



6003-20 Level 2 Technical Certificate in Beauty Therapy

2022

Qualification Report

Contents

Foreword.....	3
Introduction.....	4
Qualification Grade Distribution	5
Theory Exam.....	6
Grade Boundaries	6
Chief Examiner Commentary	8
Synoptic Assignment	12
Grade Boundaries	12
Principal Moderator Commentary	13

Foreword

Results August 2022

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

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

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

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

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

Spring examination series 2022

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

Introduction

This document has been prepared by the Chief Examiner and Principal Moderator; it is designed to be used as a feedback tool for centres in order to enhance teaching and preparation for assessment. It is advised that this document is referred to when planning delivery and when preparing candidates for City & Guilds Technical assessments.

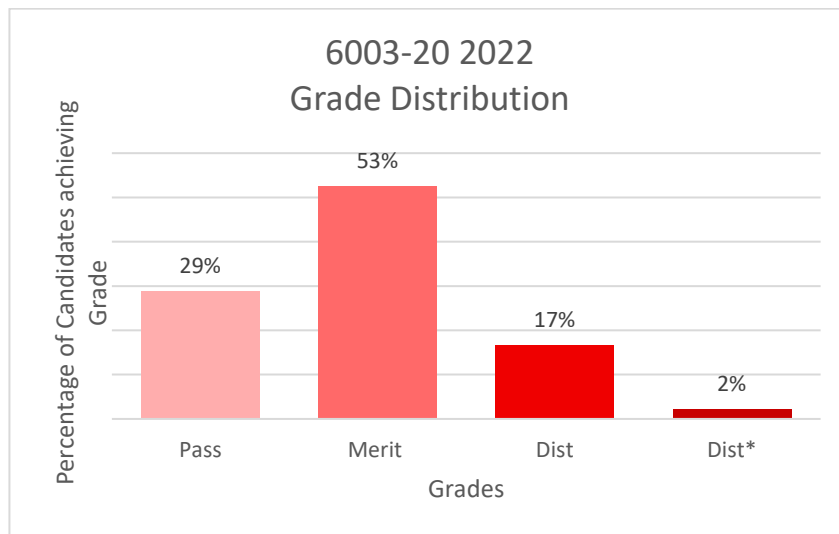
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2022 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments:

- 6003-020/520 Level 2 Beauty Therapy – Theory exam
 - March 2022 (Spring)
 - June 2022 (Summer)
- 6003-021 Level 2 Beauty Therapy – Synoptic Assignment

Qualification Grade Distribution

The approximate grade distribution for this qualification is shown below:



This data is based on the distribution as of 22/08/2022.

Please note City & Guilds will only report qualification grades for candidates who have achieved all of the required assessment components, including Employer Involvement, optional units and any other centre assessed components as indicated within the Qualification Handbook. The grade distribution shown above could include performance from previous years.

Theory Exam

Grade Boundaries

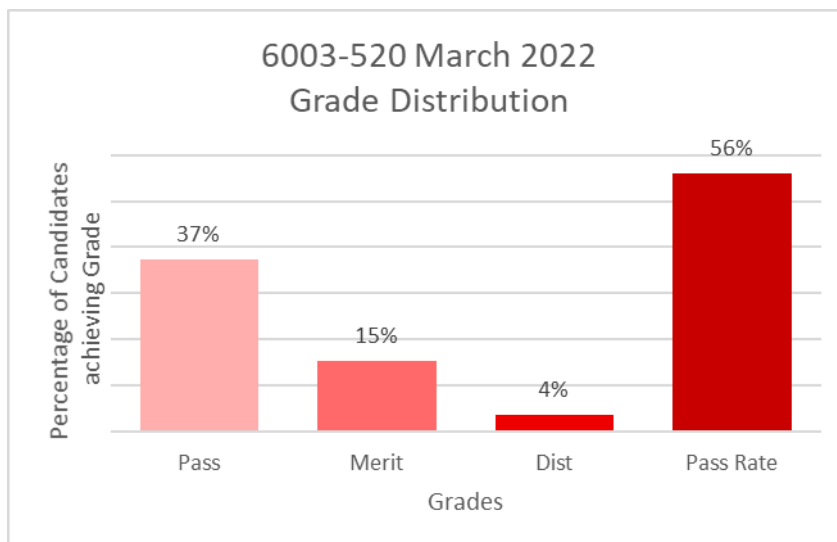
Assessment: 6003-020/520
Series: March 2022 (Spring)

