

SVQs 2/3 in Beauty Therapy and Nail Services (6011)

Version 1.0 (May 2016)

**Assignment/Assessment guide for
centres**

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council. Published by City & Guilds, a registered charity established to promote education and training

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com

Contents

Contents	3
1 Assessor guidance	5
Assessment planning and review	5
Approach to assessment	6
Workplace assessment	6
Realistic Working Environment (RWE)	6
Continuous Professional Development (CPD) requirements	7
Logbooks	7
Service times	7
Simulation	7
Witnesses	7
Assessment of knowledge and understanding	8
Cross unit knowledge tests	10
Test conditions and Invigilation requirements	10
Pass requirements	10
Online test entry and score reports	10
How to use and mark paper tests	11
Assignments or projects	12
Security and storage of assessment materials	13
Appendix 1 Service times	14
Range of Service Times for SCQF Level 5 Beauty Therapy	14
Range of Service Times for SCQF Level 5 Nail Services	15
Range of Service Times for SCQF Level 6 Beauty Therapy	15
Range of Service Times for SCQF Level 6 Nail services	16
Appendix 2 Cross unit knowledge	17
SCQF Level 5 Cross Unit Knowledge Test mapped to SVQ2 in Beauty Therapy and SVQ2 in Nail Services	17
SCQF Level 6 Cross Unit Knowledge Test mapped to SVQ3 in Beauty Therapy and SVQ3 in Nail Services	19
Appendix 3 Score report	22

1 Assessor guidance

For the qualifications, candidates will be required to complete:

- a portfolio of evidence (logbook) for each unit
- the knowledge and understanding requirements.

The assessment strategy for this qualification has been produced in partnership with industry, awarding organisations and habia. It outlines the principles and requirements to be applied to assessment of performance, knowledge and understanding for this qualification.

Before starting work towards the qualification, candidates will need support and guidance to enable them to

- identify which level of, in some cases which route within, the qualification is best suited to their needs
- identify any training needs and how to access development
- understand the assessment process and identify the people who will be involved
- understand how to identify evidence from their performance at work
- understand how to compile their portfolio of evidence

A blank Candidate skill scan form can be found in *Recording forms for centres and candidates* that can be found on the quality assurance pages of the City & Guilds website.

The purpose of assessment is to judge whether a candidate can consistently perform to the standard specified in the units and national occupational standards and meet the assessment requirements. The qualifications may be candidate-led, assessor-led or a combination of the two, in order to decide when candidates have gathered sufficient evidence to demonstrate that they can competently perform a particular task and are therefore ready to be assessed.

Assessment planning and review

Effective planning for assessment by the candidate and their assessor is essential if the candidate is to succeed within an appropriate timescale. The purpose of assessment planning is to help candidates identify how and when they will provide the evidence required to demonstrate their competence. Planning should be a joint activity between the candidate and the assessor.

Assessment planning will identify opportunities for evidence generation and assessment that occur naturally as the candidate carries out work and where opportunities might need to be created to allow the candidate to demonstrate competence. This could mean arranging with their manager for a candidate to exchange tasks with a colleague. The assessor will negotiate and agree with the candidate the types of work-based activity that will be observed and the products of that activity (eg articles, forms, reports) that will be presented as evidence. It is important that a realistic timescale is set for achievement of the first units or elements.

When planning assessments, the assessor should aim to identify opportunities for holistic assessment, that is, to assess across elements, a full unit or clusters of units. Assessing criterion by criterion is not good practice.

Approach to assessment

These qualifications are likely to call for a variety of assessment methods and the units and national occupational standards define what is to be assessed. Evidence produced by candidates must be valid, sufficient, reliable, authentic and current and relate directly to specific assessment criteria. Types of acceptable evidence are valid, but are not limited to:

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task based controlled assessment

The evidence requirements detail how many performances and aspects of the range must be demonstrated. These are detailed in the supporting information section of each unit within the qualification handbook.

Workplace assessment

Candidates are expected to demonstrate competence to the standards required over a period of time. Therefore, to ensure validity, evidence should be naturally occurring and collected through performance in the workplace.

It is acknowledged not all employers' workplaces are the same, therefore assessment conditions may not be identical. However to safeguard the integrity of the qualification and ensure a robust and consistent approach to assessment the Assessor must ensure the assessment conditions reflect, as far as possible, those to which the candidate is expected to work.

