

# 6004-30 Level 3 Advanced Technical Diploma in Complementary Therapies

2018

**Qualification Report**

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# 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.

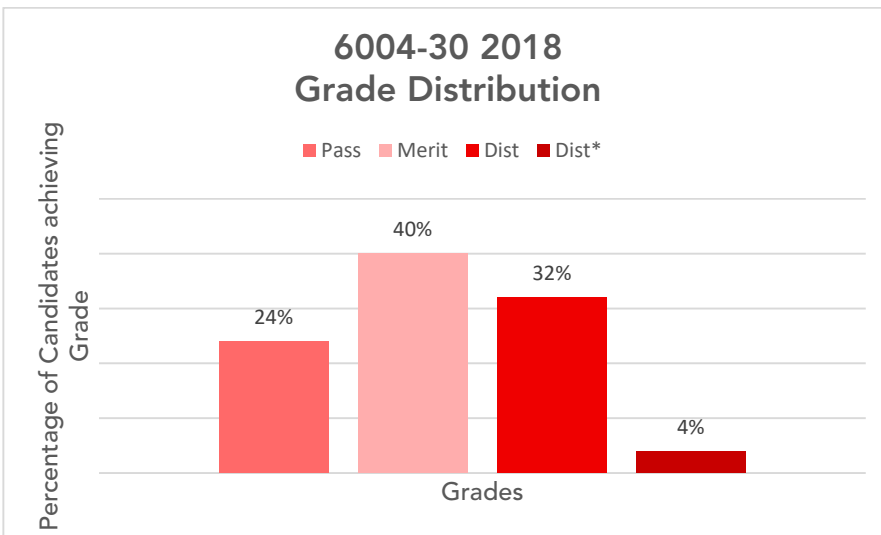
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2018 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments;

- Assessment No. and Title – Theory exam
  - March 2018
  - June 2018
- 6004-031 Level 3 Complementary Therapies – Synoptic Assignment

# Qualification Grade Distribution

The grade distribution for this qualification is shown below;



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

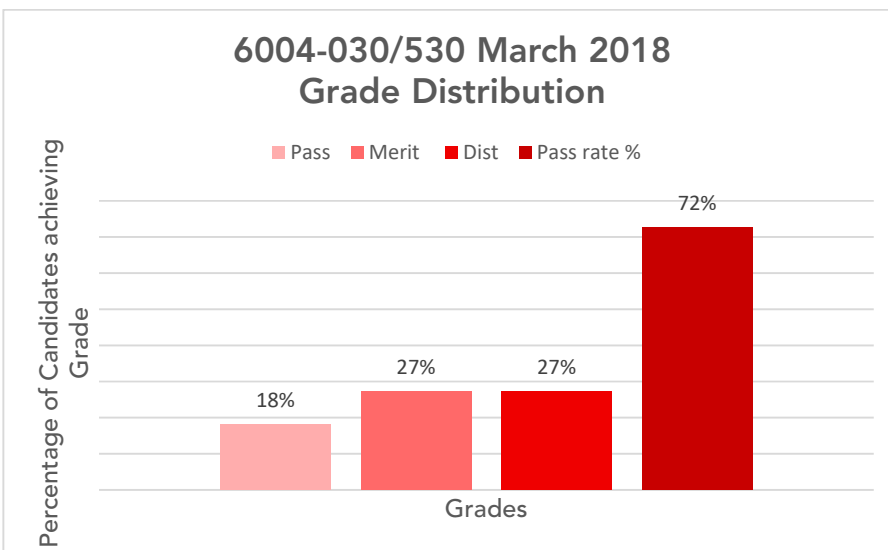
## Grade Boundaries

Assessment: 6004-030/530  
Series: March 2018

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

<b>Total marks available</b>	<b>60</b>
Pass mark	23
Merit mark	31
Distinction mark	40

The graph below shows the distribution of grades and pass rates for this assessment;