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

Total marks available	60
Pass mark	24
Merit mark	32
Distinction mark	41

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

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

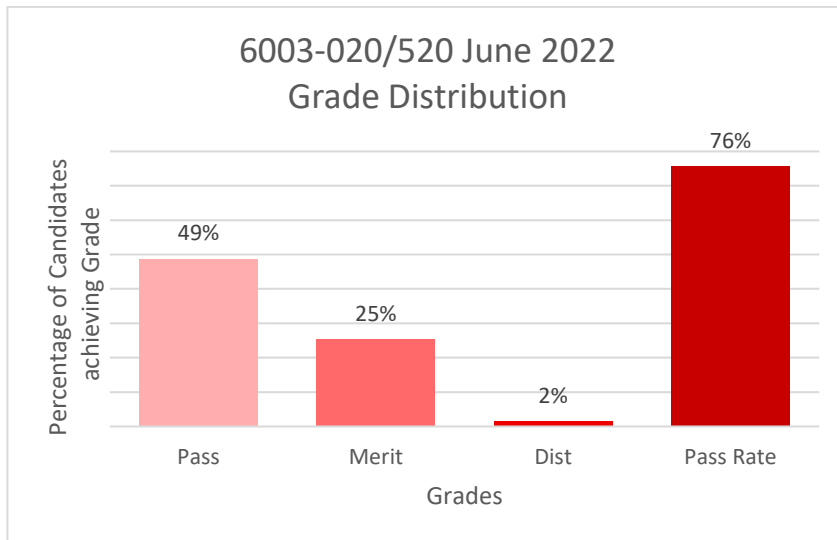


Assessment: 6003-020/520
Series: June 2022 (Summer)

Below identifies the final grade boundaries for this assessment:

Total marks available	60
Pass mark	21
Merit mark	29
Distinction mark	38

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



Chief Examiner Commentary

6003-020/520 Level 2 Beauty Therapy - Theory exam

Series 1 – March 2022

The March 2022 paper was comparable to previous past papers. Overall, the style, content and format were of the same standard and the level of difficulty has been maintained. The paper covered a range of content across Anatomy & Physiology (A&P), vocational knowledge and understanding questions. On the whole candidates' performance was lower than that seen in previous series.

Short response questions such as state, list and describe generally showed good knowledge when relating to a range of vocational topics. Most candidates were confident in their understanding of bacterial infections with higher performing candidates able to recognise both conditions and characteristics. The vast majority of candidates performed well to questions linked to practical skills; for example, when asked to explain the effects of massage techniques. Candidates demonstrated good knowledge regarding the different types of eyelash treatments however some responses provided links to advanced treatments not covered within the qualification such as semi-permanent make up and micro blading services. The majority of candidates also demonstrated good knowledge of the items used within a manicure service that needed to be stored under COSHH regulations.

Candidates demonstrated a lack of understanding across A&P which continues to reflect the pattern seen in previous series. Candidates often struggled to explain in detail, their understanding. They were able to note identification points but lacked structure and detail within explanations. Higher scoring candidates were able to provide linked responses, use a wider range of vocational terminology and identify adaptations linked to specific treatments or client's needs. The extended response showed further improvement from previous series.

There was a lack of knowledge demonstrated of anatomy and physiology. This was noted as candidates struggled to respond to recall question relating to the structure of the hair follicle. Many candidates incorrectly listed responses that related to the structure of the hair instead of the structures of hair follicle. Many candidates struggled with questions that related to muscles and blood vessels of the lower leg and foot. In most instances candidates omitted to respond or stated incorrect responses.

