



# **Level 3 Advanced Technical Diploma in Beauty and Spa Therapy (6003-30)**

October 2017 Version 1.1

**Guide to the examination**

## Document version control

Version and date	Change detail	Section
<b>1.1</b> <b>October 2017</b>	<ul style="list-style-type: none"><li>• Amendment to number of resit opportunities</li></ul>	Details of the exam

## Who is this document for?

This document has been produced for centres who offer **City & Guilds Level 3 Advanced Technical Diploma in Beauty and Spa Therapy**. It gives all of the essential details of the qualification's external assessment (exam) arrangements and has been produced to support the preparation of candidates to take the exam/s.

The document comprises four sections:

1. **Details of the exam.** This section gives details of the structure, length and timing of the exam.
2. **Content assessed by the exam.** This section gives a summary of the content that will be covered in each exam and information of how marks are allocated to the content.
3. **Guidance.** This section gives guidance on the language of the exam, the types of questions included and examples of these, and links to further resources to support teaching and exam preparation.
4. **Further information.** This section lists other sources of information about this qualification and City & Guilds Technical Qualifications.

# 1. Details of the exam

## External assessment

City & Guilds Technical qualifications have been developed to meet national policy changes designed to raise the rigour and robustness of vocational qualifications. These changes are being made to ensure our qualifications can meet the needs of employers and Higher Education. One of these changes is for the qualifications to have an increased emphasis on external assessment this is why you will see an external exam in each of our Technical qualifications.

An external assessment is an assessment that is set and/or marked by the awarding organisation (ie externally). All City and Guilds Technical qualifications include an externally set and marked exam. This must be taken at the same time by all candidates who are registered on a particular qualification. We produce an exam timetable each year. This specifies the date and time of the exam so you can plan your delivery, revision and room bookings/PC allocation in plenty of time.

The purpose of this exam is to provide assurance that all candidates achieving the qualification have gained sufficient knowledge and understanding from their programme of study and that they can independently recall and draw their knowledge and understanding together in an integrated way. Whilst this may not be new to you, it is essential that your learners are well prepared and that they have time to revise, reflect and prepare for these exams. We have produced a Teaching, Learning, and Assessment guide that is you should refer to alongside the present document ([Teaching, Learning and Assessment Guide](#)). If a learner does not pass the exam at their first attempt, there is only one opportunity to resit the exam, so preparation is essential.

## Exam requirements of this qualification

Level 3 Beauty and Spa Therapy - Theory exam (2 hours and 40 minutes).

The exam is graded and a candidate must achieve at least a Pass grade in order to be awarded the qualification. (In addition to the exam, a synoptic assignment must also be completed and passed). You can find full details of the synoptic assignment in the *Qualification Handbook* and the *Synoptic Assessment Guide* -please see the link to the qualification page at the end of this document).

## When does the exam take place?

This qualification involves a one year programme of study. The exam is offered on two fixed dates in March or June. The exact dates will be published at the start of the academic year in the *Assessments and Exam Timetable* <http://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin>.

In order to effectively plan teaching and exam preparation, centres should know when the exam will be taking place and allocate teaching time accordingly. Section 2 of this document gives a summary of the content that needs to be covered in order to prepare learners for the exam and full details of this are given in the *Qualification Handbook*.

## Form of exam

The exam for this qualification can be taken either on paper (6003-530) or online (6003-030).

## Can candidates resit the exam?

Candidates who have failed an exam or wish to retake it in an attempt to improve their grade, can do so **twice**. The third and final retake opportunity applies to Level 3 only. The best result will count towards the final qualification. If the candidate fails the exam three times then they will fail the qualification.

## How the exam is structured

Each exam has a total of 80 marks available.

Each exam is made up of:

- approximately 17 -19 short answer questions
- 1 extended response question.

Multiple choice and short answer questions are used to confirm **breadth of knowledge and understanding**.

The extended response question is to allow candidates to demonstrate **higher level and integrated understanding** through written discussion, analysis and evaluation. This question also ensures the exam can differentiate between those learners who are 'just able' and those who are higher achieving.

More details about and examples of question types are given in Section 3 of this document.

## Assessment Objectives

The exams are based on the following set of assessment objectives (AOs). These are designed to allow the candidate's responses to be assessed across the following three categories of performance:

- **Recollection** of knowledge.
- **Understanding** of concepts, theories and processes.
- **Integrated application** of knowledge and understanding.

In full, the assessment objectives covered by the exam for this qualification are:

Assessment objective	Mark allocation (approx %)
<i>The candidate..</i>	
AO1 <b>Recalls knowledge</b> from across the breadth of the qualification	43%
AO2 <b>Demonstrates understanding</b> of concepts, theories and processes from a range of learning outcomes.	37%
AO4 <b>Applies knowledge, understanding and skills</b> from across the breadth of the qualification in an integrated and holistic way to achieve specified purposes.	20%

## **Booking and taking the exam**

All assessments for City & Guilds Technical Exams must be booked through Walled Garden. There is a deadline for booking exams, synoptic assessments and any other centre marked assessments, please refer to the time line to check these dates.

