

6002-31 Level 3 Advanced Technical Diploma in Hairdressing (540)

2022

Qualification Report

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Foreword

Results August 2022

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

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

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

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

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

Spring examination series 2022

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

Introduction

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

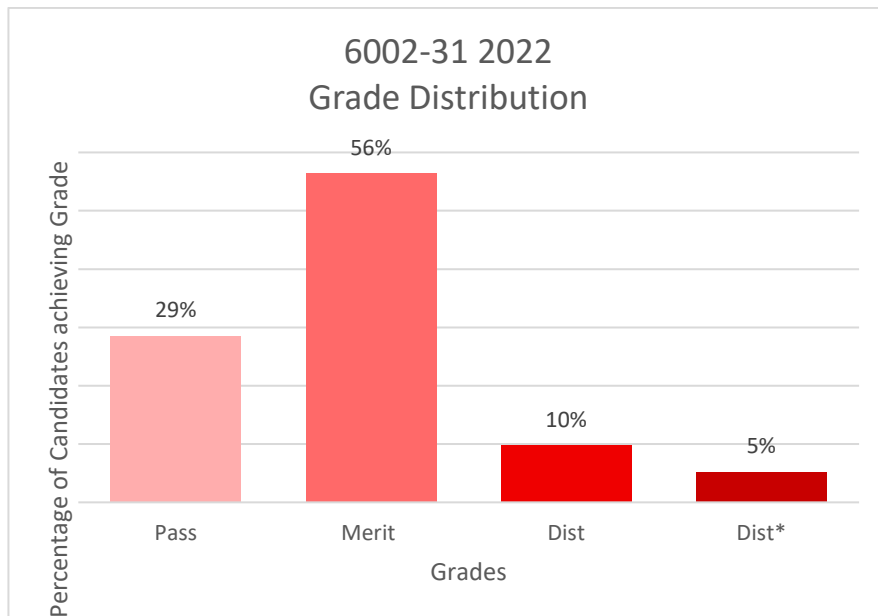
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments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

The document provides commentary on the following assessments:

- 6002-032/532 Level 3 Hairdressing – Theory exam
 - March 2022 (Spring)
 - June 2022 (Summer)
- 6002-033 Level 3 Hairdressing – Synoptic Assignment

Qualification Grade Distribution

The grade distribution for this qualification is shown below:



This data is based on the distribution as of 16/08/2022.

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

Theory Exam

Grade Boundaries

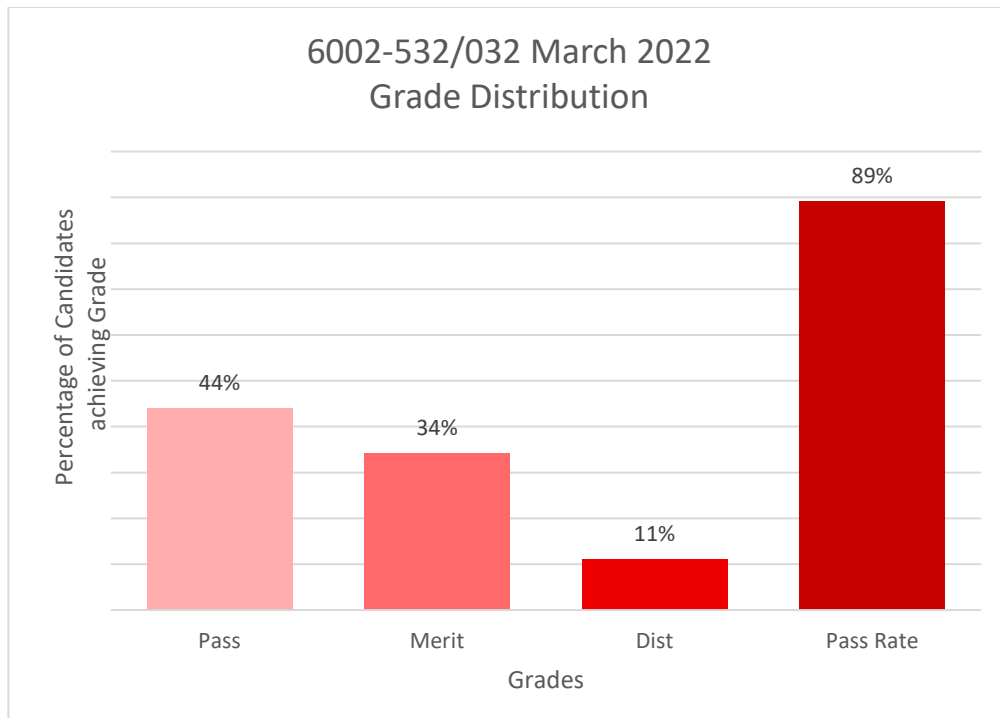
Assessment: 6002-032/532
Series: March 2022 (Spring)

