

For the attention of the  
Hairdressing & Beauty Therapy co-ordinator

**September 2012**

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1 Giltspur Street  
London  
EC1A 9DD  
T +44 (0)20 7294 2468  
F +44 (0)20 7294 2400  
www.cityandguilds.com

**Qualification**                      **Hairdressing, Barbering, Beauty & Nail  
Services and Complementary Therapies**  
**Number**                                **3001, 3002, 3003, 3004, 3007, 3008, 3009, 3011,  
6911, 7564, 5450,7607**

**NEWS**

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# Qualification News continued

- Hairdressing & Beauty Therapy Important Update
- City & Guilds APPS
- Level 2, 3 & 4 VRQ Assessment Guidance (**New for September 2012**)
- 3002
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- Pre 16 qualifications
- **NEW** Beauty Retail Apprenticeship 1013-23
- Launch events for Level 1 & Level 2 Principal Learning in the Hair & Beauty Sector
- Network Meetings

# Qualification News continued

## Hairdressing & Beauty Therapy Important Update

August 2012

In 2011, Ofqual carried out a review of the Level 3 NVQ Diploma in Hairdressing. All Awarding Organisations offering this qualification were part of the review process. As a result of this review City & Guilds have looked at all our Hair and Beauty qualifications within the NVQ suite from levels 1 to 3 and would like to **confirm that all our** units within our Hairdressing and Beauty Therapy qualifications **meet all** the requirements of the NOS and assessment strategies. The final report was published with a set of action which each Awarding Organisation had to complete. <http://www.ofqual.gov.uk/downloads/category/201-reports?download=1362%3Afindings-from-the-review-of-level-3-nvq-diploma-in-hairdressing-qualifications>

We can confirm that our actions have been **signed off and agreed** by Ofqual. Please note that City & Guilds were the only Awarding Organisation who were commended in the report (page 10) for how we test our knowledge.

Finally we would like to reassure our centres that they **do not need** to do anything additional in regards to assessment. Our units within our Hairdressing and Beauty Therapy qualifications **do meet all requirements** of the NOS and assessment strategies.

Any further questions please email [anita.crosland@cityandguilds.com](mailto:anita.crosland@cityandguilds.com) or [diane.mitchell@cityandguilds.com](mailto:diane.mitchell@cityandguilds.com)

### City & Guilds APPS

#### Mobile Apps

##### City & Guilds learning apps

City & Guilds are proud to announce the launch of mobile phone apps.



These apps will enhance your learning experience and give you the freedom to learn whenever and wherever you like.

Currently available for the iPhone, iPad, and iPod Touch as well as all Android devices. All you have to do is search for City & Guilds in the Apple App store or in Google Play. They can be purchased for 0.69p.

# Qualification News continued



They do not require the use of Wi-Fi once uploaded.

**A-Z Hairdressing** – Technical vocabulary & images associated with all aspects of Hair available instantly. No need to carry reference books; just search for the meaning of the word on this app.

## Coming soon:

Beauty - nail diseases and disorders

Beauty - skin conditions, diseases and disorders.

## **Level 2, 3 and 4 VRQ Assessment Guidance (New for September 2012)**

**All documentation has now been updated and available on our website**

Since the launch of the Framework and the development of our VRQ qualifications we have been gathering feedback on our qualifications on a regular basis. It is imperative that we listen and update our qualifications to meet the needs of the industry. Over the last few months we have conducted a survey for centers to comment on our draft assessment guidance which we circulated in our last product update and series of Network meetings it has been discussed for the need to have tighter and clearer guidance for the **Level 2 & Level 3** VRQs in Hairdressing, Barbering and Beauty qualifications and your feedback has been greatly appreciated. We have had a great response to the online survey regarding the implementation of a tighter and clear guidance and the following guidance will be added as an Addendum to all the relevant Assessment Documentation and will come into affect from the 1<sup>st</sup> September 2012.