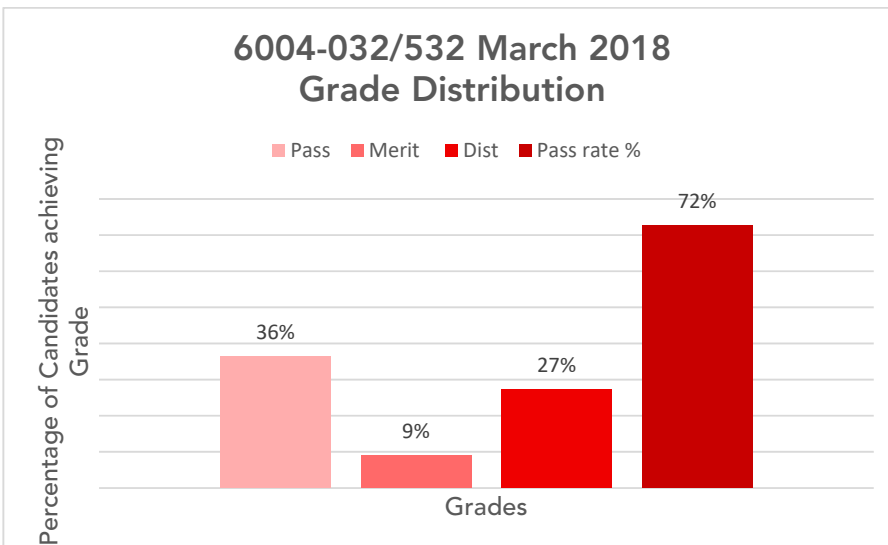


Assessment: 6004-032/532  
Series: March 2018

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

<b>Total marks available</b>	<b>60</b>
Pass mark	27
Merit mark	35
Distinction mark	44

The graph below shows the distribution of grades and pass rates for this assessment;



Assessment: 6004-030/530  
Series: June 2018

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

<b>Total marks available</b>	<b>60</b>
Pass mark	23
Merit mark	31
Distinction mark	40

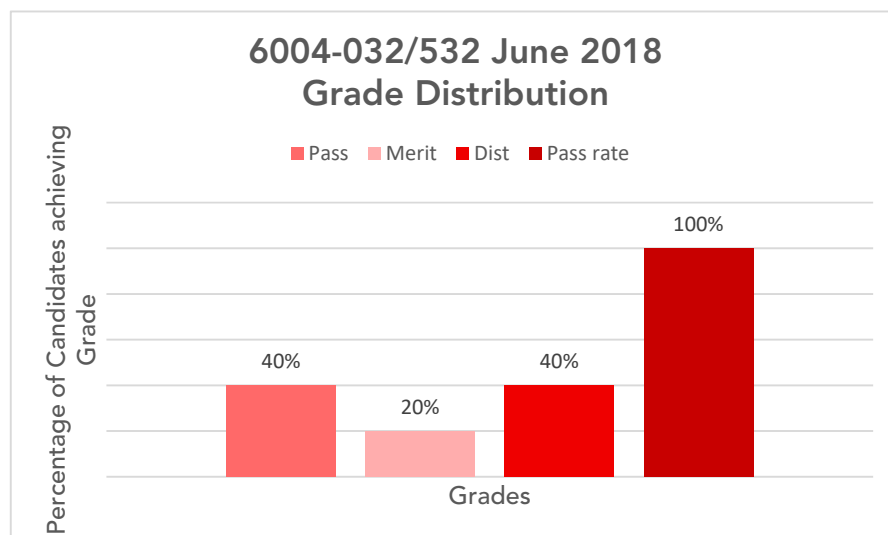
There is no grade distribution as no candidates passed the summer series of the theory exam.