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

Total marks available	80
Pass mark	30
Merit mark	43
Distinction mark	56

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

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

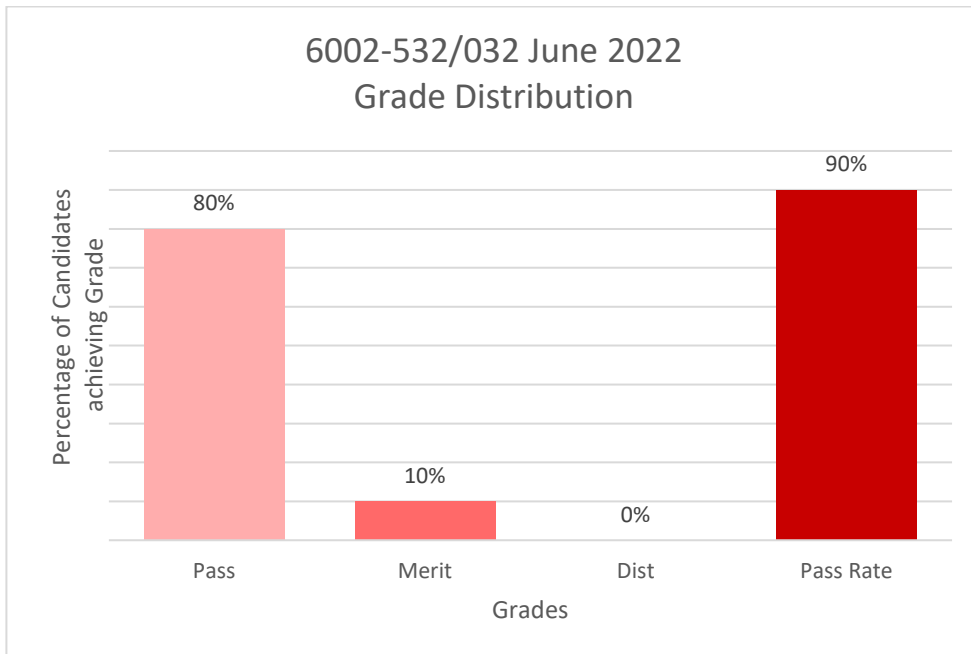


Assessment: 6002-032/532
Series: June 2022 (Summer)

Below identifies the final grade boundaries for this assessment:

Total marks available	80
Pass mark	26
Merit mark	39
Distinction mark	52

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



Chief Examiner Commentary

6002-032/532 Level 3 Hairdressing - **Theory exam**

Series 1 – March 2022

The examination paper covered a broad range of learning outcomes over the whole qualification and was comparable to previous series in terms of range, topics and level, allowing candidates to gain marks across the whole of the paper. Generally, candidates at Level 3 showed a wide breadth of knowledge across the range covered and good understanding across some subjects. Most candidates demonstrated good knowledge recall and achieved marks on questions testing the hair structure, as well as hair and scalp conditions. Many candidates also showed good knowledge recall on legislation and demonstrated their depth of understanding on effects on the hair structure when using a specific setting technique.

Higher scoring candidates demonstrated the ability to recall knowledge across all mandatory units and evidence their understanding through accurate discussion, reasoning and justifications. This was supported by the accurate use of correct subject specific terminology across most questions, such as identifying the correct technical names for scalp conditions. Lower achieving candidates struggled to access full marks on more challenging questions which required them to build on the knowledge by demonstrating their depth of understanding.