# Qualification News continued

## Requirements for the assessment of VRQs – Hair and Beauty

### 1. Introduction

This guidance describes the qualification specific requirements for assessment and quality assurance that are common to the delivery of all City & Guilds Hairdressing, Barbering, Beauty Therapy, Complementary Therapies, Nails Technology, Theatrical & Media Make-up Vocationally Related Qualifications (VRQs).

This new VRQ guidance is intended to clarify the requirements and to ensure consistency. This guidance supplements what already exists in the qualification documentation and should be used in conjunction with existing qualification handbooks and assessment packs. New versions of the documentation are being produced that incorporates this additional guidance.

This guidance will particularly assist the following users:

#### 1) Centres

- Internal Quality Assurers
- Assessors
- Learners – e.g. for information on VRQ Realistic Learning Environment (RLE) requirements

#### 2) Awarding Organisation Representatives

- Portfolio Manager
- Hair & Beauty Adviser
- Group Portfolio Consultant
- Portfolio Consultants
- Qualification Consultants

This guidance applies to all centres offering City & Guilds Hair & Beauty VRQs.

### 2. Assessment and Quality Assurance of VRQs

**This guidance only relates to VRQs** in the City & Guilds Hair & Beauty qualification portfolio. This assessment guidance covers the following categories:

This guidance applies to all centres offering City & Guilds Hairdressing, Barbering, Beauty Therapy, Complementary Therapies, Nails Technology, Theatrical & Media Make-up Vocationally Related Qualifications (VRQs).

At level **2, 3 & 4 ONLY**.

This assessment guidance covers the following categories:

- a. Use of simulation (head blocks and fake body parts)**
- b. Realistic learning environment requirements (RLE)**
- c. Occupational expertise requirements (OER)**

# Qualification News continued

## d. Continuous professional development (CPD)

## e. Service / treatment times

The guidance relating to each category is as follows:

### a. Use of simulation (head block and fake body parts)

- i. From September 2012 the use of head blocks and fake body parts for summative assessment may **only** be used for the following units.
  - Level 2 Unit – Perm and Neutralise Hair
  - Level 2 Unit – The Art of Colouring Hair
  - Level 2 Unit – Provide Nail Art
  - Level 3 Unit – Design and apply Nail Art
  - Level 3 Unit – Perm to create a variety of looks
- ii. Simulation for these units should only be used once the use of models, peers and clients has been exhausted (the best form of assessment would always be on a real person, as this is a preparation for employment qualification) **If a head block or fake body part has been used in a summative assessment then this needs to be recorded by the Assessor**

### b. Realistic learning environment requirements (RLE)

- i. All City & Guilds VRQs must be assessed in facilities that meet acceptable, current industry standards for the specific qualification area. Example resource lists for each qualification area are being developed.
- ii. Centres must ensure that access to the range of services or treatments and required professional products, tools, materials and equipment is maintained in the centre and / or workplace to meet the qualification needs and enable candidates' to cover all of the required practical activities.
- iii. The learning and assessment setting should incorporate a real, or simulated but realistic learning environment. These facilities must provide candidates with experience of working in and under realistic commercial conditions during assessment.
- iv. The learning environment must meet any bye-laws, legislation or legal authority requirements that would affect a similar commercial establishment as well as meeting the requirements of a vocational education establishment.
- v. For the purpose of City & Guilds VRQs **clients** are defined as people seeking the service or treatment being assessed, which can include

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friends, peers, models and family members. There is no requirement for these clients to pay.

- vi. A suitable, controlled area for testing must be provided and arrangements must be made for the secure storage of assessment materials and records. Acceptable facilities for Evolve online testing must be maintained where the VRQ requires online testing of knowledge and understanding.