Assessment: 6004-032/532  
Series: June 2018

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

<b>Total marks available</b>	<b>60</b>
Pass mark	27
Merit mark	35
Distinction mark	44

The graph below shows the distribution of grades and pass rates for this assessment;





## Chief Examiner Commentary

6004-30-030/530 Level 3 Complementary Therapies - Theory exam (1)

6004-30-032/532 Level 3 Complementary Therapies - Theory exam (2)

Series 1 – March 2018

6004-030/530 Level 3 Complementary Therapies - Theory Exam (Anatomy and Physiology)

The paper performed well and at the appropriate level and is similar in content, range and difficulty to the papers taken in 2017.

The candidate responses demonstrated an improvement on the April and June 2017 series, with some distinction level responses showing depth across the unit content.

Centres are encouraged to ensure that they use the handbook to cover all the qualification criteria during their teaching, and that candidates are aware of the extent of the knowledge they are required to attain prior to sitting the exam.

Candidates will benefit from practising examination techniques when preparing for this examination. Candidates are encouraged to spend time reading and re-reading the questions before attempting to answer.

Candidates were struggling with questions where they were required to explain their understanding in a structured manner; their responses lacked depth and breadth. They often missed opportunities to gain additional marks as they provided limited responses which inadequately demonstrated understanding when the question required them to explain. Candidates would benefit from referring to the *'Guide to Examination'* document which has been produced for centres who offer City & Guilds Advanced Technical Diploma in Complementary Therapies. It has been produced to support the preparation of candidates to take the examination.

Many candidates showed a lack of understanding of factors that affect the functions of the skin, as most candidates could only provide one or two statements, missing the opportunity to gain higher marks by providing a linked explanation.

The majority of responses showed that candidates struggled where pathologies were being tested, as pathologies relating to bacteria, fungal and viral were not known. A similar trend was seen where candidates struggled to demonstrate knowledge of the classification of bones.

Overall there was a poor understanding of the function of capillaries as candidates did not explain the process or state what the capillaries carry around the body and why.

The majority of candidates clearly demonstrated that they had a good understanding of the effect of the sympathetic nervous system on the heart and lungs and some gained higher marks by providing a linked explanation.

Overall, there was a good understanding of anatomy and physiology displayed throughout the paper. Spelling and grammar are not specifically marked in these examinations, but it is worth noting that many technical terms were misspelt throughout the exam. Improving spelling and the use of correct terminology can avoid any confusion or misunderstanding when providing answers.

## 6004-032/532 Level 3 Complementary Therapies - Theory Exam

Overall the responses demonstrated a good understanding of units 301, 304, 305 and 306. The questions that required listed or stated responses were generally well answered. Those questions that required an explained response lacked breadth and depth so marks were lost; often the responses were fairly general and not specific to the client descriptions given in the question.

Centres are encouraged to ensure that they use the handbook to cover all the qualification criteria during their teaching, and that candidates are aware of the extent of the knowledge they are required to attain prior to sitting their exam. It is clear that questions were not read thoroughly which resulted in incorrect answers. Candidates would benefit from referring to the 'Guide to Examination' document which has been produced for centres who offer City & Guilds Advanced Technical Diploma in Complementary Therapies. It has been produced to support the preparation of candidates to take the examination.

Many candidates demonstrated a lack of knowledge for Latin names of essential oils and the benefits associated with the use of aromatherapy essences. Most candidates could only state one or two benefits, missing the opportunity to gain higher marks by providing a linked explanation.

Many candidates showed a lack of understanding of adaptations to be taken when performing a body massage on an elderly client as responses lacked specific details and were related to adaptations to the environment as opposed to the actual treatment itself. The focus points should have been specifically related to the adaptations to be made for the client.

The majority of candidates clearly demonstrated that they had a good understanding of the benefits of reflexology, gaining the maximum of marks available.

Many candidates' responses demonstrated a lack of knowledge of the location of reflex points, showing a gap in knowledge as many did not attempt the question.

Many candidates demonstrated a lack of knowledge of contra-actions to a reflexology treatment, stating the contra-indications as opposed to the contra-actions which led to candidates missing an opportunity to gain higher marks.

