

2020 - 2021 Adaptations Beauty and Complementary Therapies

For the period of:
September 2020– Summer 2021





Version history

Version	Amendment type	Section/Qualification
1.0 (October 2020)	Document created and published	All
1.1 (January 2021)	<p>Adaptation guidance added for 3004-227 The art of dressing hair</p> <p>7003-22 Diploma in Beauty professional – Nail technician added to 7003 page. Adaptation guidance for 7003 remains the same.</p> <p>3003-206 – amendment made to allow some formative assessments to take place after summative assessments</p> <p>3003-305 – amendments made to carry out a formative assessment on a client over 55</p> <p>Updated to permit remote invigilation for evolve tests for the following qualifications 3003, 3004, 3007, 7003</p>	<p>3004</p> <p>7003</p> <p>3003</p>
1.2 (March 2021)	<p>3003 missing evolve test numbers added</p> <p>7607 adaptation guidance around remote assessment added for elective unit 307</p> <p>Contact email address updated</p>	<p>3003</p> <p>7607</p> <p>Back cover</p>



Introduction

The Covid-19 pandemic caused significant disruption to the summer 2020 assessment series.

City & Guilds, working in consultation with regulators and other awarding bodies, adopted several mitigation options to ensure that affected learners received a valid and reliable result for assessments they were unable to sit. These were either estimated grades, adapted assessment or delayed assessment until they could be sat safely.

As we move into the 2020/21 academic year, we recognise that the ongoing nature of this pandemic will likely cause further disruptions for learners and centres. The observation of government guidance will bring additional challenges for the administration of assessments

For the academic year 2020/21, centres should plan to, and wherever possible, deliver all assessments in line with the requirements set out in City & Guilds handbooks and assessment materials.

Where this is not possible City & Guilds have devised adaptation guidance. This will provide details of what adaptations can be used to provide centres and learners with flexibility to support the delivery of assessment during these challenging times.

This document sets out the qualification specific adaptations available and the conditions for their adoption. This document 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 ✕.

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

Scope of learners

The adaptations within this document are ONLY available to learners who meet the following criteria:

- Are undertaking their assessment in the UK and Republic of Ireland
- Are scheduled to complete their qualification or assessments during the 2020/21 academic year

Please note these adaptations do not apply to international or End-point Assessment products.

**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 only
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, 205, 213, 217, 226, 227,	x
Assessment tasks for practical skills .	Level 3 303, 304, 313, 316, 318, 319, 320, 330, 332, 334, 336, 338, 339, 340, 341	x
Assessment tasks for knowledge (eg knowledge tasks).	Level 2 204, 206, 207, 208, 209, 210, 211, 212, 214, 215, 216, 218, 219, 220, 221, 222, 223, 224, 225, 229, 310	x
Assessment tasks for practical skills .	Level 3 305, 306, 307, 308, 309, 311, 312, 314, 317, 321, 322, 323, 324, 325, 326, 327, 328, 329, 333, 335 337	✓

For on-demand evolve tests:

Remote invigilation is available, please see the latest guidance on the Covid-19 section of the City & Guilds website for more information <https://www.cityandguilds.com/covid-19/>

For centre marked assignments assessing practical skills:



In the first instance centres should plan to, and wherever possible, deliver all assessments in line with the requirements set out in City & Guilds handbooks and assessment materials. Where this is not possible, the following adaptations are permitted. Where nothing is detailed below for an assessment, no adaptations are permitted.

All summative assessments must be achieved, in line with requirements set out in the assessment pack.

For the following unit the summative observations may be carried out on a head block. Blocks should only be used once the use of models, peers and clients has been exhausted. If a head block has been used in a summative assessment it should be recorded by the assessor.

- 212 Create an image based on a theme within the hair and beauty sector

For the following units, the number of formative observations can be reduced as outlined below:

Assessment	Minimum number of formative assessments	Additional requirements
204 Provide facial skin care	2 formative treatments	covering a range of skin types/conditions
206 Remove hair using waxing techniques	6 formative treatments	to include one bikini, one underarm, one half leg, one full leg, one lip/chin, one eyebrow. Hot wax should be used on at least one area Formative assessment on the one lip/chin and one eyebrow can take place after summative assessment is achieved
207 Provide manicure treatments	2 formative treatments	to include use of heat, hand mask, exfoliation, dark enamel, French enamel.
208 Provide pedicure treatments	2 formative treatments	to include use of heat, foot mask, exfoliation, dark enamel, French enamel.
209 Apply make-up	2 formative treatments	to include daytime make-up, evening make-up and one of these should be on a mature client.
210 Provide eyelash and eyebrow treatments	2 formative treatments on 2 clients	to include eyebrow shape, eyelash tint, eyebrow tint, strip lash and individual lash extension.
211 Instruction on make-up	1 formative make-up	NA