The exam must be taken under the supervision of an invigilator who is responsible for ensuring that it is conducted under controlled conditions. Full details of the conditions under which the exam must be taken can be found in the Joint Council for Qualifications (JCQ) document, [Instructions for Conducting Examinations \(ICE\)](#).

## **Special consideration**

Candidates who are unable to sit the exam owing to temporary injury, illness or other indisposition at the scheduled time may qualify for special consideration. This is a post-examination adjustment that can, in certain circumstances, be made to a candidate's final grade. The Joint Council for Qualifications' guide to the special consideration process can be found at [www.jcq.org.uk](http://www.jcq.org.uk)

To make a request for special consideration, please contact: [policy@cityandguilds.com](mailto:policy@cityandguilds.com)

## **Access arrangements**

Access arrangements are arrangements that allow candidates with particular requirements, disabilities or temporary illness to take assessments, where appropriate, using their normal way of working. The Joint Council for Qualifications document, *Access Arrangements and Reasonable Adjustments* gives full details and can be downloaded [here](#).

For further information and to apply for access arrangements please see:

[Access arrangements - When and how applications need to be made to City & Guilds](#)

[Applying for access arrangements on the Walled Garden](#)

## 2. Content assessed by the exam

### Beauty and Spa Therapy

The exam assesses:

- **Unit 301: Promote and sell products and services to clients**
- **Unit 302: Anatomy and physiology**
- **Unit 303: Provide body massage**
- **Unit 304: Provide facial electrotherapy treatments**
- **Unit 305: Provide Body Electrotherapy Treatments**

Each exam assesses a sample of the content of these units. This means that a single exam will **not** cover 100% of the unit content. The full range of content will be assessed over a number of examination series. Details of the coverage of a particular exam paper will **not** be released in advance of the exam itself. Centres should **not** make assumptions about what will be assessed by a particular exam based on what has been covered on previous occasions. In order to be fully prepared for the exam, learners **must** be ready to answer questions on **any** of the content outlined below.

The table below provides an overview of how the qualification's Learning Outcomes are covered by each exam and the number of **marks** available per Learning Outcome (ie **not** the number of *questions* per Learning Outcome). In preparing candidates for the exam, we recommend that centres take note of the number of marks allocated to Learning Outcomes and to assign teaching and preparation time accordingly.

In preparing candidates for the exam, centres should refer to the Qualification Handbook which gives full details of each Learning Outcome.

The following is a summary of only that qualification content which is assessed by the exam and **not** a summary of the full content of the qualification.

Unit	Learning outcome	Topics	Number of marks
301 Promote and sell products and services to clients	LO1 Understand the principles of promoting and selling products, services and treatments	1.1 The benefits of promoting products and services 1.3 Promotion and sales techniques 1.4 The sales cycle 1.5 Retail and trades legislation	8
	LO2 Understand performance when promoting products, services and treatments	2.1 Sales opportunities 2.3 Analysis and evaluation of sales techniques	
302 Anatomy and physiology	LO1 Understand the organisation of the body and the structure and functions of cells	1.1 Anatomical regions and related terms 1.2 Structure of a cell and division 1.3 Functions of a cell 1.4 Structure and types of tissues	22
	LO2 Understand the structure and functions of the skin, nails and hair	2.1 Anatomical structure and functions of the skin 2.4 Pathologies related to the skin	
	LO3 Understand the structure and functions of the skeletal system	3.1 Classification of the skeletal system 3.2 Functions of the skeletal system 3.3 Location of bones of the skeleton 3.4 Types of joints and movement 3.5 Pathologies of the skeletal system	
	LO4 Understand the structure and functions of the muscular system	4.1 Structure and functions of the muscular system 4.2 Location and action of the primary muscles	

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	4.3 Pathologies of the muscular system
LO5 Understand the structure and functions of the cardiovascular system	5.1 Structure of the cardiovascular system 5.2 Composition and functions of the blood 5.3 Primary blood vessels of the body 5.4 Pathologies of the cardiovascular system
LO6 Understand the structure and functions of the lymphatic system	6.1 Structure and functions of the lymphatic system 6.2 Structure and functions of the lymphatic organs 6.3 Location of lymphatic nodes and ducts 6.4 Pathologies related to the lymphatic system
LO7 Understand the structure and functions of the nervous system	7.1 Structure and functions of the nervous system 7.2 Pathologies of the nervous systems
LO8 Understand the structure and functions of the respiratory system	8.1 Structure and functions of the respiratory system 8.2 Pathologies of the respiratory system
LO9 Understand the structure and functions of the digestive system	9.1 Structure and functions of digestive system 9.2 Processes of digestion 9.3 Pathologies of the digestive system
LO10 Understand the structure and functions of the endocrine system	10.1 Structure and functions of the endocrine system 10.2 Common pathologies of the endocrine system