It was noted that a majority of candidates lacked knowledge and understanding in relation to the regulations linked to manual handling operations. Responses provided generic details that combined a range of regulations and legislations including COSHH and HASAWA rather than specific details as required.

Many candidates struggled to outline adaptations to a manicure linked to specific conditions. Candidates described the normal manicure procedure with minimal reference made. Higher performing candidates were able to discuss the need for extra time, hot oil treatments and in some instances the use of ridge filler.

Extended response question

The extended response question overall was well answered and showed a slight increase in performance levels from previous years. Marks were lost where candidates provided very basic treatment plans that were not linked to the client's needs as outlined in the case study and omitted aftercare advice. Also, marks were lost where the order of treatments was not discussed in the most appropriate sequence.

Higher scoring candidates were able to provide a wider range of treatments and discuss additional elements such as the consideration of clients' outfit etc. when reviewing colour choice options. The better responses considered a range of treatment options and provided accurate justification for the choices and recommendations made, safety was considered to include patch testing and checks for tactile tests linked to diabetes.

Candidates who achieved higher marks were able to make accurate reference and the treatment of millia including possible causes, extraction, and prevention. They provided a range of bespoke aftercare and homecare options which included a range of retail and return treatment and services.

Candidates would benefit from practicing examination techniques when preparing for this examination. Candidates need to be prepared for a range of exam questions and to understand the key command verbs and their expectations. They need to read each question carefully so as not to disadvantage themselves and to ensure the depth of response required is provided.

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

Series 2 – June 2022

The June 2022 paper was comparable to previous past papers and overall candidate performance was similar to that seen in March 2022 series. Candidates often struggled to explain their understanding across both vocational and A&P topics. They were able to note identification points but lacked structure and detail within explanations. More successful candidates were able to provide linked responses, use a wider range of vocational terminology and identify adaptations linked to specific treatments or client's needs. The responses to the Extended Response question (ERQ) continued to show improvement in comparison to previous years.

Candidates on the whole responded well to short response questions testing knowledge on vocational topics. The vast majority of candidates performed well to topics linked to practical application such as adaptations to a facial service when treating a client with sensitive skin. The cohort generally demonstrated good knowledge of actions that can be taken when a client experiences a contra-action during facial treatments and when providing details on the process of removing gel polish.

In most instances, candidates continued to demonstrate a lack of knowledge and understanding across Anatomy and Physiology topics which reflects patterns seen in previous papers. It was noted that lower performing candidates were unable to identify any stages of mitosis, with some describing the process or giving an alternative description of mitosis.

A large number of candidates struggled to name specific blood vessels with many candidates stating incorrect details or omitting the question completely.

Candidates did not perform well when asked to provide the action of facial muscles. Most stated the position of the muscles, with the higher performing candidates able to correctly state the action of a range of muscles.

It was noted that the majority of candidates lacked knowledge and understanding in relation to describing the factors to consider when promoting retail and treatment opportunities. In most instances the lower performing candidates did not respond. Candidates referenced methods of promotion such as designing leaflets and posters rather than considering factors such as product features, treatment benefits, special offers and courses of treatments. Candidates struggled to make link explanations and how these can positively impact on the client.

A large portion of the cohort struggled to outline the chemical process of specific treatments. Candidates did not fully demonstrate their understanding of the the impact of each chemical within the treatment process with a small minority making reference to the chemical structure and bonds within the hair. Most candidates tended to confuse treatments. An example of this is where they described the tinting process as opposed to the lash lifting process.

Extended response question

The extended response question overall was answered well and showed similar performance levels to that seen in the previous series. Lower scoring candidates were able to provide a basic range of treatments with some justifications however may not fully link treatments to client's needs and in some instances provided generic information.

Higher scoring candidates were able to provide a wider range of treatments and discuss additional elements such as the consideration of clients clothing when reviewing colour choice options for make up or gel polish. Treatments were discussed in a suitable order and were appropriate. Safety was considered including patch testing if appropriate to service plan.

