



VTCT Skills

END-POINT ASSESSMENT GUIDE

**VTCT Skills Level 3 End-point Assessment for
Advanced Beauty Therapist**

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VTCT Skills Level 3 End-point Assessment for Advanced Beauty Therapist

Purpose

This End-point Assessment guide outlines the format and the requirements of the End-point Assessment for the Advanced Beauty Therapist Apprenticeship Standard.

Prior to the End-point Assessment period, a full-time apprentice will typically spend 18 months on-programme (before the gateway) to complete the criteria included within the occupational standard. During this time, the apprentice will also be required to complete a minimum of 20% off-the-job training. All apprentices must spend a minimum of 12 months on-programme. Once the on-programme requirements have been met, the apprentice can proceed through the **Gateway Stage** to the End-point Assessment period.

The End-point Assessment will consist of three different Assessment Methods: a Knowledge Test, Observation and Technology Demonstration, and a Professional Discussion.

The apprentice's understanding of the underpinning theory related to the specific knowledge, skills and behaviours will be assessed by a Knowledge Test. The Observation and Technology Demonstration and the Professional Discussion will be based on grading criteria, to assess the skills, knowledge and behaviours of the apprentice. In addition, the apprentice will demonstrate that they can complete the required treatments on a minimum of **two** clients to industry standards and within commercial timings.

The Knowledge Test will be graded Fail or Pass and is conducted online and under exam conditions. The Observation and Technology Demonstration, and Professional Discussion will be conducted by an Apprenticeship Assessor and the apprentice will be graded either Fail, Pass or Distinction for these Assessment Methods. There will be an overall grade awarded for the End-point Assessment of Fail, Pass, Merit or Distinction.

Level 3 Advanced Beauty Therapist

Apprenticeship Standard Summary Table

On-programme Stage <i>(typically 18 months)</i>	<p>The apprentice receives training to develop the knowledge, skills and behaviours of the occupational standard (KSBs)</p> <ul style="list-style-type: none"> • Compiling a portfolio
End-point Assessment Gateway Stage	<ul style="list-style-type: none"> • The employer is satisfied that the apprentice is consistently working at, or above, the level of the occupational standard • The apprentice must already hold/or achieve a qualification for English and mathematics at Level 2 or equivalent <p>Apprentices must develop and submit the following:</p> <ul style="list-style-type: none"> • A portfolio to underpin the Professional Discussion • A treatment log to underpin the Technology Demonstration
End-point Assessment Stage <i>(which will typically take three months)</i>	<p>Assessment Method 1: Knowledge Test</p> <p>This Assessment Method will be assessed using the following grades:</p> <ul style="list-style-type: none"> • Fail • Pass <p>Assessment Method 2: Observation and Technology Demonstration</p> <p>This Assessment Method will be assessed using the following grades:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 3: Professional Discussion</p> <p>This Assessment Method will be assessed using the following grades:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction

Advanced Beauty Therapist Apprenticeship Standard

Occupational Profile

This occupation is found in a number of sector environments, varying in size, style and ambiance. An Advanced Beauty Therapist can be employed within the beauty industry, travel, leisure and health sectors, in a variety of salons, spas and aesthetic environments.

The broad purpose of this occupation is to provide, design and implement bespoke treatment plans. These advanced treatments include advanced manual therapies such as, advanced massage techniques, technical therapies including face and body electrical treatments to meet and manage client needs and expectations.

An Advanced Beauty Therapist in their daily work will be expected to:

- Implement organisational operations (salon business systems and processes, data protection)
- Comply with legal and regulatory requirements
- Contribute to the financial effectiveness of the business
- Maintain and maximise resources (people, equipment and consumables)
- Be responsible for working independently delivering treatments in a private, secure and safe environment
- Supervise others to support team and business growth
- Interact with a number of internal individuals (e.g. other members of staff)
- Interact with a number of external individuals external (e.g. product brand, manufacturer representatives and other professionals)
- Build exemplary relationships based on trust with clients, colleagues and organisations

Typical job roles on completion of Advanced Beauty Therapist Apprenticeship Standard:

- Advanced Beauty Therapist
- Head Therapist
- Senior Therapist

Entry requirements for Advanced Beauty Therapist Apprenticeship Standard:

- Beauty Therapy Level 2 Apprenticeship Standard or equivalent

Occupational Duties for Advanced Beauty Therapist

Duty	Knowledge, Skills and Behaviours covered
Duty 1 – complete advanced consultations including in-depth client lifestyle profiling, to build and maintain the clients trust, establishing suitability for treatment and providing solutions for improving the condition of the clients physical appearance and emotional welfare to design bespoke treatment plans.	K1 K2 K3 K4 K5 K6 K7 K11 K12 K15 K16 K17 K18 K19 K21 K23 K24 K25 K30 K33 S1 S2 S3 S4 S5 S6 S8 S15 S21 B1 B2 B4
Duty 2 – design, implement and perform advanced bespoke manual therapies on the face, scalp and body, as a single or course of treatments, on clients, to meet the objectives of bespoke treatment plans based on the client’s physical and psychological characteristics, developed to establish and manage client needs and expectations, whilst using the correct products, tools, equipment to deliver current and emerging techniques.	K1 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K13 K14 K17 K20 K23 K24 K25 K26 K27 K28 K29 K30 K31 K38 K39 K40 K41 K42 K43 K44 K45 K46 K47 K48 S1 S2 S3 S4 S5 S6 S7 S8 S9 S13 S14 S15 S16 S17 S18 S19 S20 S21 S22 S23 B1 B2 B4
Duty 3 – design, implement and perform advanced facial technical (electrical or mechanical) therapy treatments, singularly or as a course of treatments, to meet the objectives of bespoke treatment plans, to improve facial skin condition, improve and maintain facial contour and muscle condition and increase lymphatic drainage, whilst using the correct products, tools and equipment to apply the following therapy techniques/current types: galvanic, micro-current, microdermabrasion, low intensity LED light, skin warming devices, high/ radio frequency, lymphatic drainage.	K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K15 K17 K18 K19 K20 K23 K24 K25 K26 K28 K29 K30 K31 K32 K38 K39 K40 K41 K42 K43 K44 K45 K46 K47 K48 S1 S2 S3 S4 S5 S6 S7 S8 S10 S13 S14 S15 S16 S18 S20 S21 S22 S23 B1 B2 B4
Duty 4 – design, implement and perform advanced body technical (electrical or mechanical) therapy treatments, singularly or as a course of treatments, to meet the objectives of bespoke treatment plans, to improve body skin condition, improve body contour and muscle condition and increase lymphatic drainage, whilst using the correct products, tools and equipment to apply the following techniques/current types: galvanic, micro-current, LED light, skin warming devices, high/radio frequency, electrical muscle stimulation and lymphatic drainage.	K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K16 K17 K18 K19 K20 K23 K24 K25 K26 K28 K29 K30 K31 K32 K38 K39 K40 K41 K42 K43 K44 K45 K46 K47 K48 S1 S2 S3 S4 S5 S6 S7 S8 S11 S13 S14 S15 S16 S17 S18 S19 S20 S21 S22 S23 S25 B1 B2 B4
Duty 5 – provide post treatment aftercare and product advice for advanced manual and technical therapies.	K7 K10 K17 K20 K29 K33 S2 S15 S18 S20 S21 B1 B2 B4

Table continued

Duty	Knowledge, Skills and Behaviours covered
Duty 6 – promote sales and additional services to enhance the customer experience and overall treatment results, contributing to the financial viability and effectiveness of the business.	K29 K30 K32 K33 K34 S21 S22 S23 B1 B2 B3 B4
Duty 7 – perform and implement risk assessment protocols in relation to the environment, treatments and client risk. Liaise with non-health care and health care practitioners when required.	K1 K3 K4 K6 K8 K11 K13 K15 K18 K19 K20 K23 K26 K31 K35 S1 S3 S4 S6 S8 B1 B2 B4
Duty 8 – apply and implement organisational operations (salon business systems and processes, data protection) to comply with legal, local rules, industry requirements, treatment protocols, manufacturers’ instructions and guidance.	K4 K5 K6 K7 K8 K12 K35 S4 S5 S6 S8 S25 B1 B2 B3 B4
Duty 9 – supervise individual and team activities.	K4 K35 K36 K37 S26 B2 B3 B4
Duty 10 – identify continual professional development requirements to ensure up to date knowledge and skills of new and emerging techniques, equipment and business practices.	K37 K44 B1
Duty 11 – record, maintain and store, detailed treatment records including: personal, lifestyle, declared medical and other treatment information in accordance with legal and organisational operations.	K1 K2 K3 K4 K5 K6 K7 S4 S5 B1 B2 B4
Duty 12 – maintain safe and effective methods of working in accordance with organisational operations to meet legal, local rules, industry requirements, treatment protocols, manufacturers’ instructions and guidance.	K4 K8 S4 S6 B1 B2
Duty 13 – apply and implement organisational operations to secure, maintain and promote business growth.	K32 K33 K34 K35 S23 S24 S25 B1 B2 B3 B4

The Gateway Stage

To be eligible for the Gateway Stage of the End-point Assessment, the apprentice must meet the following Gateway requirements:

- A full time apprentice will typically spend 18 months on-programme. All apprentices must spend a minimum of 12 months on-programme
- Complete the on-programme stage of the Level 3 Advanced Beauty Therapist Apprenticeship Standard and consistently work at or above the level of the occupational standard
- Submit a treatment log which will underpin the Technology Demonstration
- Submit a portfolio of evidence which will underpin the Professional Discussion
- Achieve Level 2 mathematics and Level 2 English qualifications (or relevant equivalent) either during or before their apprenticeship

In addition to this, the apprentice's employer must complete a Gateway Declaration Form to confirm that they are satisfied that the apprentice is consistently working at or above the level set out in the Advanced Beauty Therapist Occupational Standard, and that the apprentice is deemed to have achieved occupational competence before the gateway process can be implemented.