Overall a good understanding of the theory, benefits and uses of complementary therapies was demonstrated across all candidates. Candidates need to be encouraged to take a holistic approach, and to give specific answers to questions in order to achieve higher marks.

### **Extended response question**

The extended response question is intended to draw on knowledge from across the qualification. A range of marks were achieved on the extended response question however, some candidates missed the opportunity to gain marks in the top band. Marks were gained where candidates addressed client needs with some details and aftercare advice, however, there was some superficial responses with irrelevant information. Many candidates attempted to bring details together, however this was sporadic.

Many candidate responses showed breadth, relevance and focus to the client's needs. Their responses also demonstrated an improved understanding reflexology and a holistic approach taken to the extended response.

A few candidates answered fully and gave justification of oils to be used and treatment techniques, however there were clear gaps in the treatment plan provided, after care and specific adaptations could have been suggested for the case study.

Overall, candidates did not score high marks in the extended response question. The ability to compare, justify, discuss and evaluate is the quality which receives the greatest marks.

## **Series 2 – June 2018**

### 6004-030/530 Level 3 Complementary Therapies - Theory Exam (Anatomy and Physiology)

The paper performed well and was of a standard both clearly at the appropriate level and similar in content, range and difficulty to the paper taken in March 2018. The language was at the appropriate level and there should have been no problems for the candidates in understanding the questions.

Overall the paper provided sufficient stretch and challenge at this level and sampled across the entire qualification. Candidates that were successful in this examination demonstrated that they could apply industry specific terminology correctly, solve non-routine problems and show sufficient knowledge and understanding to be able to work safely and independently when carrying out treatments.

Similar to March, the short state, describe questions were answered better than the questions that required a detailed explanation and justification.

Candidates often struggled with questions where they were required to explain their understanding in a structured manner; their responses often lacked depth and breadth. They sometimes missed opportunities to gain additional marks as they provided limited responses which inadequately demonstrated understanding when the question required them to explain.

The majority of candidates struggled when asked to explain the factors that affect blood pressure. Candidates could only provide one or two basic identification points, missing the opportunity to gain higher marks by providing follow-on explanations.

Responses were limited where candidates were asked to explain the functions of the muscular system. The majority of candidate responses were written in a list form which did not lend itself to expansion points.

Candidates demonstrated a good knowledge of the lymphatic organs, functions of the digestive system and listed pathologies but could not distinguish between the different types, this was evident from the confusion in responses over which ones were bacterial. Candidates also demonstrated a lack of knowledge of joints and the actions of the muscles.

Spelling and grammar are not specifically marked in these examinations, but it is worth noting that many technical terms were misspelt throughout the exam. Improving spelling and the use of correct terminology can avoid any confusion or misunderstanding when providing answers.

Candidates will benefit from practising examination techniques when preparing for this examination. Candidates also need to be prepared for the different types and structures of questions contained within the paper and need to be familiar with the variety of command verbs, as well as the need to read each question carefully and to respond clearly to the question given in the depth required.

Centres are reminded of the City & Guilds Technicals 'Exam Guides' available [here](#)

### **6004-032/532 Level 3 Complementary Therapies - Theory Exam (2)**

Overall the responses demonstrated a good understanding of units 301, 304, 305 and 306. The paper performed well and was of a standard both clearly at the appropriate level and similar in content, range and difficulty to the paper taken in March 2018. The language was at the appropriate level and there should have been no problems for the candidates in understanding the questions.

Overall the paper provided sufficient stretch and challenge at this level and sampled across the entire qualification. Candidates that were successful in this examination demonstrated that they could apply industry specific terminology correctly, solve non-routine problems and show sufficient knowledge and understanding to be able to work safely and independently when carrying out treatments.