## c. Occupational expertise requirements (OER) in VRQs

- i. Internal quality assurers (IQAs – previously called IVs) and assessors must have verifiable and relevant **current** industry experience and competence of the occupational working area at or above the level being assessed, and evidence of the quality of **occupational experience** to ensure the credibility of the assessment judgements. Newly qualified hairdressers, barbers, therapists, make-up artists and nail technicians must have gained significant post qualification commercial experience before commencing these roles. For the avoidance of doubt, those who have no occupational experience cannot assess these VRQs. Appropriate evidence will include CVs, References, Qualification Certificates, CPD records, Product Evidence, Video Evidence. This list is not exhaustive and other relevant methods may be considered. Please contact your Qualification Consultant for guidance.
- ii. Staff must only assess or quality assure in their acknowledged area of occupational competence.
- iii. Staff must participate in relevant training activities for their continued professional development (see CPD requirements).

Assessors and quality assurers of VRQs must be competent and experienced in making accurate assessment decisions; it is therefore highly recommended that the assessor and quality assurance qualification have been obtained or that they are being worked towards. It is highly recommended that new VRQ assessors work towards or hold either the Learning and Development unit A1 or the relevant TAQA unit.

## d. Continuous professional development (CPD) in VRQs

For City & Guilds VRQs centre staff must continue to meet the requirements for occupational expertise for the specific qualification(s) they assess or quality assure. Assessors and quality assurers must be able to demonstrate how they keep their technical skills and knowledge up-to-date and to the occupational level in which they are assessing and/or quality assuring

Continuing Professional Development (CPD) must take place throughout the careers of assessors and quality assurers

This **must** include the completion of a minimum number of **30** hours CPD in each twelve month period using activities approved for CPD which do not have to be consecutive. (see below).

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The CPD requirement must be carried out on **one or a combination of** the types of activities listed below. **No activity will carry a 'double hours' allowance.**

- 'hands on' delivery of relevant services/treatments to fee paying clients in a commercial salon that can be shown to develop individual skill and knowledge levels
- undertaking technical training that develops new and/or updates existing skills and/or knowledge levels
- further relevant qualifications.

The following activities **will not** count towards CPD:

- reading the trade press and books
- listening to tapes and watching DVDs .

Individuals must provide relevant and suitable evidence that CPD has taken place within each 12 month period to be measured from 1 September - 31 August.

## **CALCULATING CPD HOURS**

- a) CPD for existing assessors and quality assurers is measured within each 12 month period, taken from 1 September – 31 August each year.
- b) CPD hours for new assessors and quality assurers shall be measured from the date their duties commence.
- c) Assessors and quality assurers who take leave from assessment or quality assurance duties during any twelve month period will be able to collect CPD pro rata.
- d) The CPD hours for part time assessors and quality assurers will be calculated pro rata based on a nominal 37 hour week. **However, a minimum of 5 hours CPD in any twelve month period must be carried out by all part time assessors and quality assurers.**

**For example**, an assessor contracted for 7 hours/week:  $7 \div 37 \times 100 =$  approx. 20% of a full time assessor.  $20\% \times 30$  hours = 6 hours CPD in any 12 month period.

- e) A nominal time of 30 hours per technical unit achieved has been set, regardless of the unit.
- f) If you are an assessor **and** quality assurer, you only have to do the minimum of 30 hours CPD, **not** 60 hours.

## **e. Service / Treatment times in VRQs**

- i. Service times in VRQs are not generally specified; however the overall 'preparation for work' objective of City & Guilds VRQs requires that all practical assessments, unless specifically stated should be completed



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within commercially acceptable times relevant to the level of qualification involved.

- ii. The relevant N/SVQ maximum service times may be used as a guide, although these should not be applied strictly. Assessors should use their professional discretion, particularly for situations where client factors would require additional time in normal commercial practice.
- iii. To ensure consistency across assessors centres should develop agreed maximum service times for use within their centre.

## Glossary of terms & Guidance notes:

- i. *Technical training* - external and internal workshops and training sessions can be used..
- ii. *Commercial salon* - this is defined as a salon where the majority of stylists/therapists are already qualified and the main function of the salon is **not** training and assessment. If a training salon in a centre is closed and reopened as a commercial salon e.g. during holiday periods, then this is an acceptable location for CPD to be undertaken
- iii. *Qualification work* - the aim of this option is to encourage assessors and quality assurers to gain new knowledge and skills. Work undertaken for this option must lead to a formally assessed and accredited qualification

30 hours can be claimed on the achievement of any technical unit qualification in any one CPD year.