When making this decision, the employer may take advice from the apprentice's training provider(s), however, the decision must ultimately be made solely by the apprentice's employer.

Assessment Method 2: Observation and Technology Demonstration

The apprentice will be required to submit a treatment log which will be compiled during the on-programme period of the apprenticeship. The treatment log provides evidence of how they have used technologies as specified in the occupational standard for advanced facial technical (electrical or mechanical) therapy and advanced body technical (electrical or mechanical) therapy.

This should contain:

- Evidence that relates to all **15 technologies covering**:
 - Advanced facial technical (electrical or mechanical) therapy using all of the following current applications:
 - Galvanic
 - Micro-current
 - Microdermabrasion
 - Low intensity LED light (below 500mW)
 - Skin warming devices
 - High/radio frequency (range 3khz-300GHz (including high frequency 3khz-30mhz)
 - Lymphatic drainage equipment
 - Advanced body technical (electrical or mechanical) therapy using all of the following current applications:
 - Galvanic
 - Micro-current
 - Microdermabrasion
 - Low intensity LED light (below 500mW)
 - Skin warming devices
 - High/radio frequency (range 3khz-300GHz (including high frequency 3khz-30mhz)
 - Electrical muscle stimulation
 - Lymphatic drainage equipment
- The treatment log will typically contain **15 discrete pieces of evidence**
- Evidence should be mapped against K15, K16, K19, S10 and S11 evidence sources may include:
 - Workplace documentation/records, for example workplace policies/procedures, records
 - Witness statements
 - Digital images
 - Digital video clips (maximum total duration 5 minutes); the apprentice must be in view and identifiable at all times during video clips.

This is not a definitive list; other evidence sources are allowed:

- The treatment log should not include any methods of self-assessment or self-reflection
- Any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions
- The evidence provided should be valid and attributable to the apprentice; the treatment log should contain a statement from the employer and apprentice confirming this
- The treatment log of evidence must be submitted to the EPAO at the Gateway

The treatment log is not directly assessed. It underpins the Technology Demonstration and therefore should not be marked by VTCT. The Apprenticeship Assessor will review the treatment log in preparation for the Technology Demonstration but are not required to provide feedback on the treatment log itself.

Assessment Method 2: Observation and Technology Demonstration

Treatment log evidence requirements for Gateway Stage

- One piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement
- The Technology Demonstration treatment log can be in any format, as long as it is legible and can be uploaded electronically to VTCT Skills SEPA system
- The Technology Demonstration treatment log should contain written accounts of activities that have been completed and mapped against the Knowledge, Skills and Behaviours, supported by appropriate evidence, including photographic evidence and work products
- Progress review documentation, witness testimonies, and feedback from colleagues and/or clients should also be included
- Reflective accounts or self-evaluation by the apprentice cannot be included as evidence
- A VTCT Skills Declaration of Authenticity Form must be signed by the apprentice, the Employer and the Training Provider. This form should be uploaded alongside the treatment log. The Declaration of Authenticity Form will be available on the 12 Step Process Map on VTCT Skills website
- The treatment log must be submitted to VTCT Skills at the Gateway Stage. VTCT Skills will alert the Apprenticeship Assessor to review this at least **3 weeks** prior to the Technology Demonstration taking place
- A completed VTCT Skills Level 3 Advanced Beauty Therapist Mapping Document is required to be uploaded alongside the Technology Demonstration treatment log

Assessment Method 3: Professional Discussion

For Professional Discussion, the apprentice will be required to submit a portfolio as follows:

- The portfolio of evidence should be compiled during the on-programme period of the apprenticeship
- It should contain evidence related to the Knowledge, Skills and Behaviours (KSBs) that will be assessed by the Professional Discussion
- It will typically contain seven discrete pieces of evidence
- Evidence should be mapped against the KSBs mapped to the Professional Discussion
- Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested
- Evidence sources may include:
 - Workplace documentation/records, for example workplace policies/procedures, records
 - Witness statements
 - Digital images
 - Digital video clips (maximum total duration 5 minutes); the apprentice must be in view and identifiable at all times during video clips

This is not a definitive list; other evidence sources are allowed:

- It should not include any methods of self-assessment or self-reflection
- Any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions
- The evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this
- The portfolio of evidence must be submitted to VTCT Skills at the gateway

The portfolio is not directly assessed. It underpins the Professional Discussion and therefore should not be marked by VTCT. The Apprenticeship Assessor must review the portfolio in preparation for the Professional Discussion but are not required to provide feedback on the portfolio itself.

Assessment Method 3: Professional Discussion

Portfolio of evidence requirements for Gateway Stage

- One piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement
- The portfolio of evidence can be in any format, as long as it is legible and can be uploaded electronically to VTCT Skills SEPA system
- The portfolio of evidence should contain written accounts of activities that have been completed and mapped against the Knowledge, Skills and Behaviours, supported by appropriate evidence, including photographic evidence and work products
- Progress review documentation, witness testimonies and feedback from colleagues and/or clients should also be included
- Reflective accounts or self-evaluation by the apprentice cannot be included as evidence
- A VTCT Skills Declaration of Authenticity form must be signed by the apprentice, the Employer and the Training Provider. This form should be uploaded alongside the portfolio of evidence. The Declaration of Authenticity Form will be available on the 12 Step Process Map on VTCT Skills website.
- The portfolio of evidence must be submitted to VTCT Skills at the Gateway Stage. VTCT Skills will alert the Apprenticeship Assessor to review this at least **3 weeks** prior to the Professional Discussion taking place
- A completed VTCT Skills Level 3 Advanced Beauty Therapist Mapping Document is required to be uploaded alongside the portfolio of evidence

Assessment Method 1: Knowledge Test

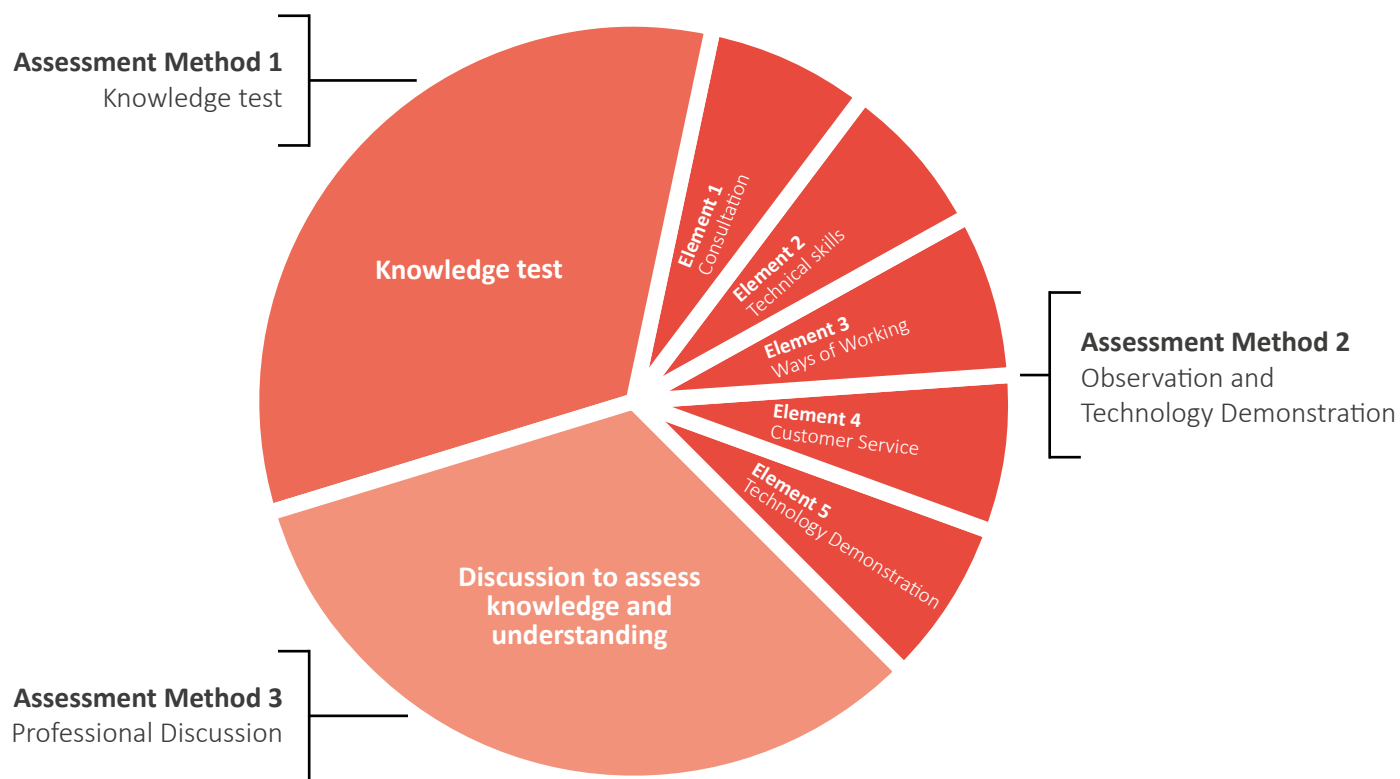
There are no specific requirements at the Gateway Stage to upload evidence for the Knowledge Test.