214 Provide and maintain nail enhancements	2 formative services	to include a full set of nail enhancements using the system of choice and one full maintenance service on all 10 nails
215 Provide nail art	1 formative service	NA
218 Provide eyelash perming	1 formative treatment	NA
219 Provide threading service for hair removal	2 formative treatments	to include one eyebrow and one lip or chin
220 The art of photographic make-up	a minimum of 1 formative application of photographic make-up	NA
221 Body art design	2 formative body art designs	NA
222 Head massage	1 formative treatment	NA
223 Apply skin tanning techniques	1 formative treatment	to include face, chest, shoulders, lower legs and arms.
224 Facial care for men	2 formative treatments	covering a range of skin types/conditions and 1 eyebrow shape
225 Shaping and colouring eyebrows	2 formative treatments	to include an eye brow shape and eyebrow colouring treatment (using cosmetic products only)
229 Provide auricular therapy	1 formative treatment	NA
305 Provide body massage	3 formative treatments	to include mechanical massage and infra-red covering at least 3 treatment objectives relaxation, stimulation, invigoration, sedation, assist in weight reduction Treatments can be carried out on clients of any age
306 Provide facial electrotherapy treatments	3 formative treatments	combining all of the following direct high frequency, indirect high frequency, galvanic iontophoresis, galvanic desincrustation, micro-current, vacuum suction, EMS
307 Provide body electrotherapy treatments	3 formative treatments	combining all of the following high frequency, mechanical massagers, galvanic, EMS, micro-current, vacuum suction.
308 Provide electrical epilation	3 formative treatments	to include both short wave diathermy & blend epilation covering all the following areas



		lip, chin, eyebrows, underarms, breast tissue, bikini, legs.
309 Provide massage using pre-blended aromatherapy oils	2 formative treatments	covering at least three treatment objectives relaxation, uplifting, sense of well being, stimulation.
311 Provide Indian head massage	1 formative treatment	
314 Apply and maintain nail enhancements	4 formative treatments	to include two of the following nail enhancement systems liquid & powder, UV gel or wrap; one maintenance for liquid and powder and one maintenance for UV gel.
317 Apply individual permanent lashes	1 formative treatment	to include a full set of individual permanent lashes.
321 Apply micro-dermabrasion techniques	1 formative treatment	NA
322 Apply stone therapy massage	2 formative treatments	NA
323 Design and apply face and body art	1 formative service	NA
324 Fashion and photographic make-up	1 formative make-up	either a fashion make-up or photographic make-up
326 Provide spa treatments	2 formative treatments	to include a variety of spa products and equipment
327 Apply airbrush make-up to the face	1 formative airbrush make-up application	
328 Airbrush design for the nails	1 formative airbrush design	to all nails of hands or feet
329 Design and apply nail art	1 formative nail art application	to all nails of hands or feet
333 Camouflage make-up	2 formative camouflage make-up applications	covering at least three of the following hyper pigmentation, hypo pigmentation, erythema,



		scar tissue, birth marks, tattoos and dilated capillaries
335 Style and fit postiche	a minimum of 2 formative services	
337 Style and dress hair using a variety of techniques		

For 216 Salon reception duties centres can simulate a reception, either via setting up a mock reception, via virtual reception. And carry out a role plays with assessors or peers acting as clients. Role plays should cover two different client scenarios.

For 325 Monitor and maintain spa area if the spa access is not possible and provided the learner has been observed interacting with clients in other units, centres can simulate tests of equipment and carry out a professional discussion for this assessment. Assessors need to create 2 different client scenarios that cover the equipment range – sauna, steam, hydro-therapy, flotation. The professional discussion must cover the selection of products tools and equipment, and monitoring checks suitable for the scenario.

Remote assessment

Where all options to carry out face to face observation have been exhausted and options to reschedule face to face observations until a later date are restricted. Remote assessment via video link, where the learner carries out the treatment/service at the learners' home, is permitted for the following units, provided there is evidence of client consultation and interaction, in other units being claimed for the learner. Treatments should be carried on someone else within the learners' household, providing they have given consent, or on a block or training body parts, where it is permitted for that unit.

