units.

**27. For Unit 304 Client care and communication in beauty related industries, can this be completed if it was observed during other units' observations?**

If a learner was observed carrying out client care alongside another practical assessment, then this can be mapped to meet this observation requirement for unit 304, client care and comms, provided, the assessments was of a minimum of a pass standard and there is trusted documented evidence of the observation and there is confidence that the learners would not pose any risk to the health and safety of either themselves or a client.

**28. If learners have completed some assessment for a unit but have not used the required numbers of equipment for either unit 306 Provide facial electrotherapy treatments and unit 307 Provide body electrotherapy treatments, is this delay?**

For learners that have not met the minimum assessment requirements, if they can meet the minimum assessment requirements safely in their normal assessment environment and the adaption requirements for the remaining units by 30 September then units can be claimed.

If adaption requirements have not been met by 30 September, the full assessment requirement will need to be achieved.

For learners that have not met the minimum assessment requirements, if they can meet the minimum assessment requirements safely in their normal assessment environment and the adaption requirements for the remaining units by 30 September then units can be claimed.

If adaption requirements have not been met by 30 September, the full assessment requirement will need to be achieved.

**29. For Unit 310 Make and style a hair addition - We had not started delivery on this, so learners were not shown how to weave and do not have weaving sticks etc at home. Could we set an assignment researching weaving, weft and what they have been used for historically?**

A research assignment cannot be used as evidence to cover practical skills for unit 310.

The unit can only be claimed if the minimum observation requirements are met before 30th September

**30. For Unit 310 Make and style a hair addition, if a learner has not actually made the weft, but they have had delivery of how to do it and made another hair addition, could this be used as evidence for this unit?**

No, they are requirement to be observed making a weft.

If there are any outstanding observation needed to complete the learner will need to complete these once college are able to re-open, following Government set guidelines. Centre have until 30 September to submit evidence for adapted assessments



- 31. As part of the Level 2 Diploma in Hair and Media Make-up, for unit 226 The art of colouring hair and for colouring the weft as part of unit 310 Make and style and hair addition, is it acceptable for a shop bought dye to be applied and evidenced with photographs / video with additional questioning.**

The art of colouring hair cannot be observed remotely.

If make and style a hair addition is being observed remotely, then shop bought hair colour can be used for colouring the weft.

Observations carried out remotely still need to be observed, photographic evidence alone is not sufficient.

- 32. For Unit 310 Make and style a hair addition, some learners only completed 2 cm of the hair weft and have no more hair to complete will this be sufficient?**

No, the weft needs to be large enough to be styled and then incorporated within the finished look to the planned style

This unit can be observed remotely, so if the learner is able to get more hair and complete by 30th September then this unit can be claimed.

- 33. If learners have not completed practical assessments for Unit 221 Body art design, Unit 310 Make and style a hair addition, Unit 335 Style and fit postiche, can they draw evidence from other units?**

No evidence for practical observation for these unit cannot be drawn from other units.

If they can meet the minimum assessment requirements safely in their normal assessment environment and the adaption requirements for the remaining units by 30 September, then units can be claimed.

Unit 310 Make and style a hair addition can be observed remotely, provided the learners have access to the relevant materials, tools and equipment

- 34. If no assessments were carried out for unit 332 Apply stone therapy massage, can learners send in videos of their routines so we could provide feedback.**

Stone massage is not permitted for remote assessment; teaching and delivery can continue in line with college guidelines.

Where remote assessment is permitted, sending videos of the routines is not sufficient, learners are still required to be observed by an assessor.

- 35. It states in the mitigation guidance document that skills can be mapped between stone therapy massage and body massage, can skills be mapped if they completed the body massage unit last year or as part of another qualification?**

Mapping of skills between massage units is only permitted if body massage observation has taken place during the learner's registration period and as part of the same qualification – see version 1.2 of the mitigation guidance document.

**36. For unit 326 Provide spa treatments & unit 328 Monitor and maintain spa area – the learners have not completed any practical assessments and would not currently be able to access the spa in college. Can this be done through a professional discussion?**

For unit 326 Provide spa treatments, no, professional discussion cannot be used to cover practical observation requirements.

For unit 328 Monitor and maintain spa area, professional discussion can be used, see updated version of the mitigation guide for more details.