Overview of the End-point Assessment Period

The table below illustrates the Assessment Methods included for the Advanced Beauty Therapist End-point Assessment:

Assessment Method	Knowledge Test	Observation and Technical Demonstration	Professional Discussion
Assessment Method 1 On-line examination	✓		
Assessment Method 2 Element 1 – Consultation		✓	
Assessment Method 2 Element 2 – Technical Skills		✓	
Assessment Method 2 Element 3 – Ways of Working		✓	
Assessment Method 2 Element 4 – Customer Service		✓	
Assessment Method 2 Element 5 – Technology Demonstration		✓	
Assessment Method 3 Professional Discussion			✓

The contribution of each Assessment Method and corresponding elements to the overall End-point Assessment grade is shown in the pie chart below:



Once the apprentice has submitted their evidence at the End-point Assessment Gateway Stage, they will then enter the End-point Assessment period.

The Advanced Beauty Therapist End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed by	Overall Grading
Assessment Method 1 Knowledge Test	Online, administered by VTCT	Fail/Pass
Assessment Method 2 – Component 1 Observation	Apprenticeship Assessor	Fail/Pass/Distinction
Assessment Method 2 – Component 2 Technology Demonstration	Apprenticeship Assessor	Fail/Pass/Distinction
Assessment Method 3 Professional Discussion	Apprenticeship Assessor	Fail/Pass/Distinction

Please note: A maximum of one apprentice can be assessed at any one time by the Apprenticeship Assessor during the Assessment Method 2, Observation and Technology Demonstration, and Assessment Method 3, Professional Discussion.

How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 3 Assessment Methods; Knowledge Test, Observation and Technology Demonstration and Professional Discussion.

All End-point Assessment Methods must be passed for the End-point Assessment to be achieved overall.

Assessment Method 1: Knowledge Test

The Knowledge Test will be graded a Fail/Pass. To achieve a Pass in the Knowledge Test the apprentice must achieve 31/44 correct answers (70%) to Pass the assessment. The Knowledge Test will include 8 questions (2 questions per knowledge statement) for K4, K5, K6 and K7. These questions will cover health and safety legislation and legal requirements. Of these 8 questions, 7 questions must be achieved in order to Pass the Knowledge Test.

Assessment Method 2: Observation and Technology Demonstration

The Observation and Technology Demonstration will be graded a Fail/Pass/Distinction using the grading criteria on page 38-43.

Assessment Method 3: Professional Discussion

The Professional Discussion will be graded a Fail/Pass/Distinction using the grading criteria on page 48-49.

Grades from the individual Assessment Methods will be combined in the following way to determine the overall grade of the Advanced Beauty Therapist End-point Assessment:

Knowledge Test	Observation & Technology Demonstration	Professional Discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Merit
Pass	Pass	Distinction	Merit
Pass	Distinction	Distinction	Distinction

Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **3 months**, beginning from when the apprentice has passed through the End-point Assessment Gateway Stage.

If an End-point Assessment Method is not achieved, the failed Assessment Method should be re-sat or retaken within the End-point Assessment period, and in accordance with the requirements outlined in the Advanced Beauty Therapist Assessment Plan.

Order of Assessment Methods

The Assessment Methods for the End-point Assessment can be completed in any order, to ensure health and safety the Apprenticeship Assessor can terminate the observation at any point should the apprentice put either themselves or others at risk.

Delivery and location of the End-point Assessment

The End-point Assessment Knowledge Test may be taken either at the training provider's or employer's premises. The Knowledge Test will be taken in a controlled environment; the definition of a 'controlled environment' will be clearly defined and explained in VTCT Skills End-point Assessment Instructions for Conducting Examinations.

The End-point Assessment Observation and Technology Demonstration may take place either at the training provider's or employer's venue. As far as reasonably practicable, the training provider's or employer's venue for the End-point Assessment Observation and Technology Demonstration should match conditions of a realistic working environment.

Realistic working environment

All End-point Assessments must be conducted in a realistic work environment (RWE) and must meet the following principles:

- all End-point Assessments must be carried out under realistic commercial conditions
- any potential conflicts of interest must be declared, if the Apprenticeship Assessor is employed by an employer organisation which is also on the EPAO register
- the space per working area must conform 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
- all byelaws, legislation or local authority requirements in relation to the type of work that is being carried out must be taken into full account
- the Employer and/or the Training Provider should ensure that the End-point Assessment location provides all relevant large items of equipment, for example therapist chairs, couches
- if conducted at the employer's premises the employer and the apprentice are responsible for providing tools and equipment and the products they will be using. If conducted at a training provider venue, then the training provider will be responsible for liaising with the employer and apprentice to ensure that tools, equipment and products are available
- all equipment must be in good working order and legally compliant

Assessment controls – Knowledge Test

The Knowledge Test will be assessed by multiple choice questions and will be available online and on-demand. VTCT Skills has the responsibility for scheduling the End-point Assessment Knowledge Test.

The Head of the Training Provider is responsible for ensuring that all relevant personnel involved in the examination process follow VTCT Skills End-point Assessment Instructions for Conducting Examinations.

An overview of the assessment controls which apply to the Assessment Method of a Knowledge Test is detailed in the points below:

1. The Knowledge Test will be on-screen and computer marked. All apprentices will complete their tests on screen away from the day-to-day pressures of work and in a 'controlled' environment.
2. The Knowledge Test may be taken either on the training provider's or employer's premises.
3. The Knowledge Test will be taken in a controlled environment; the definition of a 'controlled environment' will be clearly defined and explained by VTCT Skills prior to scheduling the Knowledge Test and will include environmental requirements such as lighting, space, privacy and the requirements for an invigilator to follow VTCT Skills End-point Assessment Instructions for Conducting Examinations.
4. The Knowledge Test will be externally set and marked by VTCT; questions will be written using the language, tone and style expected for the level of the apprenticeship standard.
5. The Knowledge Test will be invigilated in line with the requirements included within VTCT Skills End-point Assessment Instructions for Conducting Examinations.
6. The Knowledge Test will consist of 44 multiple choice questions with one mark allocated per question. The results of the online Knowledge Test will be immediately available in the e-testing system. Alternative Assessment Methods are available by request to VTCT Skills and timelines for release of results will be confirmed.

Please refer to pages 24-25 for further Knowledge Test guidance.

Assessment controls – Observation and Technology Demonstration

An overview of the assessment controls which apply to the Assessment Method of Observation and Technology Demonstration are detailed in the table below:

Control description	Conditions
Dress code	Apprentices are expected to look professional and wear their usual salon/ training academy uniform on the day of the End-point Assessment Observation and Technology Demonstration. This must be in accordance with health and safety requirements (no open toe shoes).
Health and safety	Apprentices must comply with health and safety legislation and are responsible for ensuring the safety of themselves and their clients during the End-point Assessment Observation and Technology Demonstration. Where the Apprenticeship Assessor identifies a high risk of harm, the Observation and Technology Demonstration will be stopped. If this happens, the Apprenticeship Assessor will explain their reason(s) and use their judgment as to whether or not the apprentice should continue with their Observation and Technology Demonstration.
Punctuality and timing	<p>All apprentices must be on time for the start of their End-point Assessment Observation and Technology Demonstration. Apprentices must arrive at least 30 minutes before the start of the Observation and Technology Demonstration. In instances where the apprentice arrives late, they must inform their Employer/ Training Provider as soon as possible so the Apprenticeship Assessor is aware.</p> <p>All treatments/services must be completed in a commercially acceptable timeframe and in accordance with the Assessment Plan, 4 hours for the Observation, 1 hour and 30 minutes for the Technology Demonstration and 45 minutes for the Professional Discussion, excluding breaks.</p>
Environment	<p>End-point Assessment Observation and Technology Demonstration must take place in a realistic working environment under controlled assessment conditions. The apprentice must be able to work independently on their clients in a dedicated working space, without visible distractions.</p> <p>If on arrival the Apprenticeship Assessor deems the environment unsuitable because it does not meet the specified venue requirements, the End-point Assessment Observation and Technology Demonstration may be delayed or cancelled.</p>
Exam Assistant	<p>The Employer or Training Provider will supply an Exam Assistant to be on hand before, during and after the End-point Assessment Observation and Technology Demonstration. The Exam Assistant can be known to the apprentice, however, collaboration controls must apply during the Observation and Technology Demonstration.</p> <p>The Exam Assistant can only speak with the Apprenticeship Assessor and must remain impartial throughout the Observation and Technology Demonstration.</p>