A holistic approach towards the collection of evidence for this qualification is encouraged. The focus should be assessing activities generated in the workplace, through naturally occurring evidence, rather than focusing on specific tasks. Taken as a whole, the evidence must show the candidate meets all learning outcomes and assessment criteria across the scope/range consistently, over a period of time. It should be clear where each learning outcome/assessment criteria has been covered and achieved.

It is imperative the candidate is not placed under more, or less, pressure than found normally in the workplace during assessment. It could be the case the candidate may feel more pressure simply because he or she is being assessed.

Realistic Working Environment (RWE)

Learners should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:

- centres must develop realistic management procedures that incorporate a 'salon image' and sales and marketing policy to attract the type and number of clients needed to ensure the requirements of the qualification can be met and achieved

The RWE must adhere to the following principles:

- all assessments must be carried out under realistic commercial pressures and on clients, not other learners within the same cohort.
- all services performed must be completed in a commercially acceptable timescale
- learners must be able to achieve a realistic volume of work
- the space per working area conforms to current health and safety legislation and commercial practice
- the range of services, professional products, tools, materials and equipment must be current and available for use
- a reception facility must be provided where clients are greeted, payment is taken and general enquiries and appointments can be made. A payment facility must be available
- a retail facility must be provided, stocked with products that relate to the clients' needs and complements the services offered
- all by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account.

Continuous Professional Development (CPD) requirements

Assessors, Internal Quality Assurers and External Quality Assurers should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the Awarding Organisation or other recognised and relevant providers in the sector.

For Assessors, Internal Quality Assurers and External Quality Assurers a minimum of 30 hours CPD is required per annum (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individual's, not the organisation they work for.

Logbooks

City & Guilds supplies a specific candidate logbooks for each qualification that contain evidence recording and summary sheets. Centres may develop and use an alternative logbook, but it must include information equivalent to that recorded in the City & Guilds logbook, and must be approved by the centre's external verifier before use.

Service times

Candidates should be working towards service times that are agreed upfront and are commercially acceptable for the salon that the candidate is working in. As a guide we have added the pre-existing habia service times to Appendix 1.

Simulation

Simulation is **not** acceptable for any units within these qualifications.

Witnesses

It may not always be possible for the assessor to be present to observe a candidate's performance. For example, where their presence might be intrusive to the work being assessed or where an emergency incident occurs outside a planned assessment. In these cases a Witness Testimony, a

statement made by someone present while the candidate was performing an activity on-the-job, may be used as an alternative means of collecting evidence to support the assessment process.

Where Witnesses are used;

- Evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony.
- Any relationship they have with a candidate must be declared to the Assessor to determine the value of the testimony provided.
- They must be fully briefed and clear about the purpose of their testimony, it will only be regarded as supporting/supplementary evidence and the final decision regarding the candidate's ability to meet the evidence requirements will be the responsibility of the Assessor.

The role of the Witness is to submit evidence to the Assessor regarding the competence of the candidate in meeting the standards identified in any given unit. This evidence must directly relate to the candidate's performance in the work place which has been observed first hand by the Witness. Therefore, those who could fulfil the role of a Witness for this qualification could include, but are not limited to:

- Therapist, or
- Nail technician, or
- Salon manager, or
- Verifier.

It is not necessary for Witnesses to hold an assessor qualification as it is the responsibility of the Assessor to make the final assessment decision(s) about the acceptability of all evidence submitted, regarding of the source.

The status of the witness is important to consider as this determines how much weight their statement has and what other supplementary evidence might be needed to infer competence.

The status of the witnesses can be judged against the following criteria:

- 1 = qualified assessor and occupational expert who is familiar with award standards
- 2 = occupational expert and familiar with standards
- 3 = occupational expert not familiar with standards
- 4 = non-expert

A status 1 or 2 witness is more able to make an accurate judgement about a candidate's competence than a status 3 or 4 witness; therefore their testimonies would usually require less additional evidence to allow the assessor to infer competence.

Witness status lists should be provided by centres as a standard part of the candidate portfolio. Witness testimonies should identify the unit/learning outcome/assessment criteria being claimed. An Assessor and Witness Status List form can be found in *Recording forms for centres and candidates* that can be found on the quality assurance pages of the City & Guilds website.