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	LO11. Understand the structure and functions of the renal and reproductive systems	11.1 Structure and functions of the renal system 11.3 Key stages of the human reproductive cycle	
303 Provide body massage	LO1 Prepare for body massage	1.1 Health and Safety working practices 1.2 Environmental and sustainable working practices 1.4 Consultation <ul style="list-style-type: none"> <li>• Treatment objectives</li> <li>• Contra-indications</li> <li>• Body types, conditions, characteristics and posture</li> <li>• Skin types and conditions</li> </ul>	12
	LO2 Provide body massage	2.2 Massage techniques 2.3 Effects, benefits and adaptations of body massage	
	LO3 Provide advice, recommendations and treatment evaluation	3.1 Give advice and recommendations	
304 Provide facial electrotherapy treatments	LO1 Prepare for facial treatments using electrotherapy	1.1 Health and Safety working practices 1.2 Environmental and sustainable working practices 1.4 Consultation <ul style="list-style-type: none"> <li>• Treatment objectives</li> <li>• Contra-indications</li> <li>• Skin types and conditions</li> </ul>	23

	LO2 Provide facial treatments using electrotherapy	2.1 Principles of electrical currents 2.3 Use and adapt the equipment, tools and treatment 2.4 The benefits and effects of facial electrotherapy treatments
	LO3 Provide advice, recommendations and treatment evaluation	3.1 Give advice and recommendations
305 Provide Body Electrotherapy Treatments	LO1 Prepare for body treatments using electrotherapy	1.1 Health and Safety working practices 1.2 Environmental and sustainable working practices 1.4 Consultation <ul style="list-style-type: none"> <li>• Treatment objectives</li> <li>• Contra-indications</li> <li>• Body types, characteristics and posture</li> <li>• Skin types and conditions</li> </ul>
	LO2 Provide body treatments using electrotherapy	2.1 Principles of electrical currents 2.2 The benefits and effects of body electrotherapy treatment 2.3 Use and adapt equipment, tools and treatment
	LO3 Provide advice, recommendations and treatment evaluation	3.1 Give advice and recommendations
		Total marks for sections: 65 marks

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Integration across units*:	15 marks
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<b>Total marks for exam:</b>	<b>80 Marks</b>
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\* *Integration across units*. These marks relate to Assessment Objective 4). These marks are awarded to differentiate between levels of performance by candidates taking the exam. The marks are given for how well a candidate has applied their knowledge, understanding and skills from across the units that make up the qualification in an integrated way to meet the requirements of the exam questions.

### 3. Guidance

#### Vocabulary of the exam: use of 'command' verbs

The exam questions are written using 'command' verbs. These are used to communicate to the candidate the type of answer required. Candidates should be familiarised with these as part of their exam preparation.

The following guidance has been produced on the main command verbs used in City & Guilds Technicals exams.

A more detailed version of this table, which also includes the command verbs used in the assignments is published in *City & Guilds Technical Qualifications Teaching, Learning and Assessment* guide.

Command verb	Explanation and guidance
<b>Analyse</b>	Study or examine a complex issue, subject, event, etc in detail to explain and interpret, elements, causes, characteristics etc
<b>Calculate</b>	Work out the answer to a problem using mathematical operations
<b>Compare</b> (... and contrast) (or <b>describe</b> the similarities/differences)	Consider and describe the similarities (and differences) between two or more features, systems, ideas, etc
<b>Define</b>	Give the meaning of, technical vocabulary, terms, etc.
<b>Describe</b>	Give a detailed written account of a system, feature, etc <b>(..the effect of...on...)</b> the impact, change that has resulted from a cause, event, etc <b>(..the process..)</b> give the steps, stages, etc
<b>Differentiate</b> between	Establish and relate the characteristic differences between two or more things, concepts, etc
<b>Discuss</b>	Talk/write about a topic in detail, considering the different issues, ideas, opinions related to it
<b>Distinguish</b> between	Recognise and describe the characteristic differences between two things, or make one thing seem different from another
<b>Evaluate</b>	Analyse and describe the success, quality, benefits, value, etc (of an end product, outcome, etc )
<b>Explain</b>	Make (a situation, idea, process, etc) clear or easier to understand by giving details, <b>(..how..)</b> Give the stages or steps, etc in a process, including relationships, connections, etc between these and causes and effects.
<b>Give example(s) illustrate/</b>	Use examples or images to support, clarify or demonstrate, an explanation, argument, theory, etc