Table continued

Control description	Conditions
Mobile phones and tablets	<p>Apprentices and their clients are not permitted to use mobile phones during the End-point Assessment practical observation.</p> <p>For exceptional circumstances where a client is likely to need access to their mobile phone, the apprentice must communicate the circumstances to the Apprenticeship Assessor who will then make suitable arrangements.</p>
Resources and preparation	<p>A full range of professional salon products, tools and equipment is required for the End-point Assessment Observation and Technology Demonstration and must be available for the apprentice to use.</p> <p>All preparation of the work area, tools and equipment must be undertaken by the apprentice.</p>
Requirements for clients	<p>Clients must meet the following requirements:</p> <ul style="list-style-type: none"> • Be 16 years old or older • Provide signed consent to participate • Not be contra-indicated for any treatment • Complete a Client Declaration Form prior the End-point Assessment Observation and Technology Demonstration taking place <p>The Employer and Training Provider should support and advise the apprentice on client selection. The clients can be known to the apprentice.</p>
Collaboration	<p>Whilst apprentices can work in groups with their training providers as part of the on-programme stage of the apprenticeship standard, the End-point Assessment Observation and Technology Demonstration itself is an assessment of individual performance and does not allow collaboration between the apprentice and the Exam Assistant.</p> <p>The clients shall not discuss the apprentice's performance or provide any advice during the End-point Assessment Observation and Technology Demonstration. If the Apprenticeship Assessor feels collaboration rules are breached then the apprentice's End-point Assessment Observation and Technology Demonstration may be terminated.</p>
Breaks	<p>Apprentices are allowed a maximum of a 15 minute break every 2 hours and these must be agreed between the apprentice and Apprenticeship Assessor. The apprentice will plan their breaks on their End-point Assessment schedule. Collaboration controls will apply during break periods. All breaks taken must be invigilated by the Exam Assistant.</p>
Oral questioning	<p>During the Observation and Technology Demonstration, the Apprenticeship Assessor will ask a minimum of 9 questions during the Observation and 11 questions during the Technology Demonstration. This will form part of the holistic grading for this Assessment Method.</p> <p>Any necessary questioning will be completed during the Observation and the Technology Demonstration. Any answers to any questions provided by the apprentice will be documented by the Apprenticeship Assessor.</p> <p>Collaboration with the Exam Assistant and clients is not permitted. The clients must not provide any advice or give prompts to the apprentice at any time.</p>

Professional Discussion Assessment Requirements

This Assessment Method will be in the form of a Professional Discussion, which will be appropriately structured to cover the Knowledge, Skills and Behaviours (KSBs) assigned and will focus on coverage of prior learning achieved during the on-programme stage of the apprenticeship standard.

The Professional Discussion will allow KSBs which may not naturally occur in every workplace or within the Observation and Technology Demonstration. The apprentice will use the portfolio of evidence from the on-programme stage of the apprenticeship standard to support the Professional Discussion.

The Professional Discussion assessment requirements are outlined below:

1. The Professional Discussion is conducted and assessed by the Apprenticeship Assessor.
2. The Professional Discussion is a 1:1 conversation between the apprentice and the Apprenticeship Assessor.
3. During the Professional Discussion the Apprenticeship Assessor may refer to the apprentice's portfolio of evidence to support the Professional Discussion.
4. The Professional Discussion can take place in your employer's workplace or your training provider's premises on the same day as the Observation and Technology Demonstration. The Professional Discussion can also be completed remotely via Microsoft Teams on a separate day to the Observation and Technology Demonstration if preferred.
5. The Professional Discussion must be completed in an appropriate environment which is free from distractions and interruptions.
6. The Professional Discussion must last for **45 minutes**.
7. During the Professional Discussion, the Apprenticeship Assessor will allow the apprentice to lead the Professional Discussion and make reference to their portfolio of evidence from the on-programme stage of the apprenticeship standard.
8. Both the apprentice and the Apprenticeship Assessor may refer to the apprentice's portfolio of evidence to support the Professional Discussion.
9. All questions will be generated by the Apprenticeship Assessor. The Apprenticeship Assessor will ask sufficient questions to provide the apprentice with the opportunity to cover the range of Knowledge, Skills and Behaviours. This will be a **minimum of 8 questions**.
10. The Apprenticeship Assessor will make use of the full allocated time for questioning to allow the apprentice the opportunity to evidence occupational competence.
11. The Apprenticeship Assessor has the discretion to increase the time by up to 10% for the Professional Discussion to allow the apprentice to demonstrate their understanding of the Knowledge, Skills and Behaviours.
12. The Professional Discussion will be recorded by the Apprenticeship Assessor for quality and safeguarding purposes.
13. The Apprenticeship Assessor will use the assessment tools and procedures that are set by VTCT Skills to evidence the Professional Discussion. The Apprenticeship Assessor will make all grading decisions for the Professional Discussion.

Notes

Assessment Method 1: Knowledge Test



Assessment Method 1: Knowledge Test

The Knowledge Test can be taken once the apprentice has passed through the Gateway Stage. The Knowledge Test will be administered by VTCT Skills at a day and time to suit the apprentice.

- The Knowledge Test will be graded a Fail/Pass
- The Knowledge Test will consist of **44 multiple choice questions**
- The time allocated for the Knowledge Test will take a maximum of **1 hour and 20 minutes**.
- The Knowledge test must be taken under exam conditions and the apprentice cannot refer to reference books or resources
- To achieve a Pass in the Knowledge Test the apprentice must achieve **31/44** correct answers (70%)
- The Knowledge Test will include **8 questions (2 questions per knowledge statement)** for the following knowledge statements:
 - K4
 - K5
 - K6
 - K7

The above knowledge statements will be covered by questions which assess knowledge of health and safety legislation and legal requirements. Of these 8 questions, 7 questions must be achieved in order to Pass the Knowledge Test.

Assessment controls for the Knowledge Test can be found on page 18.

The End-point Assessment Knowledge Test will cover the following Knowledge Criteria:

Knowledge requirements	Knowledge criteria
K4	Organisational operational requirements to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance complying with the Health and Safety at Work act including associated regulations and directives, Local Government (Miscellaneous Provisions) act, Environmental protection act, legal, local rules, Industry codes of practice, insurance guidelines relating to advanced manual and technical therapy treatments for the safe use of products, tools and equipment
K5	How to securely store, maintain and manage, business, colleague and client information in line with legal, organisational Data Protection regulations in relation to confidentiality
K6	The legal significance of gaining signed, informed consent from the client prior to carrying out the treatment, the legal requirements for providing treatments to minors. The age at which an individual is classed as a minor and how this differs nationally. The requirement for the client's consent before taking photographs and why it is advisable to take photographs of the treatment area pre and post- treatments and how they should be taken
K7	Methods recording personal, lifestyle, medical and treatment information accurately using manual or electronic methods

Table continued

Knowledge requirements	Knowledge criteria
K18	The principles of electrical current types used in the facial and body technical therapies inclusive of the electromagnetic spectrum and wavelength, its boundaries, limitations and uses
K36	The organisation of the body and the structure and functions of cells, tissues, organs and systems: anatomical regions and related terms, structure of a cell and division, functions of a cell, structure and types of tissues and pathologies related to the cells and tissues, organs and systems of the human body
K37	The structure and function of the skin, nails and hair: anatomical structure and functions of the skin, anatomical structure and functions of the nail, anatomical structure and functions of the hair, pathologies related to the skin, nails and hair
K38	The structure and functions of the skeletal system: classification and structure of the skeletal system, functions of the skeletal system, location of bones of the skeleton, types of joints and movement, pathologies of the skeletal system
K39	The structure and functions of the muscular system: classification and structure of the muscular system, functions of the muscular system, location and action of the primary muscles of the face and body, pathologies of the muscular system
K40	The structure and functions of the cardiovascular system: structure of the cardiovascular system, composition and functions of the blood, primary blood vessels of the body, pathologies of the cardiovascular system
K41	The structure and functions of the lymphatic system: structure and functions of the lymphatic system, structure and functions of the lymphatic organs, location of lymphatic nodes and ducts, pathologies related to the lymphatic system
K42	The structure and functions of the nervous system: structure and functions of the central and autonomic nervous systems, pathologies of the nervous systems
K43	The structure and functions of the respiratory system: structure and functions of the respiratory system, pathologies of the respiratory system
K44	The structure and functions of the digestive system: structure and functions of digestive system, processes of digestion, pathologies of the digestive system
K45	The structure and functions of the endocrine system: structure and functions of the endocrine system, common pathologies of the endocrine system
K46	The structure and functions of the renal and reproductive systems: structure and functions of the renal system, structure and functions of the reproductive system, key stages of the human reproductive cycle
K47	The anatomical systems, their interdependence and the effects on each of the systems independently and combined when completing advanced manual and technical therapies
K48	The anatomical physiology and factors that affect normal and abnormal hair growth inclusive of the hair growth cycle and hair type

Notes

Assessment Method 2: Observation and Technology Demonstration



Assessment Method 2: Observation and Technology Demonstration

Component 1 – Observation

Apprentices must be observed by an Apprenticeship Assessor completing their Observation in the employers' workplace or the training providers' premises. During the Observation, the apprentice will demonstrate the Knowledge, Skills and Behaviours (KSBs) assigned to this Assessment Method.