## **Grading**

**37. If a formative assessment has been complete can this be graded if they are unable to do a summative?**

Yes, Evidence for the observation can be come from either formative or summative assessments, including any formative assessments that were carried out on peers, provided there is trusted documented evidence of the observation and there is confidence that the learners would not pose any risk to the health and safety of either themselves or a client.

**38. For units where evidence of only one observation is needed, but the grade is normally based on more than one observation how do we determine the overall grade for the unit?**

There has to be evidence to justify the grade you have submitted, so the evidence from one observation that has been completed is likely to be the best indicator of the grade for that unit.

If there is other trusted evidence that justifies variation in grade, a different grade can be submitted, provided a summary justifying the grade submitted is captured.

For example:

Where a learner's only evidence for a unit, is from formative evidence, but there is summative evidence from another unit with comparable skills, this could act as justification for submission of a higher grade.

Or

Where a learner's only evidence for a unit is from formative evidence, but there is additional documented evidence from practical classroom sessions carried out after the observation, that evidences improved skills, this could act as justification for submission of a higher grade.

Evidence that has been utilised to make the judgement and a final summary of the justification for the grade submitted must be recorded and kept at the centre.

**39. How do we determine the grade for a unit, if a learner has been observed more than once already and the grades were different, for example they achieved a distinction on an eyebrow shape and a pass on an eyelash tint?**

Where there is evidence of two different grades from summative assessments that have already completed, centres should use their professional judgement to make an informed decision of the result each learner would most likely have achieved had they sat their assessments this summer as planned. If it supports assessors making a judgement on the overall grade, they can predict the grade for each of the remaining practical observations based on the comparability of the observations already completed and using unit sign of sheet conversion chart to determine the overall grade. The rationale for the final grade should be captured in the summary justifying the grade submitted

**40. When grading formative assessments, the guidance says that we can use summative evidence from another unit with comparable skills that was observed on a later date as justification for a higher grade. Can we use summative observations from an earlier date, for example if manicure summative observation was achieved, before the pedicure formative assessment, could the manicure summative grade be used as evidence to justify a higher grade for the pedicure assessment?**

Yes, in version 1.2 of the mitigation guidance document, the guidance around grading has been updated to remove reference that summative observation from another unit with comparable skills, has to be observed at a later date.

Where a learner's only evidence for a unit, is from formative evidence, but there is summative evidence from another unit with comparable skills, this could act as justification for submission of a higher grade.

**41. If learners have summative evidence of Provide body massage and we are carrying out a professional discussion for Apply stone therapy massage or Provide massage using pre-blended aromatherapy oils how should stone therapy or aromatherapy grades be worked out?**

The grade descriptors for Apply stone therapy massage or Provide massage using pre-blended aromatherapy oils should still be used, observation evidence from Provide body massage along with the outcome from a professional discussion should both be used to determine the grade overall.

There is a professional discussion form within the C&G recording forms for centres and learners found in the centre doc library on our website.

**7607**

**42. The 7607 outlines the minimum number of observations and case studies/reflective practices to be completed for all 3 disciplines. Does this evidence make up the final assessment decisions for both the theory and practical elements that usually take place?**

The mitigation guidance document outlines the adaptations for both the knowledge assessment and the practical assessment. Both adaptations need to be used for the respective assessments.

**43. Where formative assessment is being used as evidence for an observation, will handwritten tutor notes, the feedback given to the learners (including targets to improve), and the consultation / case study notes that the learners complete be enough evidence to be used as trusted documented evidence as stated on your documentation?**

The minimum assessment requirements are that two observations, on two different clients (6 different clients across all three technical units) have been achieved. providing the tutor notes and feedback and learner consultation and case study notes are based on observations and grading can be applied from them, this will be sufficient evidence

**44. How should the overall grade for each of the technical units be worked out?**

The assignment marksheet should still be used, based on the grade from one of the observations should be used and the grade from the case study written examination.

## Useful sources of information

1. Ofqual guidance on awarding qualifications in summer 2020
2. Ofqual consultation on awarding vocational and technical qualifications in summer 2020
3. Ofqual guidance for Heads of Centre, heads of department and teachers on objectivity in grading and ranking
4. Ofqual rules and guidance for Functional Skills qualifications
5. Ofqual Functional Skills Criteria for English (Legacy)
6. Ofqual Functional Skills Criteria for Mathematics (Legacy)
7. Ofqual Functional Skills Criteria for ICT
8. Department for Education Subject content functional skills: English (Reformed)
9. Department for Education Subject content functional skills: mathematics (Reformed)

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