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<b>Give a rationale</b>	Provide a reason/reasons/basis for actions, decisions, beliefs, etc
<b>Identify</b>	Recognise a feature, usually from a document, image, etc and state what it is
<b>Justify</b>	Give reasons for, make a case for, account for, etc decisions, actions, conclusions, etc, in order to demonstrate why they suitable for or correct or meet the particular circumstances, context
<b>Label</b>	Add names or descriptions, indicating their positions, on an image, drawing, diagram, etc
<b>List</b>	Give as many answers, examples, etc as the question indicates (candidates are not required to write in full sentences)
<b>Name</b>	Give the (technical) name of something
<b>Propose</b>	Present a plan, strategy, etc (for consideration, discussion, acceptance, action, etc).
<b>Select</b>	choose the best, most suitable, etc, by making careful decisions
<b>State</b>	Give the answer, clearly and definitely
<b>Summarise</b>	Give a brief statement of the main points (of something)

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## Question types

The following explains, and gives examples of, types of questions used in City & Guilds Technical exams. In preparing candidates to take the exam, it is recommended that you familiarise them with the requirements of each question type so that they can be effective and make best use of the time available when sitting the exam.

- An effective candidate will gauge the type and length of response required from the question and the number of marks available (which is given for each question on the exam paper).
- Short answer questions may not require candidates to write in complete sentences. Extended response questions will require a more developed response.
- Candidates should read the exam paper before attempting to answer the questions and should allocate time proportionate to the number of marks available for each question or section.

Question type:	Example question	Mark Scheme:
<p><b>Short answer questions (restricted response)</b> These are questions which require candidates to give a brief and concise written response. The number of marks available will correspond to the number of pieces of information/examples and the length of response required by the question.</p>	<p>State <b>two</b> visual characteristics of an endomorph body type.  (2 marks)</p>	<p><b>One mark each for any of the following, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Short limbed.</li> <li>• Stocky.</li> <li>• Plump / rounded.</li> <li>• Curvaceous.</li> <li>• Padded contours.</li> <li>• Overweight/puts on weight easily.</li> <li>• Pear shaped/ full description that indicates pear shaped.</li> </ul>
<p><b>Structured Response Questions</b> These are questions that have more than one part (eg a), b), etc.). The overall question is made up of linked, short answer questions which move the candidate through the topic in a structured way. For example, the question will usually start with a 'recall'/'state'/'describe' question followed by an 'explain' to draw out understanding of the</p>	<p>During a consultation a skin analysis has revealed that a client has a tight cheek area with patches of spider naevi. Around the nose and chin there are open and blocked pores and the texture is quite thick. The forehead has fine lines and the skin texture is rough and thick.</p>	<p><b>a)</b> <b>One mark each for any of the following, to a maximum of 5 marks:</b> Prepare the skin with the exfoliator (1) taking care over the cheek area when removing/rubbing off to avoid over stimulating the area.(1) Work perpendicular/ rubbing out technique to the lines (or any other suitable area) (1) to plump out the lines/to stretch and support the area while working.(1)</p>

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topic. They usually have a shared introductory 'stem', and the number of marks may increase through the question.

a) Explain the considerations to take when carrying out a micro-dermabrasion treatment on this client.

(5 marks)

b) State **two** contra-actions that could occur during or after this treatments.

(2 marks)

Use higher suction/ less crystal flow on the areas of thicker skin texture (1) to increase exfoliation intensity.(1)

Use less suction / higher crystal flow on the cheek area (1) to lighten the effect of exfoliation on the sensitive area (1).

Finish with a soothing post-exfoliation mask (1) to calm the irritated skin. (1)

Spend less time working on the cheeks than on other areas/avoid the cheek area (1) as the skin is thinner and sensitive due to the broken capillaries.(1)

Spend more time working on the areas of thick skin texture as this area is coarser and would benefit from greater exfoliation. (1)

Use of different heads for different areas of the face (1) to stretch the skin on the forehead whilst working over the fine lines. (1)

**b)**

**One mark each for any of the following, to a maximum of 2 marks:**

- Bruising.
  - Skin irritation.
  - Excessive erythema. (marks should not be given for erythema without reference to it being excessive)
  - Skin damage/abrasion lines/increased sensitivity of the skin.
  - Soreness.
  - Swelling.
  - Tenderness.
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## Extended response questions

Extended response questions are those that require the candidate to write a longer written response using sentences and paragraphs. These usually require candidates to discuss, explain, etc. a topic in some detail. The question is often based on a short case study, scenario or other prompt. The level of detail should be gauged from the question and the number of marks available.

### Example question

The information given in the table below is a case study of a client who has come into the salon for the start of a course of treatments over an **eight** week period. Each treatment has been booked out and can last up to 3 hours including consultation.