The End-point Assessment Observation will require the apprentice to work on a minimum of **two clients**. The Employer and/or Training Provider is responsible for providing suitable clients that allows the apprentice to demonstrate the Skills, Knowledge and Behaviours required.

The apprentice will undertake **3 different treatments**:

Treatment One – Manual therapy treatment

Provide a consultation (15 minutes)

The apprentice will complete one advanced manual therapy consultation

- **One** advanced manual therapy consultation to design a bespoke treatment plan

Manual therapy treatment (1 hour 15 minutes)

The apprentice will complete one advanced manual therapy consultation

The apprentice will demonstrate the following throughout the advanced manual therapy treatment:

- Implement, perform and adapt **one** advanced manual therapy inclusive of a Swedish massage technique (to include face, scalp and body)
- Provide detailed, written, post treatment advice and recommendations. The apprentice would be expected to use their organisation's documentation

Treatment Two – Face technical therapy

Provide a consultation (15 minutes)

The apprentice will complete one face technical therapy consultation

- **One** technical therapy consultation including designing a bespoke treatment plan

Face technical therapy (1 hour)

The apprentice will complete one advanced facial technical therapy treatment

The apprentice will demonstrate the following throughout the advanced facial technical therapy treatment:

- **One** advanced facial technical therapy treatment (electrical or mechanical) using **two** out of the seven current applications
 - Galvanic
 - Micro-current
 - Microdermabrasion
 - Low intensity LED light (below 500mW)
 - Skin warming devices
 - High/radio frequency (range 3khz- 300GHz (including high frequency 3khz-30mhz)
 - Lymphatic drainage equipment
- Provide detailed, written, post treatment advice and recommendations. The apprentice would be expected to use their organisation's documentation

Treatment Three – Body technical therapy

Provide a consultation (15 minutes)

The apprentice will complete one advanced body technical therapy consultation

- **One** technical therapy consultation including designing a bespoke treatment plan

Body technical therapy (1 hour)

The apprentice will complete one advanced body technical therapy treatment

The apprentice will demonstrate the following throughout the advanced body technical therapy treatment:

- **One** advanced body technical therapy treatment (electrical or mechanical) using **two** out of the eight current applications
 - Galvanic
 - Micro-current
 - Microdermabrasion
 - Low intensity LED light (below 500mW)
 - Skin warming devices
 - High/radio frequency (range 3khz- 300GHz (including high frequency 3khz-30mhz)
 - Electrical muscle stimulation
 - Lymphatic drainage equipment
- Provide detailed, written, post treatment advice and recommendations. The apprentice would be expected to use their organisation's documentation

One Apprenticeship Assessor may observe a maximum of one apprentice at any one time.

Delivery of Assessment Method 2: Observation and Technology Demonstration

Component 1 – Observation

The Observation should take a **maximum of 4 hours, excluding breaks**. The Observation may be split into discrete sections held over a maximum of 1 working day. The length of a working day is typically considered to be 7.5 hours. The Apprenticeship Assessor has the discretion to increase the time of the Observation by up to 10% to allow the apprentice to complete a final task that they are working on or to complete the answer to a question. In advance of the observation, apprentices must be provided with information on the format of the Observation, including timescales. The apprentice must ensure that existing client records are available. The Apprenticeship Assessor must be unobtrusive whilst conducting the Observation.

The following activities must be observed during the Observation:

- One advanced manual therapy consultation (typically 15 minutes)
- One advanced manual therapy (to include face, scalp and body) (typically 1 hour and 15 minutes)
- Two technical therapy consultations (one face, one body) (typically 30 minutes)
- One advanced facial technical therapy treatment (typically 1 hour)
- One advanced body technical therapy treatment (typically 1 hour)

During the Observation, the Apprenticeship Assessor will ask a minimum of **9 questions**. This will form part of the holistic grading for this Assessment Method. The Apprenticeship Assessor will use their professional judgement to ask appropriate questions for each of the treatments observed.

The Knowledge, Skills and Behaviours (KSBs) observed, and the answers to questions, will be documented by the Apprenticeship Assessor.

Client contingency plan

- The Employer and apprentice are responsible for providing suitable clients who allow the apprentice to demonstrate the Knowledge, Skills and Behaviours mapped to this Assessment Method
- The Employer and apprentice are responsible for providing clients for contingency purposes (in the event of any factors rendering the Observation void).
- The Employer and/or Training Provider, must ensure the following factors have been considered before using clients for the Observation:
 - the clients availability related to the treatments required
 - the client meeting the requirements of the Observation; if the client is not suitable for the purposes of the Observation, contingency clients must be implemented
 - health and safety requirements, restrictions and limitations, (infections, infestations, contra-indications)

If any of the points listed above becomes apparent during the Observation, the apprentice must notify the Apprenticeship Assessor immediately, explaining the contributing factors and a contingency client should be utilised.

Venue

The Observation must be conducted in one of the following locations:

- Employer's premises
- Training provider's premises

Assessment Method 2: Observation and Technology Demonstration

Component 2 – Technology Demonstration

The Technology Demonstration must last for **1 hour and 30 minutes** and may be split to allow the apprentice to move from one location to another. The Apprenticeship Assessor has the discretion to increase the Technology Demonstration by up to 10% to allow the apprentice to complete a final task they are working on or to complete an answer to a question. The apprentice will demonstrate the use of the following technical therapies (electrical or mechanical equipment) that were not used during the Observation:

Technology Demonstration

The apprentice will demonstrate the following throughout the Technology Demonstration:

- **Five** out of the seven advanced facial technical (electrical or mechanical equipment) therapy current applications:
 - Galvanic
 - Micro-current
 - Microdermabrasion
 - Low intensity LED light (below 500mW)
 - Skin warming devices
 - High/radio frequency (range 3khz-300GHz (including high frequency 3khz-30mhz)
 - Lymphatic drainage equipment

and

- **Six** out of the eight advanced body technical (electrical or mechanical equipment) therapy current applications:
 - Galvanic
 - Micro-current
 - Microdermabrasion
 - Low intensity LED light (below 500mW)
 - Skin warming devices
 - High/radio frequency (range 3khz-300GHz (including high frequency 3khz-30mhz)
 - Electrical muscle stimulation
 - Lymphatic drainage equipment

The above activities **must** be observed during the technical therapy (electrical or mechanical equipment) Technology Demonstration as without these tasks it would seriously hinder the opportunity for the apprentice to demonstrate occupational competence in the knowledge and skills assigned to this Assessment Method.

Delivery of Assessment Method 2: Observation and Technology Demonstration

Component 2 – Technology Demonstration

Apprentices must be provided with both written and verbal instructions on the tasks they must complete, including the timescales they are working to. The Apprenticeship Assessor will ask a minimum of **11 scenario-based questions**. Questioning must be completed within the total time allowed for the Technology Demonstration.

The apprentice will demonstrate when and why they would use the technical therapy (electrical or mechanical equipment) techniques/current types during a treatment including:

- Safety checks
- Indicators for the technical therapy (electrical or mechanical) equipment
- Settings
- Timings
- What product they would use with each technology and why

Please note: A client is not required to be present during the Technology Demonstration. Demonstration of the technical therapies will be achieved through discussion and explanation of the techniques, and demonstration of the equipment involved.

Venue

The Technology Demonstration must be conducted in one of the following locations:

- Employer's premises
- Training provider's premises

Knowledge, Skills and Behaviours

The End-point Assessment Observation and Technology Demonstration will cover the following Knowledge, Skills and Behaviours:

Knowledge requirements	Knowledge criteria
K1	How to perform advanced consultations for advanced manual and technical therapies to design bespoke treatment plans which include: the factors that can affect the treatment, completion of an indepth client lifestyle profile; body and skin analysis including type, condition and characteristics; postural analysis and the identification of any postural faults, characteristics, body shapes, lifestyle and health guidance; solutions for improving the condition of the clients' physical appearance and emotional welfare; specific client risk assessment to establish suitability and indicators for treatment; recognition and management of contra-indications that would prevent or restrict the treatment, the associated risks and the necessary action to take; the types of advice that need to be provided on expected and possible adverse contra-actions during or after the treatment; recognition and management of expected and adverse contra-actions, the type of remedial action to take if the client experiences discomfort or contra-actions; referral of clients to other non-health care and health care practitioners and the situations in which this would be required
K2	How to use effective communication methods and strategies to: gain accurate, relevant and detailed information, inform treatment design, build and maintain the client's trust, explain treatment procedure/process, use of visual aids to assist the client's understanding, explain the use and purpose of photographs, explain any physical/equipment sensation and noise, ascertain the client's pain threshold, explain aftercare and post treatment cost such as: costs, time, number of treatments, healing rate and client commitment, provide advice to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions, support the retention of clients, take into account client's diverse needs, inclusive of psychological state
K3	When and how to carry out, interpret and record tests (pre-treatment, post treatment and during treatment) (allergy, sensitivity)
K8	How to maintain safe and effective methods of working in relation to: specific legislation and responsibilities for health and safety related to manual and technical therapies; personal hygiene, protection and presentation; the position of the client and therapist and how this can affect the desired outcome and reduce fatigue and the risk of injury; the different types of work-related injuries associated with manual and technical therapies; the necessary environmental conditions for treatments, such as heating and ventilation and why these are important; methods of cleaning, disinfection and sterilisation; methods of working safely and hygienically to avoid direct and indirect cross-infection; the hazards and risks associated with manual and technical therapies and how these can be minimised; environmental and sustainable working practices; the legal requirements for waste disposal; safeguarding; lone working; inoculations in relation to personal protection (blood and air)
K9	How to prepare a client for advanced manual and technical therapies and why it is important to maintain client's discretion, modesty and privacy
K10	Methods of checking and maintaining client comfort, care and well-being and the importance of agreeing a realistic treatment that meets the client's needs. The importance of ensuring the client has post-treatment recovery time
K11	How and when to perform, implement and complete risk assessment protocols in relation to the environment, treatment and client risk. How specific client risk assessment can affect the outcome and treatment recommendations provided
K12	How to create an advanced treatment plan that meets legal and organisational operations
K13	The correct use and adaptation of advanced manual therapy techniques, inclusive of Swedish massage, to meet a variety of treatment objectives. The procedures and reasons for establishing suitability for treatment by using appropriate testing methods. How to select and utilise advanced manual therapies equipment, mediums and techniques to achieve maximum benefits for the client. How other parts of the body can be utilised for advanced manual therapies and the benefits of incorporating those techniques in treatment applications