Assessment of knowledge and understanding

City & Guilds have provided assessments for all units. It is important that these assessment materials are used for summative assessment when the candidate has begun to demonstrate competence in the relevant unit.

The assessment strategy set by habia for these hairdressing and barbering qualifications specifies that candidates must sit **externally set questions** for the units listed below.

This means that centres must use either the online tests or the short answer questions papers that are provided by City & Guilds to assess their candidates' knowledge and understanding. The question papers and marking schemes can be found in separate password protected documentation on the City & Guilds website.

City & Guilds Unit Number	NOS Reference	SCQF Level	Unit Title
	n/a	5	Cross unit knowledge test
201	BT4	5	Provide facial skin care treatment
202	BT5	5	Enhance the appearance of the eyebrows
203	BT6	5	Enhance the appearance of the eyelashes
204	BT7	5	Carry out waxing services
206	NS2	5	Provide manicure services
208	NS3	5	Provide pedicure services
210	BT24	5	Provide self-tanning services
	n/a	6	Cross unit knowledge test
301	BT16	6	Provide body massage treatments
302	BT20	6	Provide facial electrical treatments
303	BT21	6	Provide body electrical treatments
304	BT17	6	Carry out massage using pre-blended aromatherapy oils
305	BT18	6	Provide Indian head massage
306	BT19	6	Provide stone therapy treatments
307	BT22	6	Provide female intimate waxing services
309	BT26	6	Provide electrical epilation

For the remaining units centres can devise their own assessments or use City & Guilds assessments. All centre devised assessments must be checked by the External Quality Assurer.

We have provided online tests and short answer question papers for all units at SCQF Levels 5 and 6 apart from the three units listed below. For these we have provided assignments that have been designed to assess both the practical and knowledge for each of the units. These can be found in the same password protected document as the question papers.

City & Guilds Unit Number	NOS Reference	SCQF Level	Unit Title
308	CHB18	6	Contribute to the financial effectiveness of the business
317	NS13	6	Develop a range of creative nail designs
404	CHB17	7	Contribute to the planning, implementation and evaluation of promotional activities

Cross unit knowledge tests

Cross Unit Knowledge tests have been devised to reduce the burden of over-assessment and repetition for candidates. They have been produced as both online and paper based tests. It is recommended that the Cross Unit Knowledge test is taken **before** any other technical unit test. A separate cross-unit test has been produced for SCQF Level 5 and SCQF Level 6.

The mapping that shows how the cross unit knowledge tests links to each individual unit can be found in Appendix 2.

Test conditions and Invigilation requirements

All tests, whether taken online or via short answer question papers are required to be sat in **closed book conditions**, so notes or text books **cannot** be used. Tests should be taken under supervised conditions, this means that all activities will be completed with an invigilator present. Strict exam regulations do not apply; candidates may take the questions in their normal learning environment and the tutor may act as the invigilator. The invigilation of these tests is the same for both online and the paper based tests. Candidates should on no account be allowed to take question papers or answers away with them, and copies of question papers and marking schemes should be kept securely by the centre at all times.

Pass requirements

100% achievement is required for Cross Unit Knowledge tests, however, once 70% has been achieved in one sitting, alternative methods of assessment may be used to demonstrate the remaining knowledge. Alternative methods may include oral questioning. Closed book conditions still apply.

Each technical unit test has a 70% pass mark, this must be achieved in one sit and once achieved there is no requirement to assess the remaining knowledge.

It is advisable that the candidate has sufficient time to prepare for these tests. If a candidate completes any test and does **not pass** (or reached achieved or partially achieved for CUK tests), then they must re-sit the **full test**.

Online test entry and score reports

Candidates can be registered for online tests on Walled Garden using the (e-volve) three digit test numbers listed in the Assessment section of the qualification handbook.

On completion of an online test, a score report is produced. The score report will indicate whether the candidate has passed or failed (or not achieved, partially achieved or achieved for the CUK tests), the overall percentage achieved for the test and details a candidate's performance against each specified knowledge area. This more detailed breakdown can be used to identify areas of knowledge that candidates have not achieved.

The knowledge areas on the score report are displayed in numerical (alpha) order, this does not necessarily follow the same order as the questions in the test or the candidates' logbook. The knowledge areas in the test are mapped to the Knowledge (K) statements in the units section of the qualification handbook.