Discuss the treatment options available recommending a justified treatment plan for the **first** session for the client.

(15 marks)

Name:	Abigail.
Gender:	Female.
Age:	27.
Height:	5ft 8in / 1.73m
Weight:	10 stone / 64kg
Medical history:	No medical issues. Has had a baby 10 months ago natural birth with no complications. Has just stopped breast feeding.
Medication:	Takes the odd anti-inflammatory for shoulder, upper back and upper arm pain from lifting and carrying the baby.
Comments:	Abigail has been on maternity leave for 11 months, and will be returning to work part time in 3 months. Abigail is a hairdresser and spends most of her day on her feet. Since her maternity leave Abigail has found she has had no time for herself and feels her face and body have been totally neglected. Abigail is planning a family holiday prior to returning to work and wants to get her body and skin back into shape.
Physical Observations:	The skin on the upper arms and upper thighs has small patches of hyperkeratosis and areas that appear rough and scaly. Posture is generally good, the pelvis is slightly tilting forwards and weight is distributed onto the toes. Muscle tone on the abdomen, upper and inner thighs is poor.

The inner cheek area is slightly sensitive, with fine lines developing around the eyes. The skin texture on the forehead, nose, chin and outer cheek area appears rough and dull.

## Mark scheme

### Indicative content

Candidate's response may include, but is not limited to, the following:

### Treatment plans

- i. Body electrical:
  - a. 30 minutes of EMS on the abdomen, upper thighs particularly inner and upper arms utilising all the outlets on the machine – to exercise and tone the muscles – current interrupted direct.
  - b. 20 minutes of vacuum suction to abdomen, upper thighs – current alternating
- ii. Dry spa:
  - a. Body brush concentrating on anterior and posterior of legs, anterior and posterior arms
  - b. Full body exfoliation working distal to proximal up over the body, concentrating on the anterior and posterior the legs and upper arms – to exfoliate the stratum corneum and stimulate the circulation.
- iii. Body massage – full body massage would be beneficial:
  - a. Warm the upper back and upper arms with infra-red
  - b. Back massage to include head and neck – concentrating on deep effleurage movements to aid relaxation around the muscle groups (trapezius, latissimus dorsi, deltoid, teres minor/major, levator scapulae).
  - c. Petrissage movements – on upper back, shoulder area, lower back around quadrates lumborum and out over the gluteals
  - d. Legs, particularly upper medial and lateral thighs, deep petrissage and tapotement to stimulate the circulation.
  - e. Arms – firm petrissage on upper arms to release tension.
- iv. Facial electro-therapy:
  - a. Cleanse and use of hot towels followed with desincrustation working with negative polarity on the t zone and outer cheeks avoiding the sensitive inner cheek area, reverse polarity – 15 minutes – current direct
  - b. Follow with relaxing facial massage incorporating indirect high frequency to aid the absorption of product – 20 minutes – current oscillating (alternating)
  - c. Follow with iontophoresis and leave products on the skin– 10 minutes
  - d. Nourishing mask to continue the effects of the iontophoresis – 10 minutes – current direct

e. Moisturise – 2 minutes

Or

v. Micro-current facial 1 1/5 hr – cleanse, micro-current routine (each routine may vary depending on machine used) current – interrupted direct

**Advice and recommendations:**

- Correct use of SPF creams daily, recommend to use at least SPF20 – 25 for face.
- Use SPF creams on body when exposed to the sun.
- Body therapy – course of EMS and gyratory massage to work on the upper thighs, gluteals and upper arms to help warm and tone the muscles.
- Body brush legs and arms daily to exfoliate any dead skin cells and stimulate cell mitosis.
- Apply daily nourishing stimulating moisturising cream to the body particularly the legs and arms.
- Nourishing serum for face to be used weekly.
- Daily use of moisturising cream to face.
- Gentle facial exfoliation carried out every 3 to 4 days using a mild non-abrasive exfoliator.
- Deep cleaning mask to be used weekly
- Increase water intake to keep the skin hydrated.

**Band 1 (1 – 5 marks)**

Treatments proposed are not in a logical sequence, with no account of timing. Treatments proposed are not always suitable to the client and their needs, with no attention paid to, or understanding demonstrated of, the information provided in the case study. Limited treatment options considered (a minimum of one face and one body treatment), with no justification provided for choices made. Limited knowledge of machine currents. Very limited reference made to contra-actions. Advice and recommendations are general and not tailored to suit the client's needs. No links made between the effects and benefits of treatments and advice, to the client's objectives. Proposed course of treatments are not logical and do not meet all the treatment aims.

To access the higher marks within the band, the candidate has made some attempt to justify their choices made, but this is not always accurate or relevant to the client's needs. Aftercare advice beginning to show some aspects of reference to the client.