- 207 Provide manicure treatments
- 208 Provide pedicure treatments
- 209 Apply make-up
- 212 Create an image based on a theme within the hair and beauty sector
- 215 Provide nail art
- 220 The art of photographic make-up
- 221 Body art design
- 222 Head massage
- 310 Make and style a hair addition
- 311 Provide Indian head massage
- 316 Creative hairdressing design skills
- 323 Design and apply face and body art
- 324 Fashion and photographic make-up
- 329 Design and apply nail art
- 333 Camouflage make up



Remote assessment via video conferencing software, where the learner carries out the presentation at the learners' home is permitted for the following unit

- 332 Explore technological developments within hair, beauty and associated areas

For camouflage make-up this can only be observed remotely where learners have access to the appropriate products at home.

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

If assessment is undertaken remotely by video link, they must be completed in line with the remote assessment requirements set out below and those listed in section 3 'Remote assessment and invigilation' in the **City & Guilds Qualification assessment adaptation guidance** document available from <https://www.cityandguilds.com/covid-19>

**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 2 203, 205, 217, 226, 227, 230, 235, 237, 240	x
Assessment tasks for practical skills .		x
Assessment tasks for knowledge (eg knowledge tasks).	Level 2 204, 206, 207, 208, 209, 210, 212, 214, 215, 218, 219, 220, 221, 222, 223, 224, 225, 228, 231, 232, 233, 236	x
Assessment tasks for practical skills .		✓

For on-demand evolve tests:

Remote invigilation is available, please see the latest guidance on the Covid-19 section of the City & Guilds website for more information <https://www.cityandguilds.com/covid-19/>

For centre marked assignments assessing practical skills:

In the first instance centres should plan to, and wherever possible, deliver all assessments in line with the requirements set out in City & Guilds handbooks and assessment materials. Where this is not



possible, the following adaptations are permitted. Where nothing is detailed below for an assessment, no adaptations are permitted.

For the following units **one** of the summative observations may be carried out on a head block. Blocks should only be used once the use of models, peers and clients has been exhausted. If a head block has been used in a summative assessment it should be recorded by the assessor.

- 206 Cut women's hair
- 207 Colour & lighten hair
- 212 Create an image based on a theme within the hair and beauty sector
- 217 Style and finish African type hair
- 227 The art of dressing hair

All other summative assessments must be achieved, in line with requirements set out in the assessment pack.

For the following units, the number of formative observations can be reduced as outlined below:

Assessment	Minimum number of formative assessments	Additional requirements
204 Provide facial skin care	2 formative treatments	covering a range of skin types/conditions
206 Remove hair using waxing techniques	6 formative treatments	to include one bikini, one underarm, one half leg, one full leg, one lip/chin, one eyebrow. Hot wax should be used on at least one area
207 Provide manicure treatments	2 formative treatments	to include use of heat, hand mask, exfoliation, dark enamel, French enamel.
208 Provide pedicure treatments	2 formative treatments	to include use of heat, hand mask, exfoliation, dark enamel, French enamel.
209 Apply make-up	2 formative treatments	to include day time make-up, evening make-up and one of these should be on a mature client.
210 Provide eyelash and eyebrow treatments	2 formative treatments on 2 clients	to include eye brow shape, eyelash tint, eyebrow tint, strip lash and individual lash extension.
211 Instruction on make-up	1 formative make-up	NA
214 Provide and maintain nail enhancements	2 formative services	to include a full set of nail enhancements using the system of choice and one full maintenance service on all 10 nails



215 Provide nail art	1 formative service	NA
218 Provide eyelash perming	1 formative treatment	NA
219 Provide threading service for hair removal	2 formative treatments	to include one eyebrow and one lip or chin
220 The art of photographic make-up	a minimum of 1 formative application of photographic make-up	NA
221 Body art design	2 formative body art designs	NA
222 Head massage	1 formative treatment	NA
223 Apply skin tanning techniques	1 formative treatment	to include face, chest, shoulders, lower legs and arms.
224 Facial care for men	2 formative treatments	covering a range of skin types/conditions and 1 eyebrow shape
225 Shaping and colouring eyebrows	2 formative treatments	to include an eyebrow shape and eyebrow colouring treatment (using cosmetic products only)
228 Foot care	2 formative treatments	to include use of massage, exfoliation, dark enamel, French enamel.

Remote assessment

Where all options to carry out face to face observation have been exhausted and options to reschedule face to face observations until a later date are restricted. Remote assessment via video link, where the learner carries out the treatment/service at the learners' home, is permitted for the following units, provided there is evidence of client consultation and interaction, in other units being claimed for the learner. Treatments should be carried on someone else within the learners' household, providing they have given consent, or on a block or training body parts, where it is permitted for that unit.