For each knowledge area the score report will display the % the candidate has achieved for that area. If it displays as 100% it shows that a candidate has achieved all questions within that knowledge area, some areas of the test may require the candidate to answer more than one question, in these cases if a candidate has only achieved some of the questions this will be displayed as a weighted proportion (e.g. 50%).

Some tests will display a overall test result lower than 70% but still indicate that a candidate has passed the test, this is because we have taken into account that for some tests 70% will not be a whole mark, so when setting pass marks we have rounded to the nearest whole mark below 70%. The % pass mark is set by habia at knowledge criteria level, and does not account for further breakdown within those areas of knowledge, we have accounted for this when setting the raw marks.

An example of a score report can be found in Appendix 3.

How to use and mark paper tests

The paper tests are intended to be completed by the candidate in writing; however at the assessor's discretion the questions may be completed through oral questioning where this method of assessment is more suitable for the candidate. If an electronic recording device is used during oral questioning:

- the assessor and candidate must identify themselves at the start of the recording
- the questions asked and candidate's responses must be clearly recorded
- the data files must be saved and filed in a manner that assures their security and ease of retrieval for quality assurance purposes.

New assessors using oral questioning to cover the written questions must make brief notes directly onto the answer paper in order to record the quality of the candidate's responses. The online test score report can also be used to record evidence of oral questioning.

The paper tests should be photocopied along with their cover sheets and handed out to candidates immediately before they take the test. Centres can photocopy the paper test and hold a stock securely within the centre. The cover sheets include a recommended test duration, these have been added for guidance and do **not** have to be adhered to.

Short answer questions

The model answers for the paper tests, which are supplied in the marking scheme documents, are not exhaustive and whilst assessors should try to follow the guide as much as possible, they should use their discretion as to whether an answer given by a candidate is acceptable. This is particularly so where questions demand an answer that involves salon policy. Assessors should consult their Internal Quality Assurer for guidance in cases of doubt, who in turn should consult their External Quality Assurer, as required.

Assignments or projects

Assignments can be developed by centres for some areas of the essential knowledge and understanding component of the standards that are not required to be covered by externally set questions. Centres wishing to develop their own assignments must ensure they are checked by their External Quality Assurer before using. Centres should be careful not to develop additional assessment materials for judging competency where other forms of assessment may more readily and efficiently provide this. Assignments are generally carried out over a period of time and will not be continuously observed. A project may cover aspects of work outside the candidate's responsibility such as assessing health and safety hazards in the workplace (SCQF Levels 4 or 5) or reviewing a department's operating procedures and making recommendations to management (SCQF Levels 6 or 7).

City & Guilds has provided assignments that have been designed to assess both the practical and knowledge for 6 units across the qualifications. The tasks should only be provided to the candidates once it is evident that they are ready to undertake the summative assessment. A realistic timeframe should be set for completion of each task. The handing out of tasks and the deadlines for their return are matters for agreement between the assessor and the candidates locally. Candidates should be able to negotiate deadlines where they have a good reason for the request, but reliability and punctuality are watchwords of employment and centres will refer to their own centre policy when dealing with late submissions where no good reason is provided.

The tasks candidates have been set for this qualification should not prevent access unfairly. If a task is thought to prevent fair access due to the type of evidence required, advice should be sought from the External Quality Assurer on providing the evidence in a different format. For example if a task requires the candidate to provide information as a poster, then unless the design of the poster is being assessed, an alternative format such as an information sheet or report may be acceptable. Note however, that the requirements of the task must still be met in full and the marking/grading criteria applied without change.

Security and storage of assessment materials

Portfolios

The candidate owns the portfolio throughout the assessment and quality assurance process and after certification. Assessors may review the portfolio at the centre following an assessment, returning it later to the candidate. It will be held at the centre for internal quality assurance.

Portfolios of evidence may be returned to candidates after certification. The City & Guilds External Quality Assurer may however wish to see the portfolio during the visit that follows the award of the certificate. The centre must tell candidates that their portfolio may need to be retained by the centre or made available to the centre for this visit.

Question packs and Marking guides

Question pack and Marking guide documentation must be stored securely by centres at all times.

Candidate's completed written answer sheets for questions **must** be retained securely by centres for quality assurance purposes following certification. Currently this is for a period of **three** years from the date of certification, this may be in electronic format. After this time the papers may be securely destroyed. They **must** not be given to the candidate.

Question paper header sheets and online test score reports can and should be included in the candidates' portfolio.

