



VTCT

EPA SERVICES

END-POINT ASSESSMENT GUIDE

VTCT Level 2 End-point Assessment for Beauty Professionals

(Nail Services Technician)

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End-point Assessment

Purpose

This End-point Assessment guide sets out the format and requirements of the End-point Assessment for the Beauty Professionals Standard (Nail Services Technician). The End-point Assessment will be conducted by an Apprenticeship Assessor and the apprentice will be graded either Fail, Pass or Distinction.

The End-point Assessment will consist of a knowledge test and a practical observation, based on holistic grading criteria, to assess the skills, knowledge and behaviours of the apprentice. The apprentice will demonstrate that they can complete a range of services on a number of clients to industry standards and within commercial timings. The apprentice's knowledge and understanding of the underpinning theory related to the safe working practices, professionalism and values, and core behaviours will be assessed by the knowledge test. The apprentice's safe working practices, professionalism and values and core behaviours will be assessed by practical observation.

The table below provides an overview of the End-point Assessment stage.

| Assessment method | Areas assessed | Assessed by | Overall Grading |
|--|--|--|-----------------------|
| <ol style="list-style-type: none">1. Knowledge test (must be successfully completed before the practical observation)2. Practical observation | <ul style="list-style-type: none">• Professionalism and values• Safe working practices• Core behaviours• Provide manicure services• Provide pedicure services• Provide gel polish services for nails• Provide basic nail art services• Advise, demonstrate and sell nail products and services to customers• Provide a nail enhancement system | <ol style="list-style-type: none">1. Online, administered by End-point Assessment Organisation (EPAO)2. Apprenticeship Assessor | Fail/Pass/Distinction |

End-point Assessment Knowledge Test

The apprentice will be required to successfully complete a knowledge test prior to undertaking the practical observation. The knowledge test will be administered by the End-point Assessment Organisation (EPAO) at a day and time to suit the apprentice.

The End-point Assessment knowledge test will take a maximum of one hour.

Knowledge test requirements:

| Title | The apprentice will know and understand: |
|--|---|
| Professionalism and values | <p>Nail services industry, legal and organisational requirements:</p> <ul style="list-style-type: none"> • guidelines, procedures, codes of practice, ethics and quality assurance systems • time and self-management principles • commercially viable times for the completion of services • standards of appearance • continuing professional development • equality and diversity • the importance of aftercare advice and recommendations • Sale of Goods and Services Act, Consumer Rights Act, GDPR and the Data Protection Act • the types of products and services in the nail services and related industries • the role of the reception area • verbal and non-verbal communication skills • how to deal with problems within the scope and responsibilities of the occupation, when and how to seek assistance from a senior member of staff |
| Safe working practices | <p>Nail service industry, legal and organisational requirements:</p> <ul style="list-style-type: none"> • tools, equipment, materials and products • workplace housekeeping: cleaning, disinfection, sterilisation and waste disposal • suppliers' or manufacturers' instructions • direct and indirect cross-infection • methods that promote environmental and sustainable working practices • how to reduce the risk of injury to self and others: posture, personal hygiene, personal and customer protection • health and safety legislation and practice |
| Provide manicure services | <p>Methods of assessing client requirements, techniques, products, tools and equipment used within a manicure and the anatomy and physiology of the lower arm, hand and nail.</p> |
| Provide pedicure services | <p>Methods of assessing client requirements, techniques, products, tools and equipment used within a pedicure and the anatomy and physiology of the foot and nail.</p> |
| Provide gel polish services for nails | <p>The techniques, tools and equipment used to apply, maintain and remove gel polishes.</p> |
| Provide basic nail art services | <p>The techniques, tools and equipment used within nail art.</p> |
| Advise, demonstrate and sell nail products and services to customers | <p>The range of nail services, the advantages and disadvantages of nail enhancements systems and maintenance. Retail products, tools and equipment for the nails and skin. Specialist nail products and services, booking systems.</p> |
| Provide a nail enhancement system | <p>The different types of nail enhancements and how to carry out each technique, the different types of tools and equipment and how to use them; to include acrylic, fibreglass/silk and gel systems.</p> |

End-point Assessment Practical Observation

The apprentice will be observed by the Apprenticeship Assessor completing a range of treatments on a number of clients to industry standards and within commercial timings.