Knowledge requirements	Knowledge criteria
K14	The physical and psychological effects of advanced manual therapies, the effects of advanced manual therapies on individual systems of the body, the selection, use and effects of advanced manual therapies mediums, products and equipment. How to complete bespoke advanced manual therapy treatment plans. How the advanced manual therapy techniques, sequence, depth and pressure can be adapted to suit different client physical characteristics
K15	How to design, implement, perform and adapt advanced facial technical (electrical or mechanical) therapy treatments, singularly or as a course to improve and maintain facial contour and muscle condition and increase lymphatic drainage, to improve face, neck and shoulder skin condition, to meet the client's needs and expectations. To include the following advanced facial technical electrical or mechanical techniques/current types: galvanic, micro-current, microdermabrasion, low intensity LED light (below 500mW), skin warming devices, high frequency, radio frequency, lymphatic drainage equipment
K16	How to design, implement, perform and adapt advanced body technical (electrical or mechanical) therapy treatments, singularly or as a course to improve and maintain body contour and muscle tone, increase lymphatic drainage and improve skin condition to meet the client's needs and expectations. To include the following advanced body technical (electrical or mechanical) techniques/current types: galvanic, micro-current, low intensity LED light (below 500mW), high frequency, radio frequency, skin warming devices, high/radio frequency, electrical muscle stimulation and lymphatic drainage equipment
K17	The types of treatments that could be given before, in conjunction with or after other treatments
K19	The effects of different technical therapy equipment, its uses, restrictions and benefits when used individually or in combination (singular or as courses of treatment)
K20	The possible expected or adverse contra-actions which may occur, how to deal with them and what advice to give to clients
K21	The different types of products, tools and equipment that can be used for advanced technical therapies, their uses, benefits, purpose, effects, suitability, limitations and restrictions
K22	How to select, use and adapt the products, tools, equipment and treatment duration to suit the client's skin type, body type, body condition, sensitivity and tolerance
K23	The environmental and lifestyle factors that impact the human body systems and their effects on the ageing process
K24	Problems that may occur during treatment, how to resolve them, when and who to approach for advice and support
K25	How to adapt advanced manual therapy treatments to suit different treatment objectives and treatment areas. The areas of the face, scalp and body characteristics needing particular care when undertaking advanced manual therapy treatments
K26	How to ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives
K27	The types of post-treatment advice and recommendations to include: post-treatment and follow-up procedures; aftercare products; avoidance of activities that may cause contra-actions or that reduce treatment benefits; time intervals between treatments; present and future products and homecare routines/treatments (link selling and long-term treatment planning inclusive of lifestyle and health guidance)
K28	How to evaluate the treatment outcome in order to inform further treatment recommendations
K29	How to recognise the difference between contra-actions and those which are a result of poor practice

Skills requirements	Skills criteria
S1	Perform advanced consultations for advanced manual and technical therapies to design bespoke treatment plans to include: factors that affect the treatment; in-depth client lifestyle profiling; body and skin analysis including type, condition and characteristics; postural analysis and the identification of any postural faults, characteristics, body shapes, lifestyle and health guidance; solutions for improving the condition of the clients' physical appearance and emotional welfare; specific client risk assessment to establish suitability and indicators for treatment; the recognition of any contra-indications and take the necessary action; advice on expected and adverse contra-actions during or after the treatment; taking appropriate remedial action if the client experiences discomfort or contra-actions
S2	Communication skills, to build and maintain clients' trust, by providing and collating accurate and relevant information, explaining the treatment procedure at each stage in the process
S3	Establish suitability for treatment by completing appropriate tests including: allergy, sensitivity
S4	Works in compliance with organisational operations to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance
S5	Ensure the client's records are completed, signed, maintained and stored accurately (manual or electronic methods) in accordance with legal and organisational operations
S6	Maintain safe and effective methods of working in accordance with organisational operations to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance by: maintaining personal hygiene, protection and presentation; maintaining client confidentiality and discretion before, during and after the treatments; positioning the client to meet the needs of the treatment; ensuring own posture and working methods minimise fatigue and the risk of injury to yourself and client; ensuring environmental conditions are suitable for the client and the treatment; keeping work area clean and tidy (products, tools and equipment); using working methods that minimise the risk of cross-infection; promoting environmental and sustainable working practices; disposal of waste materials to meet legal requirements
S7	Prepare the client for treatment, whilst maintaining client's discretion, modesty and privacy. Maintain client comfort and care by checking the client's wellbeing before, during and after the treatment and allowing sufficient post-treatment recovery time
S8	Perform, implement and complete risk assessment protocols in relation to the environment, treatment and client risk. Liaise with non-health care and health care practitioners when required
S9	Implement, perform and adapt advanced manual therapies, inclusive of Swedish massage (face, scalp and body), singularly or as a course to meet client's physical and psychological characteristics, treatment objectives (relaxing, wellbeing, uplifting, detoxifying and stimulating) needs and expectations. To include: effleurage, petrissage, tapotement, vibration and friction; deep tissue, light touch, lymphatic drainage and pressure point massage; advanced techniques using the forearm, wrist and elbow; choice of massage mediums
S10	Implement, perform and adapt advanced facial technical (electrical or mechanical) therapy treatments, singularly or as a course to improve and maintain facial contour and muscle condition and increase lymphatic drainage, to improve face, neck and shoulder skin condition to meet the client's needs and expectations. To include the following advanced facial technical electrical or mechanical techniques/current types: galvanic; micro-current; microdermabrasion; low intensity LED light (below 500mW); skin warming devices; high/radio frequency (range 3khz-300GHz (including high frequency 3khz-30mhz); lymphatic drainage equipment

Skills requirements	Skills criteria
S11	Implement, perform and adapt advanced body technical (electrical or mechanical) therapy treatments, singularly or as a course to improve body skin condition, improve body contour and muscle condition and increase lymphatic drainage to meet the client's needs and expectations. To include the following advanced body technical electrical or mechanical techniques/current types: galvanic; micro-current; microdermabrasion; low intensity LED light (below 500mW); skin warming devices; high/radio frequency (range 3khz-300GHz (including high frequency 3khz-30mhz); electrical muscle stimulation, lymphatic drainage equipment
S12	Select and prepare the relevant products, tools and equipment to suit the treatment objectives and plan
S13	Use and adapt the products, equipment, tools and treatment duration to suit the client's skin type and characteristics, body type, body condition, sensitivity and tolerance
S14	Advise on the environmental and lifestyle factors that impact the human body, systems and their effects on the ageing process
S15	Resolve problems that may occur during treatments, and refer when required
S16	Adapt advanced manual therapies treatments to suit different treatment objectives and treatment areas/treatments
S17	Ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives follow-up procedures, aftercare products, avoidance of activities that may cause contra-actions or that reduce treatment benefits, time intervals between treatments, present and future products, homecare routines
S18	Identify, resolve and report organisational operational problems within the scope of responsibility
S19	Provide detailed, written, post-treatment advice and recommendations to include: post treatment and follow up procedures, aftercare products, avoidance of activities that may cause contra-actions or that reduce treatment benefits, time intervals between treatments, present and future products, homecare routines/treatments
S20	Evaluate the treatment outcome in order to inform further treatment recommendations

Behaviours requirements	Behaviours criteria
B2	Professionalism: demonstrates a pride in work, integrity, respect, flexibility and adaptability whilst maintaining professional ethics
B4	Effective communicator: choose the most appropriate way of communicating with clients; be helpful and courteous at all times; adapt behaviour in response to each client and situation

Grading of the Observation and Technology Demonstration

This Assessment Method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade. For example, the apprentice must evidence that all the criteria for a Pass grade have been demonstrated to achieve a Pass. To achieve a Distinction grade, the Pass criteria must be achieved as well as all the Distinction criteria.

Observation and Technology Demonstration Pass criteria

The apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements outlined below for the Observation and Technology Demonstration Assessment Method.