**Example band 1 response**

Consultation 15 minutes -Get what their expectations are, what their usual skin and body care routines are, whether they have got any contra-indications, whether they are allergic to any products that you may use. How much water they drink. Whether they eat healthy or unhealthy.

Body analysis 15minutes - Seeing the client's posture can help to see if the client needs any adaptations when providing any of the treatments - if they have any postural defects Dry spa treatments - body brush- 10minutes - helps to get rid of any of the dead skin cells.

Body exfoliation and shower 15minutes - helps to get rid of the rest of the dead skin cells providing a nice moisturised skin.

Body wrap 30 minutes - I would use a detoxing wrap which will help with getting rid of any of the aches and pains it will also help with relaxing the client. The client's skin will also be moistures with this wrap helping to get rid of that dry feeling.

Body massage 1 hour - face, neck and scalp (scalp if want)- 10 minutes - abdomen (optional)- front of legs - 10 minutes TURN OVER- back of legs - 10minutes - back - 30minutes on the back I would use G5 to help relieve any tension in there to make it easier when manually massaging the person. I would use a hot towel on the back to help with removing any oil that might be left on the skin.

BREAK (drink) and get facial equipment. Facial eye makeup removal- 5minutes pre cleanse - 5minutes cleanse- 5minutes exfoliate - 15 minutes with steam massage - 10minutes masque- with iontophoresis 20minutes the iontophoresis helps to moisturise the skin helping the skin to become fresher. It vasodiolates the blood capillaries helping them to reduce any redness from the sensitivity. Tone- 5 minutes, moisturise- 5minutes. CLIENT GETS READY.

After Care and Recommendations - clients should drink more water - client should use SPF factor 20 all over body to avoid pigmentation and dehydration. Client should avoid using sun beds/ sun bathing for 24hours. Client should come back for a course of treatments especially the face to help to enlighten the face and to help with the feeling of roughness around the cheeks, forehead, nose and chin. Because you will be getting the lasting benefits of the treatments all through the week and that the client can tell the difference over a long period of time.

## **Band 2 (6 – 10 marks)**

Treatment plan proposed is mostly relevant and accurate. Treatments proposed are in a logical sequence, but timing not always accurate. A range of treatment options (more than 2 treatments) were considered but not always meeting the client's objectives. Tentative links between the choices made and the client's needs, but lacks confidence in justifying their choices. Demonstrated some knowledge on machine currents. Some reference made to possible contra-actions but no detail of causes. Advice and recommendations provided on treatments suggested, but lacking future consideration and justification. Conclusion drawn, but does not fully support the treatment plan. Proposed course of treatments show some logic and meet some of the treatment aims.

To access the higher marks within the band, the candidate has shown greater ability to make links between the choices made and the client's needs. Conclusion made is balanced and supported. Some justifications evident around aftercare advice and recommendations

## **Example band 2 response**

Firstly I will body brush, cleanse and exfoliate my clients body to remove dirt, oil, dead skin and dry skin, exfoliating will also help my clients rough and scaly skin. Going on to apply a black mud mask all over her body for 20 minutes and this will help to moisturise my clients skin and will again help with her rough skin. After 20 minutes I will remove the mask and go on to carry out the body electrical, starting by padding my client's abdomen, upper and inner thighs ready for a faradic treatment for 20 minutes which will help with my clients poorly toned abdomen and thighs. The treatment works

by contracting the muscles on the padded areas to help tone them. Straight after the faradic treatment I will go straight into body vacuum suction which will aid in lymphatic flow and help to drain the lymph, this treatment is also moisturising as it involves using oil to be able to glide the vacuum over the skin which will again help my client's rough skin. I will do this treatment all over my client's body leaving her face out. Going straight into the massage after vacuum as the oil doesn't need to be removed only topped up. Focusing on my client's upper back, shoulders and upper arms as she has pain in these area from lifting and carrying her baby.

When I get to the legs I will do some extra topetment on the front and back of my client's thighs as it helps to breakdown fatty deposits. It helps to tone the area also, leaving my clients face out of the massage as I will go onto the facial now. Starting the facial by cleaning my clients skin to remove makeup, oil, dirt, dead and dry skin after the first cleanse I will start the second cleanse with the cleansing brush to really give my client a deep cleanse, making sure my client's skin is dry to touch.

I will begin using the exfoliating diamond heads going around the face at a steady pace, stretching the skin in the same area I'm working on. I am also going to be careful around the cheeks as they are sensitive and I want to avoid making them more sensitive, this will help to smooth out my clients rough skin. Beginning a pressure point facial massage on my client to help relax and drain the pressure points in the face.

After I have finished, I will go on to apply a hydrating gel and place a colour therapy lamp over my client's face on to the red colour for ten minutes, this will stimulates blood flow in the face which will be good for her dull skin. After ten minutes I will remove the gel, tone the face and then apply a hydrating moisturiser mixed with SPF on my client's face and neck. I will then ask my client to get dressed in her own time and offer her some water.