Candidates that achieved marks in the higher bands were able to make accurate reference the full range of factors within the scenario and note possible considerations and/or adaptations that should be considered. They provided a range of bespoke aftercare and homecare which

included retail recommendations. Candidates provided details on treatments and services that would support ongoing maintenance and additional treatments that would enhance further.

Candidates would benefit from practicing examination techniques when preparing for this examination. Candidates need to be prepared for a range of exam questions and to understand the key command verbs and their expectations. They need to read each question carefully so as not to disadvantage themselves and to ensure the depth of response required is provided.

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

Synoptic Assignment

Grade Boundaries

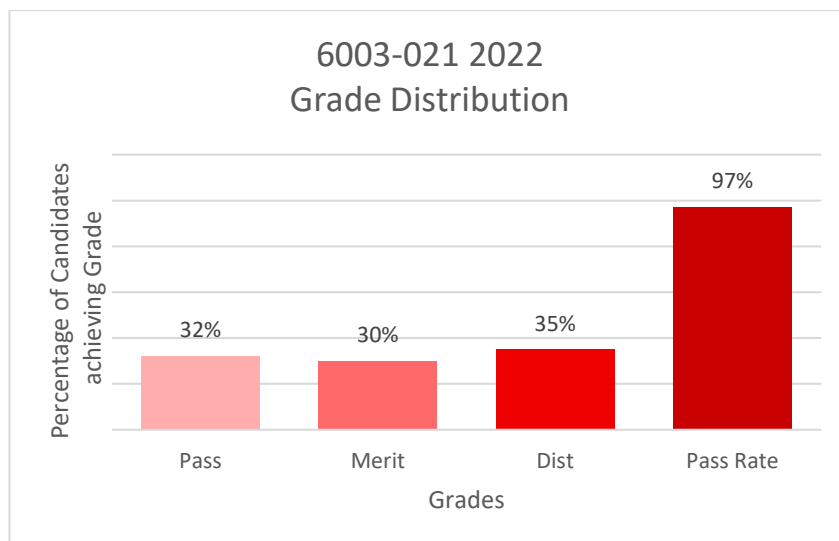
Below identifies the final grade boundaries for this assessment:

Assessment: 6003-021

Series: 2022

Total marks available	60
Pass mark	22
Merit mark	32
Distinction mark	42

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



Principal Moderator Commentary

The assignment brief stated the two practical tasks that the candidate would carry out and this was followed with an evaluation. The two tasks are a true reflection of real working practices as the candidates have to complete one task on a client that was unknown to them and one task on a client that they can source. This year adaptations were permitted for task two so that candidates could work on a familiar client which had to be noted on the practical observation (PO) form. With both clients the candidates had to converse and conduct full consultation gathering information to decide the best order of treatments, product, and colour choices.

Task one included a gel polish manicure, ½ leg wax, bikini or underarm wax and day make-up to be carried out on client that was known to them. Task two included a pedicure, facial, eyebrow shape using tweezers and eyelash tint, to be carried out on a client that was not known to them. Both tasks were carried out over realistic salon timings and after the task the candidates had time to write up their treatment plans and evaluate their working practices.

The candidates were provided with recording forms to complete for each task which included the consultation and treatment plans, and this allowed the higher-level candidates to excel and to bring together all their knowledge and understanding in devising the most appropriate treatment package.

Higher achieving candidates showed consistency throughout the synoptic assessment, and this was reflected in marks allocated across the assessment objectives. There was a definite divide between the higher and lower candidates. The higher scoring candidates worked to a high standard meeting the needs of the client and demonstrating fluency with skills as well as excellent client care with detailed justifications of the chosen treatments. The lower scoring candidates seemed to lack confidence and fluency of skills; they also did not seem to spend time considering the best sequence of treatments and for some this had an impact on timings.

Centres are reminded to provide guidance to candidates when selecting models for treatment. For Task 1 the clients selected for the waxing element seemed have little or very little hair so candidates were unable to truly showcase their skills. Other models had short bitten nails which seemed to put added pressure on the candidates.