This was the second cohort to sit the 6004-032/532 Level 3 Complementary therapies - Theory exam (2). It should be noted that future exams will sample different topics and learning outcomes from the qualification so this commentary relates to the June 2018 examination only.

Candidates need to be encouraged to explain their reasoning for answers to show a higher level of understanding. Candidates should also spend time reading and re-reading the questions before attempting to answer.

Similar to March, many candidates demonstrated a lack of knowledge for Latin names of essential oils and the benefits associated with the use of aromatherapy essences. Most candidates could only state one or two benefits, missing the opportunity to gain higher marks by providing a linked explanation.

Candidates showed a lack of understanding of adaptations to be taken when performing a body massage on a muscular athletic male client as responses lacked specific details and were instead related to adaptations to the environment such as the size of the couch as opposed to the actual treatment itself. The responses should have focussed specifically on the adaptations to be made for the client.

Candidates demonstrated a lack of knowledge and understanding of oil extraction methods, models of reflection and the physical contra-actions following a body massage. Responses showed that there was some confusion over the term 'contra-actions' as some candidates stated 'contra-indications' that **can prevent massage**. This highlighted that candidates need to read the question carefully before answering.

Candidates demonstrated a lack of understanding of the physiological effects of reflexology. Candidates were only able to provide one or two statements. To achieve full marks, candidates needed to show a more in-depth level of knowledge of conditions and provide the explanations.

Candidates demonstrated good knowledge in relation to reflexes found in particular zones, and also had a good understanding of specific aftercare advice that should be given to a client suffering with insomnia following a reflexology treatment.

Centres are encouraged to ensure that they use the handbook to cover all the qualification criteria during their teaching, and that candidates are aware of the extent of the knowledge they are required to attain prior to sitting their exam. It is clear that questions were not read

thoroughly which resulted in incorrect answers. Centres are encouraged to carry out examination preparation in the form of practice papers and techniques to answering questions, e.g. underlying or circling key words in the question so they are aware of what information they are being asked to give.

### **Extended response question**

The extended response question is intended to draw on knowledge from across the qualification. A range of marks were achieved on the extended response question however, some candidates missed the opportunity to gain marks in the top band. Marks were gained where candidates addressed client needs with some details and aftercare advice, however, there was some superficial responses with irrelevant information. Many candidates attempted to bring details together, however this was sporadic.

Many candidate responses lacked breadth, relevance and focus to the client's needs. Candidates formulated a basic treatment plan with minimal justification for oil selections. The reflexology element of the case study was over looked and the responses required specific techniques and the reasons why as well as specific after care.

Overall, candidates did not score high marks in the extended response question. The ability to compare, justify, discuss and evaluate is the quality which receives the greatest marks.

# Synoptic Assignment

## Grade Boundaries

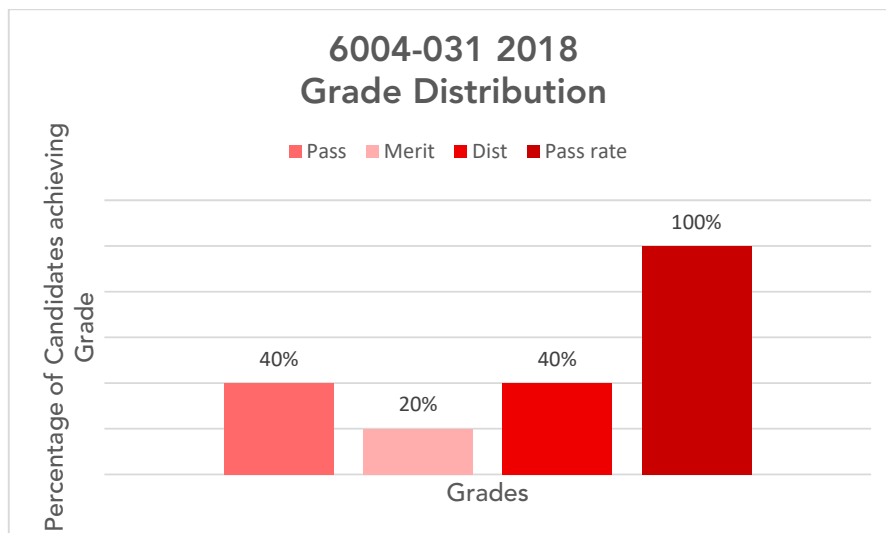
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel;