#### **Aftercare advice**

Avoid heat treatments for 24 hours as she's had stimulating treatments already and might feel light headed and possibly faint.

Avoid eating a heavy meal because she might feel light headed and eating a heavy meal could make her feel sick.

Avoid exercise for 24 hours because she's had stimulating treatments already and might feel light headed and possibly faint.

Drink plenty of water to keep hydrated. Avoid driving, if needed to drive home, drive with the window open to get fresh air and a breeze to help keep alert.

Avoid any stimulants such as caffeine (coffee, tea, fizzy drinks and caffeinated drinks), smoking and alcohol.

#### **Homecare advice**

Drink at least 2 litres of water a day. Avoid caffeine and processed foods. Do at least 10 minutes of walking a day recommendations.

Start using an exfoliator 2-3 times a week. Start using a moisturiser 2 times a day, one in the morning and one in the evening.

Apply SPF if going outside to protect skin from UV rays. Come back for a massage every 2 weeks to help with back pain. Come back for a course of microdermabrasion facials to help improve skin texture. Come back for a course of faradic treatments to help get her body back into shape

### **Band 3 (11 – 15 marks)**

Thorough and comprehensive plan, which is logically sequenced and considers the time available for each part of the treatment plan. Treatment plan and advice provided was accurate and considered the client's needs and characteristics. A wide range of treatment options considered as part of the treatment plan, justification for the choices and recommendations made were detailed and all contextualised to treatment with no evidence or 'routine answer'. Knowledge of machine currents is accurate. Clear details of possible contra-actions and how they are caused. Candidate makes clear links between effects and benefits of treatments and advice provided, with the objectives of the client and the specific issues identified in the case study. The candidate has come to a well-balanced conclusion, which is fully substantiated. Proposed course of treatments are logical and shows clear links to the client's treatments aims.

To access the higher marks within the band, the candidate has given reasons both for and against treatment options considered and any limitations. The candidate fully explored logical course of treatments that are fully relevant. The candidate has discussed, in detail products which will enhance the overall effectiveness of the treatment plan through link selling.

#### **Example band 3 response**

First I would start off by giving my client a sensitivity test this will include a hot and cold test and a tactile and smooth test so there won't be any risk of burning or causing my client discomfort. Then I will move onto the full body cleanse using a sea sand body exfoliator, this will aid in desquamation before starting any treatments. I will remove the exfoliator with hot towels or mitts to not eat into my time of putting my client in the sauna or steam cabinet. Once exfoliated and cleansed, I will move onto the Dry spa treatment which will be an intensive moisture wrap to help with dry skin, I will be doing this wrap as it means there will be less clean-up which will eat into the time of the rest of the treatments.

I will leave Abigail in the body wrap for 20 minutes and will give a bonus scalp massage to increase her relaxation. Once 20 minutes is up I will be doing a G5 body treatment on Abigail to warm the muscles up prior to her next body treatment. I will not do this all over the body but only on the places the Faradic will be taking place as those are the only two areas that the muscles will need warming up on. Once the G5 is done I will then move onto her second body treatment which is a Faradic body treatment on her upper inner thighs and her abdomen to help with muscle tone, the pads will be placed according to the body part making sure the positive pad is on the origin and the negative pad is on the opposite.

Once I have checked that the machine is on the correct settings, I will turn the dials until my client feels a slight contracting sensation, making sure to only turn the dials up when the pulse in on relax to not cause too much discomfort. Leaving this treatment on for 10 minutes will assure that Abigail gets used to the treatment and will also notice a slight difference.

Moving on to the Body massage I will be doing a Swedish massage to help her with her painful shoulder, upper back and upper arm, this will help loosen up the muscles so they are not as stiff. For the massage, I will be using traditional almond oil as there is no need to use anything else. When working on the problem areas I will add more pressure and spend more time on those areas to make sure that any knots are removed and the joints are nicely looser. I will not need to do the scalp massage or facial massage as they were either incorporated in another treatment or will be incorporated later on.

Moving on to the facial treatments, I will be doing a Facial Galvanic treatment followed by Indirect high frequency. Due to Abigail having slightly sensitive skin on the inner cheek area, I will be working for less time on those areas to not cause any more increase in sensitivity. I will use an abrasive exfoliator on her forehead, nose, chin and outer cheek area to help improve the texture but will be gentler on the sensitive areas.

The heat treatment will be steam to help soften the skin and will be done while the exfoliation process is taking place to increase the effects of the exfoliation. The galvanic treatment will take place for 10 minutes on the negative and will not be switched to the positive because that's when the indirect high frequency will take place. Once 10 minutes is up I will then move onto the Indirect high frequency so that it can close the pores that have been opened, rejuvenate and revitalise the skin and finally give Abigail a better skin complexion.