The skills, knowledge and behaviours set out in the Occupational Standards will be assessed through practical observation by the Apprenticeship Assessor. The Apprenticeship Assessor may use oral questioning during the practical observation where clarification may be required.

The End-point Assessment practical observation will require the apprentice to work on a **minimum of two customers/clients**. The employer and/or training provider is responsible for providing a range of suitable clients that allows the apprentice to demonstrate the skills, knowledge and behaviours required.

The practical observation can take place at the employer's workplace, such as a nail bar; retail store; salon; spa or clinic; a realistic working environment or at a venue agreed with the EPAO.

The End-point Assessment practical observation will take a maximum of five hours excluding breaks.

The End-point Assessment is carried out by an Apprenticeship Assessor who assesses the apprentice's skills, knowledge and behaviours through practical observations.

The End-point Assessment practical observation will consist of:

| Reference to the standard | Service | Elements reference |
|---------------------------|---|--|
| Provide manicure services | <p>a. The Apprenticeship Assessor will observe a manicure service on customers/clients to include: <i>(the opposite polish finish must be used on the 'Provide pedicure service')</i></p> <ul style="list-style-type: none"> • one manicure service to include either a: <ul style="list-style-type: none"> - dark polish finish or - French polish finish <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques • provided advice and recommendations throughout the service | <ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service |
| Provide pedicure services | <p>a. The Apprenticeship Assessor will observe one pedicure service on customers/clients to include: <i>(the opposite polish finish must be used on the 'Provide manicure service')</i></p> <ul style="list-style-type: none"> • one pedicure service to include either a: <ul style="list-style-type: none"> - dark polish finish or - French polish finish <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques • provided advice and recommendations throughout the service | <ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service |

| | | |
|--|--|--|
| <p>Provide gel polish services for nails</p> | <p>a. The Apprenticeship Assessor will observe gel polish services for nails on customers/clients to include:</p> <ul style="list-style-type: none"> • Remove and apply one gel polish finish, this can be either a: <ul style="list-style-type: none"> - dark polish finish or - French polish finish <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques • provided advice and recommendations throughout the service | <ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service |
| <p>Provide basic nail art services</p> | <p>a. The Apprenticeship Assessor will observe basic nail art services on customers/clients to include:</p> <ul style="list-style-type: none"> • The application of a minimum of two nail art techniques <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques • provided advice and recommendations throughout the service | <ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service |
| <p>Advise, demonstrate and sell nail products and services to customers</p> | <p>a. The Apprenticeship Assessor will observe, advise, demonstrate, recommend methods and sell products for enhancing the appearance of the nails and hands with customers to include:</p> <ul style="list-style-type: none"> • recommending a minimum of two nail products/services • demonstration of product knowledge, brand guidelines, customer communication and selling skills • must include the appropriate questioning and sales techniques • make and advise on bookings <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • demonstrated product knowledge • provided clear communication and used all customer communication techniques • used the appropriate questioning techniques • used the appropriate sales techniques | <ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service |
| <p>Provide a nail enhancement system</p> | <p>a. The Apprenticeship Assessor will observe nail enhancement services on customers/clients to include:</p> <ul style="list-style-type: none"> • one nail enhancement system to create one full set of natural tips and overlays • full tips with well • manually blended application • pink and white (French finish) <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques • provided advice and recommendations throughout the service | <ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service |

Occupational Standards

The knowledge test and practical observation will assess the apprentice's professionalism and values, safe working practices and core behaviours.