Appendix 1 Service times

Range of Service Times for SCQF Level 5 Beauty Therapy

The recommended service times quoted below have been developed for SVQ assessment purposes.

Please note that the type, depth and breadth of services listed are those described in the SCQF Level 5 Beauty Therapy standards only.

Service	Minutes (recommended)
Facial	60
Day make-up	30
Evening make-up	45
Special occasion make-up (eg bridal)	45
Basic manicure	45
Basic pedicure	50
Eyebrow wax	15
Underarm wax	15
Half leg wax	30
Bikini line wax	15
Full leg wax	45
Upper lip wax	10
Chin wax	10
Eyebrow shape	15
Eyebrow tint	10
Eyelash tint	20
Apply a full set of artificial lashes (flares)	20
Apply a full set of artificial lashes (strips)	10
Apply a partial set of artificial lashes (flares)	10
Apply a partial set of artificial lashes (strips)	10
Make-up lesson	75

Range of Service Times for SCQF Level 5 Nail Services

The recommended service times quoted below have been developed for assessment purposes.

Please note that the type, depth and breadth of services listed are those described in the SCQF Level 5 Nail Services standards only.

Service	Minutes (recommended)
Standard manicure	45
Standard pedicure	50
Nail enhancements – full set	120
Nail enhancement maintenance – 1 colour	90
Nail enhancement removal	60
Natural nail overlaps	75
Nail art	30

Range of Service Times for SCQF Level 6 Beauty Therapy

The recommended service times quoted below have been developed for SVQ assessment purposes.

Please note that the type, depth and breadth of services listed are those described in the SCQF Level 6 Beauty Therapy standards only.

Service	Minutes (recommended)
Back massage	30
Full body massage (excluding head and face)	60
Full body massage (including head and face)	75
Back massage using pre-blended aromatherapy oils	30
Full body massage (excluding head and face) using pre-blended aromatherapy oils	60
Full body massage (including head and face) using pre-blended aromatherapy oils	75
Indian head massage	45
Full body stone therapy treatment (including face)	75
Hollywood wax	60
Brazilian wax	45
Shaping wax	45

Service	Minutes (recommended)
Full face straight airbrush make-up	30
A full set of single eyelash extensions	120
Full body spray tan	30
Full body manual spray tan	60

Note: standard service times have not been specified for the following treatments:

- Make-up design
- Epilation
- Facial electrical treatments

This is because service times will vary dramatically according to client needs, treatment requirements and service delivery.

Range of Service Times for SCQF Level 6 Nail services

Owing to the nature of many of the services in the SCQF Level 6 qualification, it is not possible to set a precise time for completion. Times for critical aspects of Nail Services are quoted below.

Please note that the type, depth and breadth of services listed are those described in the SCQF Level 6 Nail Services standards only.

Service	Minutes (recommended)
Nail enhancements (full set)	120
Nail enhancements maintenance – 1 colour	90
Nail enhancements maintenance – 2 colours	120
Nail enhancement removal	60
Airbrushing nail services	45

Appendix 2 Cross unit knowledge

SCQF Level 5 Cross Unit Knowledge Test mapped to SVQ2 in Beauty Therapy and SVQ2 in Nail Services

Knowledge Requirements	Unit numbers and NOS reference											
	BT4	BT5	BT6	BT7	BT10	NS2	NS3	NS4	NS5	NS6	BT11	BT24
your responsibilities for health and safety as defined by any specific legislation covering your job role The Manual Handling Operations Regulations Reporting of Injuries and Dangerous Occurrences Regulations (RIDDOR)	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1
your responsibilities for health and safety as defined by any specific legislation covering your job role The Health and Safety at Work Act The Control of Substances Hazardous to Health Regulations (COSHH)	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1
your responsibilities for health and safety as defined by any specific legislation covering your job role The Health and Safety (First Aid) Regulations The Regulatory Reform (Fire Safety) Order The Electricity at Work Regulations The Environmental Protection Act The Management of Health and Safety at Work Regulations The Health and Safety (Information for Employees) Regulations)	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1
the legal and organisational requirements for your own personal hygiene, protection and appearance -	K3	K3	K3	K3	K3	K3	K3	K3	K3	K3		
the reasons for maintaining the client's modesty and privacy	K4			K4								K4
safe positioning techniques for yourself and your client and why using these are <u>important</u> / how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury						K4	K4	K4	K4	K4		K5