Element 1 – Consultation		
Grading criteria	Fail	Pass
Designs the client's treatment plan to gain informed client consent and takes into account factors that affect the treatment including body and skin type, condition and characteristics, posture, lifestyle and health		
Designs the client's treatment plan to improve the condition of the client's physical appearance and emotional welfare		
Carries out client risk assessment to establish suitability and indicators for treatment, taking into account contra-indications		
Advises on expected and adverse contra-actions during or after the treatment and the impact of the environment and lifestyle factors has on the ageing process		
Explains what remedial action should be taken if the client experiences discomfort or contra-actions		
Communicates using the correct terminologies according to client needs to build and maintain their trust		
Carries out, interprets and records tests (including allergy and sensitivity) pre-, post- and during treatments		
Selects and prepares products, tools and equipment to suit the treatment objectives and plan		
Explains aftercare and post-treatment costs to the client to maximise the benefits of the treatment, reduce the risk of adverse effects or contra-actions and takes into account the client's needs		

Element 2 – Technical skills		
Grading criteria	Fail	Pass
Perform manual therapies on face, scalp and neck		
<p>Performs and adapts advanced manual therapies, inclusive of Swedish massage, showcasing the following techniques to meet the treatment objectives, client's physical characteristics:</p> <ul style="list-style-type: none"> • Effleurage • Petrissage • Tapotement <ul style="list-style-type: none"> - Vibration and friction • Deep tissue • Light touch • Lymphatic drainage and pressure point massage • Advanced techniques using the forearm, wrist and elbow 		
Perform facial (electrical or mechanical) technical therapy treatments		
Performs and adapts an advanced facial technical (electrical or mechanical) therapy treatment to improve and maintain the client's needs and expectations		
Uses the appropriate advanced facial technical electrical or mechanical techniques/current types to meet the client's needs from the following: galvanic; micro-current; microdermabrasion; low intensity LED light (below 500mW); skin warming devices; high/radio frequency (range 3khz-300GHz (including high frequency 3khz-30mhz); lymphatic drainage equipment		
Perform body technical (electrical or mechanical) therapy treatments		
Performs and adapts an advanced body technical (electrical or mechanical) therapy treatments to meet the client's needs and expectations		
Demonstrates and adapts a range of advanced body technical electrical or mechanical techniques/current types from the following technologies, in combination or independently to meet the treatment objectives: galvanic; micro-current; microdermabrasion; low intensity LED light (below 500mW); skin warming devices; high/radio frequency (range 3khz- 300GHz (including high frequency 3khz-30mhz); electrical muscle stimulation, lymphatic drainage equipment		

Element 3 – Ways of working		
Grading criteria	Fail	Pass
Carries out the treatments in compliance with organisational operations to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance		
Ensures the client's records are completed, signed, maintained and stored accurately (manual or electronic methods) in accordance with legal and organisational operations		
Maintains safe and effective methods of working in accordance with organisational operations to maintain personal hygiene		
Follows organisational policy to maintain client confidentiality		
Positions the client to meet the needs of the treatment and ensure own posture and working methods minimise fatigue and the risk of injury to self and client		
Ensures environmental conditions are suitable for the client and the treatment, keeping the work area clean and tidy		
Uses working methods that minimise the risk of cross-infection, promoting environmental and sustainable working practices and disposes of waste materials to meet legal requirements		
Performs, implements and completes risk assessment protocols in relation to the environment, treatment and client risk		
Explains how they would liaise with non-health care and health care practitioners when required		

Element 4 – Customer service		
Grading criteria	Fail	Pass
Prepares the client for treatment, whilst maintaining client's discretion, modesty and privacy		
Uses and adapts products, equipment, tools and treatment duration to suit the client's skin type and characteristics, body type, body condition, sensitivity and tolerance		
Maintains client comfort and care by checking the client's wellbeing before, during and after the treatment and allowing sufficient post-treatment recovery time		
Resolves problems that occur during treatments and explains who they would approach for advice if a problem occurred and at what stage in the treatment this should happen		
Ensures the finished result is to the client's satisfaction and meets the agreed treatment objectives		
Demonstrates a pride in work, integrity, respect, flexibility and adaptability whilst maintaining professional ethics		
Communicates effectively, choosing the most appropriate way of communicating with clients		
Provides detailed, written, post-treatment advice and recommendations which include post treatment follow-up procedures, time intervals between treatments and homecare routines/treatments		
Provides aftercare products and advises how to avoid activities that may cause contra-actions or that reduce treatment benefits		
Explains how they would deal with adverse contra-actions that may occur, how to deal with them and what advice to give to clients		
Evaluates the treatment outcome in order to inform further treatment recommendations		
Explains how they would resolve and report organisational operational problems		

Element 5 – Technology Demonstration		
Grading criteria	Fail	Pass
Explains the effects of different facial technology therapy equipment, their uses, restrictions and benefits when used individually or in combination to meet the client's needs		
Explains the effects of different body technology therapy equipment, their uses, restrictions and benefits when used individually or in combination to meet the client's needs		

Observation and Technology Demonstration

Distinction criteria

The apprentice will achieve a Distinction grade in the Observation and Technology Demonstration if they provide evidence to meet all the Pass criteria and all the Distinction criteria below:

Element 1 – Consultation	
Grading criteria	Distinction
Evaluates the client's lifestyle and suitability for treatment, interprets and analyses this information to maximise the treatment, treatment combinations, benefits and aftercare recommendations	
Responds to different clients by adapting their style of communication using the correct terminologies to build and maintain their trust	

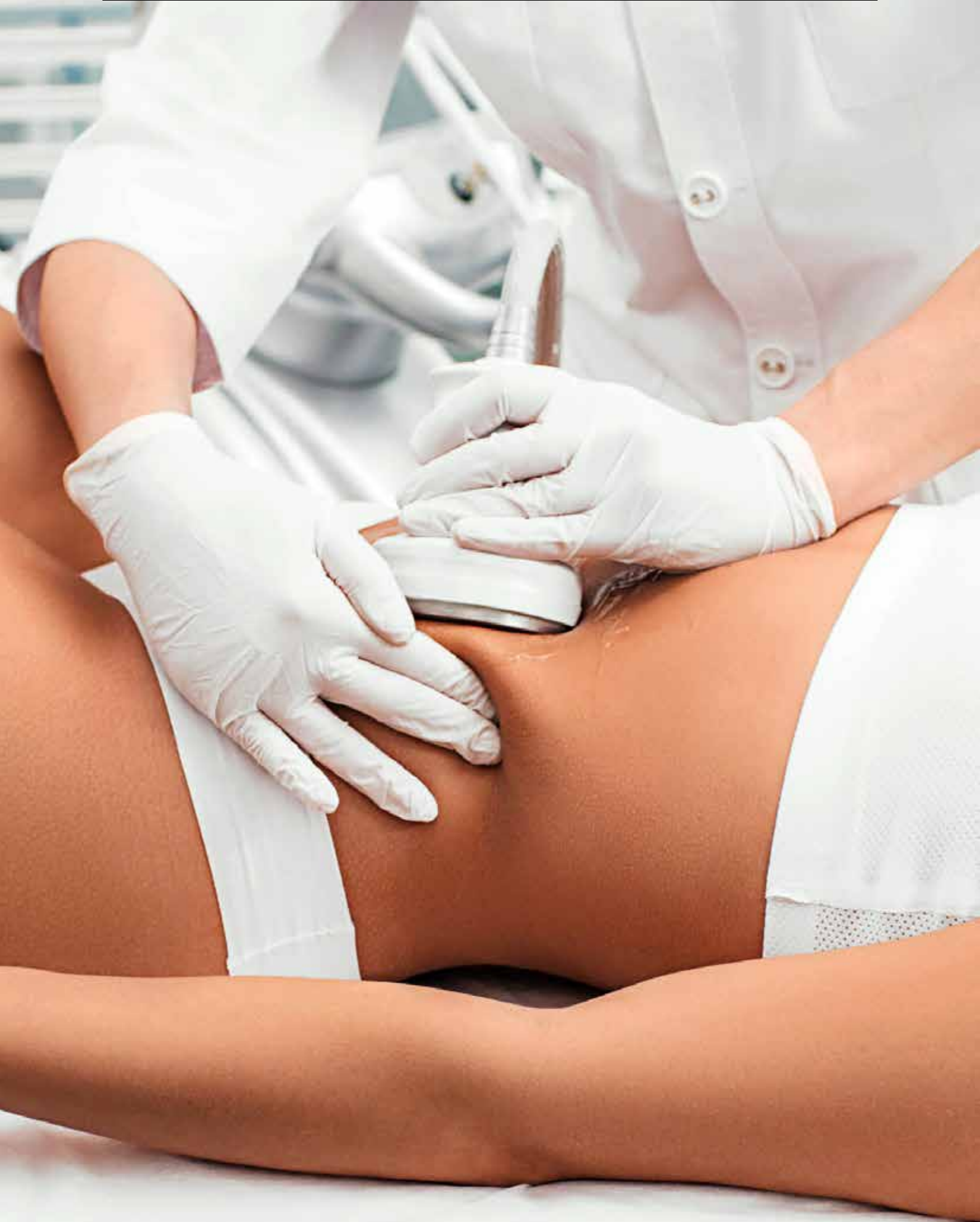
Element 2 – Technical skills	
Grading criteria	Distinction
Perform manual therapies on face, scalp and body	
In performing and adapting advanced manual therapies interprets how the client, muscle and skin react to modify pressure, depth, rhythm and sequence of the manual therapy	
Perform facial technical (electrical or mechanical) therapy treatments	
In performing and adapting facial technical (electrical or mechanical) therapy treatments, interprets how the client's muscle and skin react and modifies the application, settings and duration of the therapy treatment	
Perform body technical (electrical or mechanical) therapy treatments	
In performing and adapting body technical (electrical or mechanical) therapy treatments, interprets how the client's muscle and skin reacts and modifies the application, settings and duration of the therapy treatment	