Assessment: 6004-031

Series: 2018

<b>Total marks available</b>	<b>60</b>
Pass mark	24
Merit mark	33
Distinction mark	42

The graph below shows the distributions of grades and pass rate for this assessment;



## Principal Moderator Commentary

The assignment brief and tasks provided were sufficient to explain the areas in which the candidate should research and the areas on which they should report, comment and perform various practical tasks. The outcomes of the set tasks varied from excellent to poor and the marks awarded by the centres, and then sometimes altered by the moderators, reflected this.

The assignment involved two tasks:-

Task one the candidates had to prepare a business plan. The higher scoring candidates produced a realistic business plan focussing on financial forecasts including variable and fixed costs. The lower scoring candidates spent time researching unnecessary factors that would not be needed to show a financier such as business legislation with very little focus on the financial forecasts.

Task two was a true reflection of real working practices where candidates were allocated a client who were unknown to them, and they were required to conduct a full consultation, gathering appropriate details to devise the most appropriate treatment plan for the required treatment. This practical task was carried out over a realistic period of time. After the practical task the candidates had time to write up their treatment plans and evaluate their treatments.

Higher achieving candidates showed consistency throughout the synoptic assessment and this was reflected in marks allocated across the assessment objectives. 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 and detailed justifications of the chosen applications. The lower scoring candidates seemed to lack fluency of skills and seemed to carry out safe treatments to include a safe blend choices.

Justifications on the Practical Observation (PO) and Centre Record Forms (CRF) by the observer's and markers were varied; some gave very detailed descriptions and others were quite basic.

AO1 – The lower scoring candidates demonstrated basic knowledge of treatments and the benefits, as well as general after care advice. The higher scoring candidates demonstrated good knowledge of treatment features and their benefits including specific advice and recommendations to the client. The lower scoring candidates created a basic business plan whereas the higher band learners demonstrated greater breadth within the business plan.

AO2 – The lower scoring candidates seemed to carry out treatments that were safe particularly in regards to aromatherapy blend choices, furthermore these were not the most appropriate in regards to meeting the client's needs. The higher scoring candidates demonstrated the ability to adapt and justify treatments. They also had excellent understanding of aromatherapy blends.

AO3 – Most candidates demonstrated that this was their strongest area and many achieved marks in band 2 and 3, carrying out high quality treatments with confidence and demonstrating professionalism throughout. The majority of candidates adhered to Health and Safety throughout the assessment. Quality of skills were consistent and many candidates adapted techniques according to the client's treatment needs.

AO4 – The majority of candidates were able to create a suitable treatment plan and business plan. In some cases time management was poor as treatment timings overran which demonstrated a lack of good time management. The higher scoring candidates showed evidence throughout the treatments of effective time management as well as evidence of integrated knowledge and understanding used to demonstrate sound links between products, consumables and techniques to meet the client's needs and treatment objectives.

AO5 - The higher scoring candidates reflected and analysed their treatments detailing what could have been done better, detailing areas for improvement and suggesting alternative treatments, whereas the lower scoring candidates briefly evaluated their experiences showing minimal depth and reflection. Most candidates were focussed to their client's needs throughout.

### **Best practice**

Candidates were provided standard City & Guilds paperwork to complete for the consultation and treatment plans which ensured consistent application across all centres 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.

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.

Centres are reminded to reference with the PO's time management issues; such as when candidates have not completed treatments within the allocated time.

Centres are also reminded to use Assessment Objective 5 when providing feedback to candidates on their business plans.