the necessary environmental conditions for treatments such as heating, sound and ventilation and why these are important	K6	K5	K5	K6	K5	K5	K5	K5	K5	K5	K6
why it is important to keep your work area clean and tidy	K7	K6	K6	K7	K6	K6	K6	K6	K6	K6	K7
methods of cleaning, disinfection and sterilisation	K8	K7	K7	K8	K7	K7	K7	K7	K7	K7	K8
methods of working safely and hygienically to avoid the risk of cross-infection	K9	K8	K8	K9	K8	K8	K8	K8	K8	K8	K9
the different types of working methods that promote environmental and sustainable working practices	K10	K9	K9	K10	K9	K9	K9	K9	K10	K9	K10
the hazards and risks which exist in your workplace and the safe working practices which you must follow	K11	K10	K10	K11	K10	K11	K11	K11	K9	K11	K11
the legal requirements for waste disposal	K13	K12	K12	K13	K12	K13	K13	K13	K12	K13	K13
the reasons for completing the treatment in a commercially viable time	K14	K13	K13	K14	K13	K14	K14	K14	K13	K14	K14
why it is important to communicate with clients in a professional manner	K15	K14	K14	K15	K14	K15	K15	K15	K14	K15	K15
how to complete a consultation taking into account the client's diverse needs	K16	K15		K16	K15	K16	K16	K16	K15	K16	
the legal requirements for providing treatment to minors under 16 years of age	K17	K16	K16	K17	K16	K17	K17	K17	K16	K17	K17
the age at which an individual is classed as a minor and how this differs nationally	K18	K17	K17	K18	K17	K18	K18	K18	K17	K18	K18
the importance of agreeing the treatment that meets the client's needs	K19	K18	K18	K19	K18	K19	K19	K19	K18	K19	K19
the legal significance of gaining signed, informed client consent to receive the treatment	K20	K19	K19	K20	K19	K20	K20	K20	K19	K20	K20
the legislative requirements for storing and protecting client data	K21	K20	K20	K21	K20	K21	K21	K21	K20	K21	K21
the necessary action to take in relation to specific contra-indications when referring clients	K24	K23	K23	K24	K23	K22	K22	K24	K23	K24	
the reasons for not naming specific contra-indications when referring clients	K25	K24	K24	K25	K24	K25	K25	K25	K24	K25	K24

SCQF Level 6 Cross Unit Knowledge Test mapped to SVQ3 in Beauty Therapy and SVQ3 in Nail Services

Knowledge Requirements	Unit numbers and NOS reference															
	BT16	BT20	BT21	NS7	NS9	BT17	BT18	BT19	BT22	BT26	BT33	NS8	NS10	NS11	NS12	NS13
your responsibilities for health and safety as defined by any specific legislation covering your job role																
Health and Safety at Work Act																
The Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)																
The Health and Safety (First Aid) Regulations	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1
The Regulatory Reform (Fire Safety) Order																
The Manual Handling Operations Regulations																
The Control of Substances Hazardous to Health Regulations (COSHH)																
The Electricity at Work Regulations																
The Environmental Protection Act																
your responsibilities for health and safety as defined by any specific legislation covering your job role																
The Management of Health and Safety at Work Regulations	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1	K1
The Health and Safety (Information for Employees) Regulations																
the legal and organisational requirements for ensuring safeguarding procedures are in place									K2		K5					

the legal and organisational requirements for your own personal hygiene, protection and appearance	K3	K3	K3	K3	K3	K3	K3	K3	K4			K3	K3	K3	K3
the responsibilities under local authority licensing regulations for yourself and your premises	K4						K4	K4	K4		K3	K2			
the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace											K6	K7			
the reasons for maintaining the client's modesty and privacy	K5	K4	K4			K5	K5	K5	K5	K4	K7				
safe positioning techniques for yourself and your client and why using these are important / how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	K6			K4	K9	K6	K6	K6			K5	K8	K4	K4	K4
the necessary environmental conditions for treatments such as heating, sound and ventilation and why these are important	K10	K6	K6	K5	K5	K7	K7	K8	K7	K8	K9	K5	K5	K5	K5
why it is important to keep your work area clean and tidy		K7	K7	K6	K6					K8		K6	K6	K6	K6
methods of cleaning, disinfection and sterilisation	K11	K8	K8	K7	K7	K8	K8	K9	K9	K9	K10	K7	K7	K7	K7
methods of working safely and hygienically to avoid the risk of cross- infection	K12	K9	K9	K8	K8	K9	K9	K11	K10	K10	K11	K8	K8	K8	K8
the different types of working methods that promote environmental and sustainable working practices	K14	K10	K10	K10	K10	K11	K11	K13	K11	K12	K13	K10	K10	K9	K9