All documents for 3002, 3003 and 3004 have been updated and is now available on the website. Please ensure you follow the latest guidance when delivering the level 2 and 3 VRQ hair and beauty qualifications.

## **3002**

The following qualifications are now for registrations

- **3002- 92** - Level 2 Award in Working in the Hair Industry - **600/5012/3**
- **3002-50** - Level 4 Certificate in Colour and Colour Correction – **600/6000/1**
- **3002-26** - Level 2 Diploma in Women's and Men's Hairdressing **600/5151/6**
- **3002-70** - Level 2 Diploma in Women's and Men's Hairdressing with e-volve **600/5151/6 – log book code TL023002 – down loadable front cover and unit summary sheet from website**

The following optional units have been added to the following qualifications

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- **3002-22** - 500/8808/7 - L2 Diploma Barbering  
Provide threading services for hair removal
- **3002-25** - 500/8704/6 - L2 Certificate Barbering  
Provide threading services for hair removal
- **3002-32** - 500/9101/3 - L3 Diploma in Hairdressing Colour Technicians  
Unit 316 Creative Hairdressing Design Skills
- **3002-33** - 500/9098/7 - L3 Diploma for Cutting and Styling  
Unit 316 Creative Hairdressing Design Skills

## **3003**

The following qualifications are now open for registrations

- **3003-92** - Level 2 Award in Working in the Beauty Industry – **600/5707/5**
- **3003-83** - Level 3 Award in Create and Cast Prosthetic Pieces and Bald Caps – **600/5832/8**
- **3003-83** - Level 3 Award in Apply Prosthetic Pieces and Bald Caps – **600/5833/X**

## **3004**

The following qualifications are now open for registrations

- **3004-12** - Level 2 Diploma in Hair & Beauty – **600/5861/4**

## **5450**

The following qualifications are now open for registrations

- **5450-81** - Level 4 Award in Create and Present a Design Plan in the Fashion, Theatrical, Special Effects and Media Make-up Industry – **600/5831/6**
- **5450-81** - Level 4 Award in Research in the Fashion, Theatrical, Special Effects and Media Make-up Industry – **600/5830/4**

## **Changes to Rules of Combination:**

**5450-02 - Level 4 Diploma in Management Practice and Advanced Techniques in the Hair & Beauty Sector - Beauty**

- Enhance appearance using micro-pigmentation treatment has been added as an Optional Unit

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## 5450-02 - Level 4 Diploma in Management Practice and Advanced Techniques in the Hair & Beauty Sector - **Theatrical and Media Make-up**

- Due to feedback from centers and industry - Optional Group A & B have been merged to greater flexibility, due to feedback from centers and industry

**\*All updated documentation is now available on our website for 3002, 3003, 3004 & 5450**

## **New 7607 Complementary Therapies replaces 7564**

The suite of level 2 and 3 Framework complementary therapies qualifications have been reviewed and amended. This piece of work was carried out collaboratively by awarding organisations, with support of Skills for Health, the PSBs and CNHC.

The rules of combination and updated documentation including a comparison document will be discussed as part of the hair and beauty network meetings. If you wish to gain more information please contact Anita Crosland Portfolio Manager:

[anita.crosland@cityandguilds.com](mailto:anita.crosland@cityandguilds.com)

### ***Please note:***

During the development of the Complementary Therapies suite of qualifications, it was identified by industry/employers and technical experts that there was a need for single unit awards at level 3, these could be used to up skill therapists with older Complementary Therapies qualification which met old NOS and not core curriculum. These technical single unit awards meet the NOS and core curriculum. Therefore it **WILL** enable a complementary therapist to work in the industry.