Similar to previous cohorts, many candidates missed the opportunity to gain marks on topics around the hair growth cycle due to a lack of focus when identifying the stages against images given. Most candidates struggled to recall techniques to be used when cutting type 4 hair and did not always manage to demonstrate good understanding on the breadth of effects a cutting technique can have on different hair types. There was also a weakness observed around questions testing understanding on colour and lightening services, where candidates did not always consider the use of different products and or application methods to best meet the client requirements.

When approaching the Extended Response Question, most candidates acknowledged the factors presented in the scenario and developed responses with good justifications along with considering aftercare recommendations. Marks were lost where candidates discussed the use of the wrong products or presented options that were not feasible to achieve the client's requirements. Candidates who did not perform well failed to consider the one or more of the factors given in the scenario and provided responses which described the process they would follow without supporting their response with clear justifications for choices made. Those that achieved higher marks explained in detail a wide range of factors, demonstrating critical thinking with reasoning and ensuring they always linked their response back to the scenario.

Candidates would benefit from reading and fully understanding what the question is asking for before constructing their responses. Particular attention should be given to command verbs to ensure that the answers provided satisfy the main requirements of the question. Candidates should also ensure that when asked to identify an image, they spend some time analysing what the image is showing before providing a response. When recalling different colour products, candidates should aim to discuss a range of product types (e.g. temporary, permanent) as opposed to different products or brands within one category. Lastly, to access higher mark on questions testing understanding, candidates should back up their responses with justification and reasoning to show clear depth.

Series 2 – June 2022

The examination paper covered a good range of learning outcomes over the whole qualification and was similar to the previous series in terms of range, suitability and level which enabled candidates to gain marks across the whole paper. Candidate responses generally showed a good level of knowledge recall of facts across most topics. Overall candidates' performance in scenario type questions, that require explanations across both depth and breadth, were often weaker than knowledge recall. Responses often failed to cover all required factors, instead focusing on one or two areas, so missed opportunities for further marks. Those that showed planning before writing their Extended Response Questions (ERQ) often performed better.

Most candidates were able to show knowledge of safe working practices and legislation, and many demonstrated a good knowledge of certain scalp conditions. Some good understanding was shown by candidates through their explanations of factors that need to be considered, particularly when styling hair based on an image and a specific hair type.

Candidates need to focus on reading questions fully, as responses in some areas did not relate to what was being asked. One example of this was a question asking about consumer protection; many responses referenced health and safety which is not relevant to this area. Candidates lost opportunities to gain marks in scenario-based questions as they omitted to cover each factor required, for example, factors that influence the cutting service. On occasion, candidates would refer to one influencing factor in their response but did not revisit the stem and consider any further factors mentioned.

For the ERQ, candidates were asked to present options for achieving a look based on a scenario. The majority of candidates worked methodically when presenting their response, clearly listing the steps they would take, focusing on the consultation, client preparation and, in some cases, the aftercare advice they would offer the client. Candidates who achieved marks in the higher bands provided links to the client requirements and made clear reference to techniques and products and provided. These candidates evidenced their depth of understanding by backing up their points made with justifications to show reasoning.

Centres are encouraged to help students develop knowledge and understanding of both technical and generic areas of the hairdressing industry e.g., how to identify and make coherent recommendations based on analysis, comparisons, and experience. Candidates would benefit from reading and fully understanding what the question is asking for before constructing their responses. When discussing factors related to a scenario, candidates need to review the scenario to make sure they have not missed other factors that also influence the result required. Lastly, to access higher marks on questions testing understanding, candidates should back up their responses with justification and reasoning to show clear depth.