the hazards and risks which exist in your workplace and the safe working practices which you must follow	K13	K11	K11	K9	K9	K10	K10	K12	K12			K9	K9	K11	K10
the legal requirements for waste disposal	K16	K13	K13	K12	K12	K13	K13	K15	K14	K14	K15	K12	K12	K13	K12
the reasons for completing the treatment in a commercially viable time	K17	K14	K14	K13	K13	K14	K14	K16	K15	K15	K16	K13	K13	K14	K13
why it is important to communicate with clients in a professional manner	K18	K15	K15	K14	K14	K15	K15	K17	K16	K16	K17	K14	K14	K15	K14
how to complete a consultation taking into account the client's diverse needs	K19	K16	K16	K15	K15	K16	K16	K18	K17	K17	K18	K15	K15	K16	K15
the legal requirements for providing treatment to minors under 16 years of age	K20	K17	K17	K16	K16	K17	K17	K19	K18	K18		K16	K16	K17	K16
the age at which an individual is classed as a minor and how this differs nationally	K21	K18	K18	K17	K17	K18	K18	K20	K19	K19		K17	K17	K18	K17
the importance of agreeing the treatment that meets the client's needs	K22	K19	K19	K18	K18	K19	K19	K21	K20	K20	K20	K18	K18	K19	K18
the legal significance of gaining signed, informed client consent to receive the treatment	K23	K20	K20	K19	K19	K20	K20	K22	K21	K21	K21	K19	K19	K20 (& K42)	K19
the legislative requirements for storing and protecting client data	K24	K21	K21	K20	K20	K21	K21	K23	K22	K22	K22	K20	K20	K21	K20
the necessary action to take in relation to specific contra-indications when referring clients	K27	K24	K24	K23	K24	K24	K24	K26	K25	K25	K25	K23	K23		K23
the reasons for not naming specific contra-indications when referring clients	K28	K25	K25	K24	K25	K25	K25	K27	K26	K26	K26	K24	K24	K24	K24

Appendix 3 Score report

Exam Reports

99ASQU - Assessment & Quality QA Centre

6011-512 Apply and maintain nail enhancements to create a natural finish (NS5)



Results Summary:

Candidate Name	Enrolment No.	ULN	Test Date	Result
A. N. Other			03/05/2016	Pass

Results Breakdown:

Candidate has passed despite achieving 68.75% - see score report section on page 11

Apply and maintain nail enhancements to create a natural finish (NS5)	Percentage Correct of All Marks Available
K21 how to recognise contra-indications that would prevent or restrict the service	100.00
K22 the contra-indications requiring medical referral and why	100.00
K25 how to identify treatable nail and skin conditions	100.00
K29 the different natural nail shapes you are likely to come across during nail enhancement services	100.00
K33 how to adapt nail enhancement application techniques to suit different nail shapes and conditions	100.00
K34 the reasons for leaving a free margin around the cuticle and side wall area	100.00
K36 methods and techniques used to avoid overexposure to chemicals	100.00
K37 the key differences in application and chemical composition for gel, liquid and powders and wrap enhancements	100.00
K38 how the incorrect application and removal of nail enhancements can damage the natural nails and surrounding soft tissues	50.00
K41 the contra-actions that could occur, how to deal with them and what advice to give to clients	0.00
K43 the structure of the nail	0.00
K44 the process of nail growth	0.00
K45 the function and structure of the skin	0.00
Total	68.75
Exam Total	68.75

Example taken from SVQ2 in Nail Services.

Pass mark would not have been a whole mark and has therefore been rounded down to the nearest whole mark below 70%.

This is not a certificate.

All marks and results shown are subject to moderation by the awarding organisation.

Page 1 of 2

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions including, Employer Recognition: Endorsement, Accreditation and Quality Mark, Consultancy, Mapping and Specialist Training Delivery

T: +44 (0)207 294 8128

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: **feedbackandcomplaints@cityandguilds.com**