Element 3 – Ways of working	
Grading criteria	Distinction
Utilises and adapts posture to maximise the pressure, depth and rhythm of manual therapy treatments	

Element 4 – Customer service	
Grading criteria	Distinction
Consistently and attentively empathises and optimises client comfort, checking the client's wellbeing before, during and after the treatment, recognising and reacting to client's behaviours and allowing sufficient post-treatment recovery time	
Acts independently to add value to areas of their work which is above and beyond expectations	
Evaluates the client's treatment and provides extensive comprehensive, written, post-treatment advice and recommendations, tailored to the client's needs to maximise the treatment benefits	

Element 5 – Technology Demonstration	
Grading criteria	Distinction
Perform facial technical (electrical or mechanical) therapy treatments	
Justifies in technical detail the treatment rationale, duration and sequence for the combinations or individual application of techniques to maximise and meet the treatment objectives	
Perform body technical (electrical or mechanical) therapy treatments	
Justifies in technical detail the treatment rationale, duration and sequence for the combinations or individual application of techniques to maximise and meet the treatment objectives	

Assessment Method 3: Professional Discussion



Assessment Method 3: Professional Discussion

This Assessment Method will be in the form of a Professional Discussion, which will be appropriately structured to cover the Knowledge, Skills and Behaviours (KSBs) assigned and will focus on coverage of prior learning achieved during the on-programme stage of the apprenticeship standard.

The Professional Discussion can take place in your employer's workplace or your training provider's premises on the same day as the Observation and Technology Demonstration. The Professional Discussion can also be completed remotely via Microsoft Teams on a separate day to the Observation and Technology Demonstration if preferred. The Professional Discussion will allow KSBs which may not naturally occur in every workplace or the Observation and Technology Demonstration to be assessed. The apprentice will use the portfolio of evidence from the on-programme stage of the apprenticeship standard to support the Professional Discussion.

The portfolio of evidence is not assessed or graded by the Apprenticeship Assessor, however, it is used to inform the Professional Discussion.

Delivery of the Professional Discussion

The Professional Discussion must last for **45 minutes** and will be conducted and assessed by the Apprenticeship Assessor.

The Apprenticeship Assessor should ask a maximum of **8 questions** to provide the apprentice with the opportunity to cover the range of KSBs. The Apprenticeship Assessor will make use of the full allocated time for questioning to allow the apprentice the opportunity to evidence occupational competence.

The Apprenticeship Assessor has the discretion to increase the time by up to 10% for the Professional Discussion to allow the apprentice to demonstrate their Knowledge, Skills and Behaviours.

During this Assessment Method, the Apprenticeship Assessor will provide the opportunity for the apprentice to lead the Professional Discussion and make reference to their portfolio of evidence from the on-programme stage of the apprenticeship standard.

The Professional Discussion will be conducted as follows:

- A 1:1 conversation, with no other parties involved
- Completed in an appropriate environment which is free from distractions and interruptions
- Both parties may refer to the apprentice's portfolio of evidence to support the Professional Discussion

When completing Assessment Method 3, the apprentice will lead the Professional Discussion.

The Apprenticeship Assessor will use the assessment tools and procedures that are set by VTCT Skills to evidence the Professional Discussion. The Apprenticeship Assessor will make all grading decisions.

Venue

The professional discussion should take place in a quiet room, free from distractions and influence. The professional discussion can take place in any of the following:

- Employer's premises
- Training provider's premises
- Remotely via Microsoft Teams

Knowledge, Skills and Behaviours

The End-point Assessment Professional Discussion will cover the following Knowledge, Skills and Behaviours:

Knowledge requirements	Knowledge criteria
K30	The principles of promoting and selling products, services and treatments to include: the benefits of promoting products and services, communication skills and behaviours that support the promotion and selling of products, services and treatments, promotion and sales techniques to enhance the client experience and overall treatment results; the sales cycle, retail and trades legislation
K31	Different types of promotional activities that can be used to increase sales and how to promote sales and additional products, services and treatments to new and existing clients
K32	How to adjust performance to meet targets consistently and within the agreed timescale by reviewing and recording progress
K33	How to develop and maintain salon procedures to safely control work operations, the management of salon business systems and processes including: successful business planning, financial effectiveness, promotional and marketing activities, team development, salon operations, supporting client service improvements, problem solving, practice time and self-management principles
K34	Supervisory strategies used to coordinate and organise individual and team activities, whilst maintaining good working relationships with individuals and team members
K35	What constitutes continuing professional development (CPD) within the beauty industry and broader sector. Why and how to access CPD and the importance of keeping up to date

Skills requirements	Skills criteria
S21	Promote and sell products suitable for advanced manual and technical therapy treatments to include: link selling and long-term treatment planning to include: lifestyle and health guidance
S22	Promote sales and additional treatments to enhance the client experience and overall treatment results
S23	Adjust performance to meet targets consistently and within the agreed timescale by reviewing and recording progress
S24	Develop and maintain salon procedures to safely control work operations, the management of salon business systems and processes including successful business planning, financial effectiveness, promotional and marketing activities, team development, salon operations and supporting client service improvements, problem solving practice. Apply time and self-management principles
S25	Supervise, coordinate and organise individual and team activities, whilst maintaining good working relationships with individuals and team members
S26	Manage own continuing professional development (CPD) incorporating research, professional practice and progression

Behaviours requirements	Behaviours criteria
B1	Ownership of work; accepts responsibility, is proactive, and plans their work, takes pride in their work and aims for excellence
B3	Salon and industry ambassador; works collaboratively, contributes ideas and challenges appropriately, leads by example, acting as an ambassador for the organisation and industry

Professional Discussion

Pass criteria

The apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all the criteria below:

Promotion and Business Growth		
Grading criteria	Fail	Pass
Explains how they promote and sell products suitable for advanced manual and technical therapy treatments to include link selling and long-term treatment planning including lifestyle and health guidance		
Explains how they promote sales and additional treatments to enhance the client experience and overall treatment results		
Explains how they adjusted their performance to meet targets within an agreed timescale by reviewing and recording progress		
Explains how they develop and maintain salon procedures to safely control work operations and how they have implemented the management of salon business systems and processes including: <ul style="list-style-type: none">• Successful business planning• Financial effectiveness• Promotional and marketing activities• Team development• Salon operations and supporting client service improvements• Problem solving practice		
Explains how they have applied time and self-management principles		
Explains how they have worked collaboratively, contributed ideas		
Explains how they met challenges and led by example		
Explains how they acted as an ambassador for the organisation and industry		

Supervision		
Grading criteria	Fail	Pass
Explains strategies used to supervise, coordinate and organise individual and team activities, whilst maintaining good working relationships with individuals and team members		

Professionalism		
Grading criteria	Fail	Pass
Accepts responsibility and proactively plans their work		
Takes pride in their work and aims for excellence		

Continuous Professional Development		
Grading criteria	Fail	Pass
Explains how they have managed their own continuing professional development (CPD) incorporating research, professional practice and progression		

Professional Discussion

Distinction criteria

The apprentice will achieve a Distinction grade in the Professional Discussion if they provide evidence to meet all the Pass criteria and all the Distinction criteria below:

Promotion and Business Growth	
Grading criteria	Distinction
Evaluates how they recognised and adjusted their performance to meet and exceed targets to generate continuous business improvement and self-growth in an agreed timescale by reviewing and recording progress	
Acts independently to promote change in the organisation or industry based on their collaboration/ideas	

Re-sits and Retakes

Apprentices who fail one or more Assessment Method will be offered the opportunity to take a re-sit or a retake.

A re-sit does not require any further learning, whereas there is a requirement that a retake will incur further learning.

The apprentice's employer will need to agree that either a re-sit or a retake is an appropriate course of action. Apprentices must have a supportive action plan to prepare for a retake. An apprentice who fails an Assessment Method, and therefore the End-point Assessment in the first instance, will only be required to re-sit or retake any of the failed Assessment Methods.

Any Assessment Method that requires a re-sit or a retake must be scheduled during the three month End-point Assessment period, otherwise the End-point Assessment must be taken again in its entirety. Exceptional circumstances may apply when exceeding the three month End-point Assessment period, if this was outside the control of the apprentice or their employer.

Re-sits and retakes are not offered to apprentices wishing to progress from a Pass to Merit/Distinction or Merit to Distinction grade.

End-point Assessment overall grade record

Assessment Method 1	F	P
Knowledge Test	<input type="checkbox"/>	<input type="checkbox"/>

Assessment Method 2	F	P	D
Observation and Technology Demonstration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Assessment Method 3	F	P	D
Professional Discussion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall grade:

F	P	M	D
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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