Synoptic Assignment

Grade Boundaries

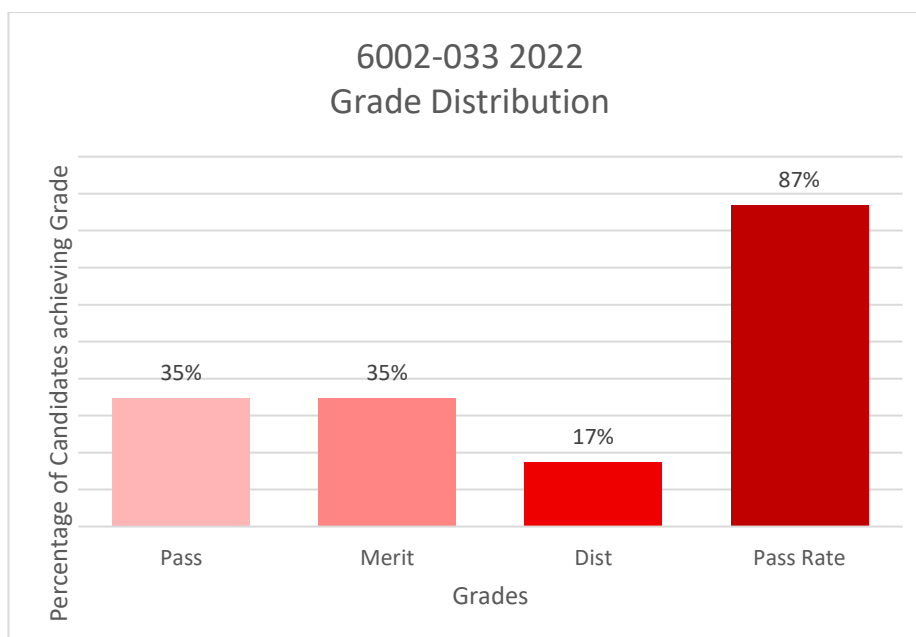
Below identifies the final grade boundaries for this assessment:

Assessment: 6002-033

Series: 2022

Total marks available	60
Pass mark	25
Merit mark	35
Distinction mark	45

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



Principal Moderator Commentary

The synoptic assignment brief is divided into three tasks. Task 1 is for the candidates to plan and agree services including consultation and any necessary tests required prior to the synoptic practical. Task 2 requires the candidate to carry out a total restyle that alters the length, shape and style of the hair, including personalisation through a variety of different cutting techniques. Creative colour must have an element of colour correction for this level, with style and creatively dressing long hair as the final part of the synoptic. For Task three, the candidates need to produce an evaluation of all services. Lowest scoring candidates had limited or brief plans whereby higher scoring candidates provided clear evidence of planning which was consistent across all tasks but still lacked reflection of strengths and weakness in some instances.

Two clients were required as a minimum, and most candidates carried out the practical work on this requirement, with a few candidates having three clients for each different service. Most candidates that did well across all three services completed within commercial times. These candidates showed the ability and evidence of dealing with problems confidently and adapting work practices to deal with influencing factors that may occur during the services. Finished looks were not always personalised, with some candidates lacking creativity and an eye for the finer detail of this level.

Task 1

For this task the candidates must carry out consultation and planning. For candidates to achieve higher marks the plan needs to include justification for their choice of products tools and equipment. Not just listing products, tools and equipment. The reasoning behind the choice shows that the candidate understands how knowledge of theory is used in the practical showing clear links between theory and practical. Candidates who achieved marks in the lower bands did not develop their thinking and only covered the basic requirements for the consultations, with these candidates focusing on the tests required and basic looks, sometimes without images. Candidates who used images and could expand on the consultation process by developing ideas for different services could access more marks.

Task 2

Most centres produced the required number of images. The majority of candidates had photographic evidence of colour placement, but some candidates still missed evidence of setting prior to the creative dressing of long hair. The candidate needs to meet the brief for all three tasks that are required within the synoptic practical to be in higher bands. Most candidates showed a good level of skill for one of the three services required in the synoptic which allowed them to access marks across all the AOs.

Candidates who achieved marks in the lower bands showed limited evidence, and were unable to deal with complex problems, with some services demonstrating a lack of confidence or ability. Across the cohort, for the restyle and finish element of the assessment, candidates missed out key requirements of the brief when removing length or altering the shape or style. Centres need to ensure they record instances of candidates not meeting the brief and take this into consideration when awarding marks across the AOs.