Level 2 Complementary Therapies		
QAN number	C&G Number	Title of Qualification
600/4963/7	7607-21	Level 2 Diploma in Complementary Therapies
600/4964/9	7607-22	Level 2 Diploma in Basic Massage Techniques
600/4965/0	7607-23	Level 2 Diploma in Basic Aromatherapy Techniques
600/4966/2	7607-24	Level 2 Diploma in Reflexology Techniques
600/4962/5	7607-25	Level 2 Certificate in Anatomy & Physiology for Complementary Therapies
600/5072/X	7607-31	Level 3 Diploma in Complementary Therapies
600/4969/8	7607-32	Level 3 Diploma in Body Massage
600/5092/5	7607-33	Level 3 Diploma in Aromatherapy
600/5088/3	7607-34	Level 3 Diploma in Reflexology
600/4950/9	7607-35	Level 3 Certificate in Anatomy, Physiology and Pathology
600/5093/7	7607-83	Level 3 Certificate in Principles and Practices for Complementary Therapies
600/5094/9	7607-83	Level 3 Certificate in Body Massage for

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		Complementary Therapies
600/5095/0	7607-83	Level 3 Certificate in Aromatherapy for Complementary Therapies
600/5096/2	7607-83	Level 3 Certificate in Reflexology for Complementary Therapies

## **Beauty Retail Apprenticeship**

A new Apprenticeship framework qualification has been designed for those wishing to gain knowledge and understanding in the retail sector with a specialist focus on Beauty Retailing and Beauty Products including

- Skin care
- Perfumery
- Cosmetic
- Nail care products

This Apprenticeship Framework includes the following components

- **NVQ component: QAN: 600/4065/8**  
**City & Guilds No: 7384 -21 Level 2 Certificate in Retail Skills**  
**72 GLHs/24 Credits)**
- **Technical certificate: QAN: 600/4820/7**  
**City & Guilds No: 1013-23 Level 2 Certificate in Beauty Retail**  
**(134 GLHs/16 credits)**
- **Functional Skills** – Level 1 Maths and English
- **ERR** – Embedded (mapping provided by Skills Smart SSC)
- **PLTS** – Embedded (mapping provided by Skills Smart SSC)

The Beauty Retail Knowledge qualification is also available as a stand alone certificate which could be used as an additionally to any beauty therapy learner studying on a full time course.

- **1013-23 City & Guilds Level 2 Certificate in Beauty Retail QAN No: 600/4820/7**

**Or the units are also available as stand alone unit awards.**

<b>City &amp; Guilds Qualification title and number: 1013-26</b>	<b>QAN</b>
City & Guilds Level 2 Award in Understanding the Evolution of Beauty Retailing	600/5817/1
City & Guilds Level 2 Award in Understanding the Retail Sale of Skin Care Products	600/5818/3
City & Guilds Level 2 Award in Understanding the Retail Sale of Perfumery Products	600/5768/3
City & Guilds Level 2 Award in Understanding the Retail Sale of Cosmetics	600/5769/5
City & Guilds Level 2 Award in Understanding the Retail Sale of Nail Care Products	600/5767/1

All documentation is available on the website: <http://www.cityandguilds.com/74462.html?s=1>

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For any further information please contact the portfolio manager for retail; Alasdair Poole on [alasdair.poole@cityandguilds.com](mailto:alasdair.poole@cityandguilds.com)

## **Pre 16 Qualifications**

These are qualifications appropriate for young people, aged 14-16 who are in full-time education.

The Hair and Beauty qualifications which have been approved by the DfE for the Key Stage 4 Performance Tables are:

### **Foundation Level 1 Principal Learning in Hair and Beauty Studies 2762-01**

**QAN 600/6479/1**

**DfE approved for KS4 Performance Tables 2014**

This qualification introduces learners to the opportunities in this dynamic and expanding sector. It combines general education and sector specific theory, knowledge and practical activities relating to employment within the hair and beauty sector.

### **Higher Level 2 Principal Learning in Hair and Beauty Studies 2762-02**

**QAN 600/6482/1**

**DfE approved for KS4 Performance Tables 2014**

This qualification introduces learners to the opportunities in this dynamic and expanding sector. It combines general education and sector specific theory, knowledge and practical activities relating to employment within the hair and beauty sector.