This will go on until the full face and neck has been massaged. The intensity will not be too high as there might be some more sensitivity after the Galvanic treatment. After the facial treatments I will use a calming mask on the inner cheeks but use a hydrating mask on the rest of the face and neck, while this is on her face and neck for 10 minutes I will give her a bonus foot and hand massage to boost her relaxation and to add a luxurious touch to the entire treatment as she is constantly on her feet.

Finally I will use a light moisturiser, some eye cream and a skin tint to even the complexion and to help remove any redness that may occur.

For Abigail's Aftercare I would recommend for her to try and rest for the rest of the day, do not drive long distances as she might be dizzy and feeling light headed, drink plenty of water a minimum of 2 litres a day and eat plenty of brightly coloured fruit and veg.

I would recommend for Abigail to wear a minimum SPF of factor 15 every day to protect her skin from the UV rays and when carrying her baby swap sides so that the weight is evenly distributed and it should take the pressure off both sides if the baby is evenly swapped from each side. This will mean no pain or discomfort will occur to just one area.

I would recommend Abigail to come back for the Faradic body treatment when she can so that she can notice a difference in body tone for when she goes on holiday, and to come in for a course treatment of Micro current to help with the fine line that are developing under the eye area.

## Examination technique

Candidates with a good understanding of the subject being assessed can often lose marks in exams because they lack experience or confidence in exams or awareness of how to maximise the time available to get the most out of the exam. Here is some suggested guidance for areas that could be covered in advance to help learners improve exam performance.

### Before the exam

Although candidates cannot plan the answers they will give in advance, exams for Technical qualifications do follow a common structure and format. In advance of taking the exam, candidates should:

- be familiar with the structure of the exam (ie number and type of questions).
- be aware of the amount of time they have in total to complete the exam.
- have a plan, based on the exam start and finish time for how long to spend on each question/section of the exam.
- be aware of how many marks are available for each question, how much they should expect to write for each question and allow most time for those questions which have the most marks available.

### At the start of the exam session

At the start of the exam, candidates:

- should carefully read through the exam paper before answering any questions.
- may find it helpful, where possible, to mark or highlight key information such as command words and number of marks available on the question paper.
- identify questions which require an extended written answer and those questions where all or part of the question may be answered by giving bullets, lists etc rather than full sentences.

### Answering the questions

Candidates do not have to answer exam questions in any particular order. They may find it helpful to consider, for example:

- tackling first those questions which they find easiest. This should help them get into the 'flow' of the exam and help confidence by building up marks quickly and at the start of the exam.
- tackling the extended answer question at an early stage of the exam to make sure they spend sufficient time on it and do not run out of time at the end of the exam.

Candidates should avoid wasting time by repeating the question either in full or in part in their answer.

Candidates should **always** attempt every question, even questions where they may be less confident about the answer they are giving. Candidates should be discouraged however, from spending too long on any answer they are less sure about and providing answers that are longer and give more detail than should be necessary in the hope of picking up marks. This may mean they have less time to answer questions that they are better prepared to answer.

### Extended answer questions

Before writing out in full their answer to extended questions, candidates may find it helpful to identify the key requirements of the question and jot down a brief plan or outline of how they will answer it. This will help clarify their thinking and make sure that they don't get 'bogged down' or provide too much detail for one part of the question at the expense of others.

## **Towards the end of the exam**

Candidates should always set aside time at the end of the exam to read back through and review what they have written in order to make sure this is legible, makes sense and answers the question in full.

If a candidate finds they are running out of time to finish an answer towards the end of the exam, they should attempt to complete the answer in abbreviated or note form. Provided the content is clear and relevant, examiners will consider such answers and award marks where merited.

Further guidance on preparing candidates to take the exam is given in the City & Guilds publication, [Technical Qualifications, Teaching, Learning and Assessment](#) which can be downloaded free of charge from City & Guilds website.

## 4. Further information

For further information to support delivery and exam preparation for this qualification, centres should see:

### City & Guilds

Qualification homepage: <https://www.cityandguilds.com/qualifications-and-apprenticeships/beauty-and-complementary-therapies/beauty/6003-beauty-therapy-nails-and-spa#tab=information> which includes:

- *Qualification handbook*
- *Synoptic assignment*
- *Sample assessments*

*Technical Qualifications, Resources and Support: [cityandguilds.com/techbac/technical-qualifications/resources-and-support](http://cityandguilds.com/techbac/technical-qualifications/resources-and-support)*

### Joint Council for Qualifications

*Instructions for Conducting Examinations: [www.jcq.org.uk/exams-office/ice--instructions-for-conducting-examinations](http://www.jcq.org.uk/exams-office/ice--instructions-for-conducting-examinations)*