Candidates scoring higher marks should be confident with their work and demonstrate some creativity, meet the brief, and work within the time restraints to achieve marks in the higher bands. Candidates need to consider models and suitability of styles to ensure that they can access the marks. Covering basic colour work at this level will limit the candidates' marks, and not carrying out a restyle will also limit the accessibility to higher marks. Candidates who could make changes on the day and link this to knowledge scored higher and sometimes exceeded expectations.

Task 3

There has been little improvement with regards to candidates being able to clearly evaluate their work, most candidate evidence was descriptive rather than reflective in the evaluation. Candidates need to focus more on their strengths and weaknesses and how these impacted on the services they offered. Candidates are advised to evaluate each individual service to aid this process. Focus across the cohort was on what went well, but candidates need to consider what they could do differently to improve all the services carried out. This evaluation is not about methods or to gain client satisfaction, but for the candidates to show that they critically evaluate their own work.

Candidate performance against each AO – strengths and weaknesses

AO1 – Recall of knowledge

Most candidates showed safe working practices through their knowledge of Health and Safety, legislation and following manufacturer's instructions. Most candidate showed professional levels of personal presentation expected within the industry. There was a good use of various different products, tools and equipment. This was demonstrated by most candidates during Task 2, with safe working practice carried out and consideration of working in a clean and tidy manner. Candidates who did not consider this did not access the marks.

AO2 - Understanding

Some candidates were consistently strong with clear links between practical and theory, while other candidates showed some evidence but were not always consistent and took the safe option. Aftercare was offered by most candidates and recorded, but in some cases this was limited. Candidates who achieved marks in the lower bands were not always clear on the theory knowledge that linked to the practical service, whereas candidates who accessed higher marks showed clear links between Task 1 and 2 and could recall and give clear explanations. They were also confident with application in new situations, for example, change of model/client.

AO3 - Application of practical/technical skills.

Most candidates showed that they could work in a methodical manner with most completing the practical element within the given time. Most candidates were professional and showed good communication skills. Some candidates lacked confidence when working and this was also reflected in the level of work seen this year, with some not always working to personalise the service for each client. Generally, most candidates across the synoptic practical did not meet the brief, particularly for the restyle and finish, with most of the cohort lacking the creativity expected of this level, opting for safe haircuts that limited marks achievable. Most candidates lacked the ability to deal with the finer detail and finishing skills to showcase their work. The creative colour element showed safe options for colour application with little or no evidence of an element of colour correction. Candidates gaining lower marks struggled with precision and dexterity across the services.

AO4- Bringing it all together

Some candidates were organised, planning and managing their time well, with higher scoring candidates noticeably more organised across all three tasks. These candidates showed evidence of detailed planning that was methodical and follow-through into the application of the practical. The candidate this year were consistently challenged with bringing it all together. Most candidates could show application of theory to practical with some success along with effective time management showing some accuracy and skill, but few could access the higher marks as the candidates lack the ability to deal with complex problems as they arise, so finished looks did not always demonstrate balance or precision. This also evident in the Task 3 evaluation, with most candidates lacking reflection of the work carried out.

AO5 - Attention to detail

Some candidates lacked the consistency within some parts of the service or across all services to gain marks. All candidates are reminded to check the finished balance of all services and to think about personalising the finished look to meet the client's expectations. Minimal attention to detail was shown by the candidates accessing the lower marks. The candidates who achieved higher marks showed consistent effort to achieve the desired result for each service carried out. Few candidates this year gained marks in the higher band for this AO as they were not always persistent in achieving the desired result at each stage of the process.

Examples of best practice

- Best practice was observed where photographic evidence was uploaded in one document, either PowerPoint or Word, allowing for ease of access and assisting in the moderation process. Image evidence should match what is required from the brief.
- Most centres had designated areas, lighting and different backdrops to enhance different coloured hair, which also allowed for capturing the finer detail within each service.
- Most centres use the City & Guilds templates forms provided.
- Centres need to ensure standardised activities have taken place between more than one marker as part of the internal quality assurance process. This will aid the marking to ensure that centres are not being too lenient or too harsh within each AO and are using the correct wording to link with each AO descriptors.