## **Launch Event L1 & L2 Principal Learning 2012**

We are holding a series of Launch events for anyone interested in delivering the level 1 or 2 Principal learning qualifications.

Venue	Date
Lichfield	12 September
Warrington	13 September
Wakefield	14 September
Alfreton	25 September
Taunton	27 September
London	15 October
St Ives	16 October
Newcastle	17 October

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Please book a place by emailing  
[Customer\\_events@cityandguilds.com](mailto:Customer_events@cityandguilds.com)

*The following qualifications have been approved for 14-16 but do **NOT** have performance measures attached to them.*

## Level 1:

### **Foundation Learning programmes in Hairdressing and Beauty Therapy:**

Introductory level qualifications cover a host of units within the hair and beauty industry including personal presentation, shampooing, basic makeup etc. Ideal for those interested in a career within the hair and beauty industry and looking to gain basic skills of the trade.

- Entry Level 3 Certificate in an Introduction to Hair and Beauty Sector 3001-01
- Entry Level 3 Award/Level 1 Award in an Introduction to the Hair and Beauty Sector 3001-90
- Certificate in an Introduction to the Hair and Beauty Sector 3001-02
- Foundation Certificate in Creative Hair and Beauty Studies 3004-01
- NVQ Certificate in Beauty Therapy 3007-01
- NVQ Certificate in Hairdressing and Barbering 3008-01
- NVQ Diploma in Hairdressing and Beauty Therapy 3008-11
- Certificate in Creative Hair and Beauty Studies 3004-01
- Awards in Creative Hair and Beauty Studies 3004-90

## Level 2:

### **Diploma/Certificates in Hairdressing and Barbering:**

A perfect progression route from a Level 1 qualification in Hairdressing and will appeal to new learners. Learners gain skills required to carry out a host of hairdressing and barbering tasks, including cutting, styling, barbering, colouring, perming and dressing hair.

- Diploma in Hair Services 3002-20
- Certificates in Hairdressing and Barbering:
- Certificate in Hairdressing Reception Duties 3002-41
- Certificate in Hair Services 3002-23
- Certificate in Scalp Massage 3002-42

### **Diploma in Beauty Therapy and Nail Technologies:**

A perfect progression route from a Level 1 qualification in Beauty Therapy and will appeal to new learners. Skills gained include carrying out a host of beauty therapy and nail technology tasks.

- Diploma in Beauty Therapy Services 3003-20
- Diploma in Beauty Consultancy Services 3003-21
- Diploma in Nail Technology Services 3003-22
- Certificates in Beauty Therapy
- Certificate in Beauty Therapy Services 3003-40
- Certificate in Beauty Consultancy Services 3003-41
- Certificate in Nail Technology Services 3003-42
- Certificate in Creative Hair and Beauty Studies 3004-02

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- Awards in Creative Hair and Beauty Studies 3004-90

For more information:

Centres can contact City & Guilds on the following email address, our portfolio and development help desk will be happy to answer and queries PD Customer Support

[PDCustomerSupport@cityandguilds.com](mailto:PDCustomerSupport@cityandguilds.com) or use the website: [www.cityandguilds.com](http://www.cityandguilds.com)

### **Hair & Beauty Autumn Network Meetings 2012**

Please see the dates below for the Autumn Hair and Beauty network events. These events are offered to all our Hair and Beauty centres, where the latest qualification updates will be discussed, funding guidance, assessment and standardisation.

Venue	Date
St Ives	10 October
London	18 October 31 October
Alfreton	23 October
Stareton	1 November
Glasgow	6 November
Lichfield	8 November
Belfast	14 <sup>th</sup> November
Cardiff	15 November
Wakefield	20 November
Newcastle	21 November
Taunton	22 November
Cornwall	21 November
Warrington	5 December/ 6 December

To book your place please email [customer\\_events@cityandguilds.com](mailto:customer_events@cityandguilds.com)