- 207 Provide manicure treatments
- 208 Provide pedicure treatments
- 209 Apply make-up
- 212 Create an image based on a theme within the hair and beauty sector
- 215 Provide nail art
- 220 The art of photographic make-up
- 221 Body art design
- 222 Head massage
- 223 Perm and neutralise hair

For the perming unit, if being assessed remotely, this can only be carried out on a block, and therefore is limited to just one observation for this unit. A case study or oral questions can be used to cover the application of perm lotion, how a development test curl would be conducted and neutralising process.



If assessment is undertaken remotely by video link, they must be completed in line with the remote assessment requirements set out below and those listed in section 3 'Remote assessment and invigilation' in the **City & Guilds Qualification assessment adaptation guidance** document available from <https://www.cityandguilds.com/covid-19>

**Adaptations for:**

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		✓

Knowledge and understanding**For on-demand evolve tests:**

Remote invigilation is available, please see the latest guidance on the Covid-19 section of the City & Guilds website for more information <https://www.cityandguilds.com/covid-19/>

For City & Guilds mandatory E4 centre marked paper tests:



- Tests can still be taken remotely by learners provided 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 3 'Remote assessment and remote invigilation' of our 'Qualification assessment adaptation guidance' document available from <https://www.cityandguilds.com/covid-19>
- 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
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).	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,



And they must have used 4 of the 5 types of hand and nail treatments, and applied all types of nail finish	but these can be combined within a treatment. 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
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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 section 3 'Remote assessment and remote invigilation' of the **City & Guilds Qualification assessment adaptation guidance** document available from <https://www.cityandguilds.com/covid-19>

- 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
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		✓

Knowledge and understanding

For on-demand e-evolve tests:

Remote invigilation is available, please see the latest guidance on the Covid-19 section of the City & Guilds website for more information <https://www.cityandguilds.com/covid-19/>

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 section 3 'Remote assessment and remote invigilation' of our 'Qualification assessment adaptation guidance' document available from <https://www.cityandguilds.com/covid-19>

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 delivered remotely, provided the centre has software or a process that maintains 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 3 'Remote assessment and remote invigilation' of our 'Qualification assessment adaptation guidance' document available from <https://www.cityandguilds.com/covid-19>

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 in section 3 'Remote assessment and remote invigilation' of the **City & Guilds Qualification assessment adaptation guidance** document available from <https://www.cityandguilds.com/covid-19>

- 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 Covid-19 section of the City & Guilds website for more information <https://www.cityandguilds.com/covid-19/>

For centre marked examinations based on case studies:

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.

Mark schemes/marking guidance and grade boundaries from tests should be used to mark the assessment and determine the final grade.

Please refer to section 3 'Remote assessment and remote invigilation' of our 'Qualification assessment adaptation guidance' document available from <https://www.cityandguilds.com/covid-19>



Where remote assessment is not an option, centres can assess learners 1:1 via oral questioning.

- The test content should be used as a basis for the questioning
- Where questions have images or tables, these can either be shared discretely from the test, alternative equivalent image sourced or the questions 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. These will need to be recorded in written or verbal format and linked to the assessment criteria.

For centre marked assignment assessing practical skills:

A minimum of two observations, on two different clients (6 different clients across all three technical units) must have been achieved to a minimum of a pass standard and one case study completed for each practical unit claimed.

One observation for each technical unit must still be observed by an independent assessor.

Have completed a minimum of 50% of the out reflective practice requirements as outlined below

- 304 Provide body massage for complementary therapies – Have carried 15 treatment, on a minimum of 6 clients
- 305 Provide aromatherapy for complementary therapies – Have carried out 30 treatments, on a minimum of 5 clients
- 306 Provide reflexology for complementary therapies – Have carried out 50 treatments, on a minimum of 8 clients

For unit 307 Remote assessment (live assessments where the learners are observed and assessed at the same time and not afterwards) is permitted for practical observation.

If assessment is undertaken remotely, they must be completed in line with the remote assessment requirements set out below **and** those listed in section 3 'Remote assessment and remote invigilation' of the **City & Guilds Qualification assessment adaptation guidance** document available from <https://www.cityandguilds.com/covid-19>

- 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, must be sort and retained as evidence.
- Oral questions can be asked by the assessor to confirm any points of clarification.



Appendices

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/needed

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.

Related documents, Ofqual guidance and updates can be found on our website here
<https://www.cityandguilds.com/covid-19>

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