Breakdown of performance against each AO - Strengths and weaknesses

AO1 - Recall of knowledge

Generally across the cohort, hygiene practices and health & safety practices were followed. Lower scoring candidates demonstrated basic knowledge of treatments, often omitted advising clients of contra-actions that can occur following treatments. Higher scoring candidates demonstrated comprehensive knowledge of requirements for preparation of the working area, including specific advice and further recommendations to the client.

AO2 - Understanding of concepts theories and processes

The lower scoring candidates made some links between consultation and treatment plans which included basic understanding of products and their uses. Higher scoring candidates demonstrated the ability to adapt and justify treatments by using consultation techniques to identify treatment objectives, skin analysis, adaptations to suit the clients' needs. These candidates also demonstrated excellent understanding of anatomy and physiology including muscles, bones, contra-indications, contra- actions, skin conditions as well as product benefits.

AO3 - Application of practical/technical skills

Overall, a strong performance was demonstrated in this AO, the majority of candidates demonstrated safe application of treatments and most candidates achieved marks within band 2

and 3. For most candidates, personal hygiene, posture, preparation of treatment area, Health and Safety was adhered to throughout the assessment.

The standard shown during consultations was varied; higher scoring candidates were confident and interacted with the clients throughout the treatments whereas the lower scoring candidates lacked confidence to face and converse with clients other than to obtain the briefest information required in order to create the treatment plans.

Quality of skills were varied as the high scoring candidates' adapted treatment plans to match the client's treatment needs and demonstrated good to excellent fluidity and dexterity skills. The lower scoring candidates demonstrated a lack of dexterity especially within the waxing element of the task and the use of tools eg cuticle nippers when carrying out a pedicure.

Performance for both task 1 & 2 the lower scoring learners tended to generally They were also weak on understanding and some of the treatments were not adapted to suit the clients needs they were carried out in a set sequence.

AO4 - Bringing it all together coherence of the whole subject

The higher scoring candidates linked client consultation, treatments and made relevant adaptations based on treatment objectives as well as provided advice and guidance based on treatments provided and client treatment objectives. In some cases, time management was good; but for many lower scoring candidates time management was poor particularly within the waxing task and pedicure. The lower scoring candidates also tended to leave clients for periods of time to sort out tools and products rather than having a well-prepared trolley.

AO5 - Attending to detail/ perfecting

The majority of candidates demonstrated consistent professional client care when attending to the client's needs. The lower scoring candidates provided brief evaluations , they didn't pick up what they could have improved on and the aftercare product and future treatment advice was either lacking or very sparse.

. Candidates who achieved higher marks demonstrated attention to detail in their personal presentation, preparation and maintenance of treatment area throughout each task. They fully evaluated their skills and gave alternative treatments that would suit the client along with personalised recommendations for product and aftercare advice. These candidates maintained their focus on the client throughout treatments and recorded client records accurately.

Examples of best practice

Centres are required to ensure the suitability of sourced clients as in some instances candidates seemed to have selected clients for the manicure gel polish with very short and bitten nails which prevented them from showcasing their skills. Candidates also selected clients that had very little hair growth particularly on the legs and most clients had an underarm wax very few candidates completed a bikini wax.

Photographic evidence was required for make-up, manicure and pedicure and most provided shots that were of excellent quality that were clear annotated some photos had a lot of shadow which made it difficult to see clearly the finished results. Many created a PowerPoint with all the photo evidence which worked extremely well.

Best practice was observed where the markers used the practical observation feedback sheets and made detailed and justified commentary based on what they saw during each stage of the assessment and made clear reference to the AO's and the band descriptors. The information contained on the practical observation feedback sheet was used along with the treatment plans, candidate evaluation and client feedback to complete very detailed centre record forms.

Candidates must only use the client consultation forms provided as part of this assessment. It has been designed specifically for this assessment and written in a way so as to provide

candidates with opportunities to show their breadth of knowledge and depth of understanding, which will enable tutors to differentiate between candidates. Some centres gave candidates an additional contra-indications checklist (a standard centre form) to go through with the clients and this is not recommended.