| Core skills | The apprentice will be able to: | The apprentice will know and understand: |
|-----------------------------------|--|---|
| Professionalism and values | <p>Carry out and maintain nail service industry requirements for professionalism and demonstrate a passion for the industry: show creativity; meet organisational and industry standards of appearance; work under pressure, observe time and self-management; demonstrate an appreciation of equality and diversity; complete services in a commercially viable time and to a high standard; provide advice and recommendations on the nail services aftercare and appointments; describe the range of products and services in the nail services industry; facilitate a positive customer journey and experience whilst maintaining confidentiality and consumer rights; demonstrate excellent verbal and non-verbal communication skills; deal with problems within the scope and responsibilities of the occupation swiftly, seeking assistance from a senior member of staff when required.</p> | <p>Nail services industry, legal and organisational requirements: guidelines, procedures, codes of practice and ethics, quality assurance systems; time and self-management principles; commercially viable times for the completion of services; standards of appearance; continuing professional development; equality and diversity; the importance of aftercare advice and recommendations; Sale of Goods and Service Act, Consumer Rights Act and the Data Protection Act, GDPR; the types of products and services in the nail services and related industries; the role of the reception area; verbal and non-verbal communication skills; how to deal with problems within the scope and responsibilities of the occupation, when and how to seek assistance from a senior member of staff.</p> |
| Safe working practices | <p>Meet industry, legal and organisational requirements: maintain effective, hygienic and safe working methods; meet health and safety considerations; adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products; maintain the customer's modesty, privacy and comfort; minimise risks of cross-infection, injury or fatigue; promote environmental and sustainable working practices; ensure personal hygiene and protection meets industry, organisational and local authority requirements; correctly use Personal Protective Equipment.</p> | <p>Nail service industry, legal and organisational requirements: tools, equipment, materials and products; workplace housekeeping: cleaning, disinfection, sterilisation and waste disposal; suppliers' or manufacturers' instructions; direct and indirect cross-infection; methods that promote environmental and sustainable working practices; how to reduce the risk of injury to self and others: posture, personal hygiene, personal and customer protection; health and safety legislation and practice.</p> |

Core behaviours

These behaviours ensure that customers/clients receive a positive impression of both the organisation and the individual and meet industry standards of behaviour for a nail services technician

1. Personal and professional ethics: demonstrates a commitment to quality, maintains honesty, integrity and confidentiality
2. Flexible and positive attitude: adapts positively to changing work priorities and patterns when new tasks need to be completed or requirements change
3. Maintain customer/client care principles and practices: show customers/clients respect at all times and in all circumstances, demonstrate customer/client empathy, sensitivity and awareness

| Nail Technician skills | The apprentice will be able to: | The apprentice will know and understand: |
|--|---|--|
| Provide manicure services | Assess customer/client requirements and provide manicure services using nail products and equipment. | Methods of assessing customer/client requirements, techniques, products, tools and equipment used within a manicure, and the anatomy and physiology of the lower arm, hand and nail. |
| Provide pedicure services | Assess customer/client requirements and provide pedicure services using nail products and equipment. | Methods of assessing customer/client requirements, techniques, products, tools and equipment used within a pedicure, and the anatomy and physiology of the foot and nail. |
| Provide gel polish services for nails | Consult, plan, prepare and provide gel polish services on customers/clients. Maintain and remove gel polish services on customers/clients. | The techniques, tools and equipment used to apply, maintain and remove gel polishes. |
| Provide basic nail art services | Consult, plan, prepare and provide nail art services on customers/clients. | The techniques, tools and equipment used within nail art. |
| Advise, demonstrate and sell nail products and services to customers/clients | Advise, demonstrate, recommend methods and sell products for enhancing the appearance of the nails and hands with customers/clients; make and advise on bookings. | The range of nail services, the advantages and disadvantages of nail enhancement systems and maintenance. Retail products, tools and equipment for the nails and skin. Specialist nail products and services, booking systems. |
| Provide nail enhancement services | Consult, plan, prepare and provide nail enhancement services including natural nail overlays, tips and overlays, and maintenance and removal of nail enhancements on customers/clients. | The different types of nail enhancements and how to carry out each technique, the different types of tools and equipment and how to use them; to include acrylic, silk and gel systems. |

Entry requirements for End-point Assessment

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

- Meet the minimum duration for the apprenticeship programme, which is 12 months
- Complete the on-programme part of the Level 2 Diploma for Beauty Professionals - Nail Services Technician qualification
- Achieve Level 1 mathematics and Level 1 English qualifications (or relevant equivalent) either during or before their apprenticeship
- Take the assessment for Level 2 qualification (or equivalent) in mathematics and English, however they do not have to achieve mathematics and English at this level prior to completing their apprenticeship

Delivery and location of the End-point Assessment

The End-point Assessment knowledge test may be taken either on the employer's premises or off-site. The knowledge test will be taken in a controlled environment; the definition of a 'controlled environment' will be clearly defined and explained by the EPAO 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's End-point Assessment Instructions for Conducting Examinations.

The End-point Assessment practical observation can take place at the employer's or training provider's venue. As far as reasonably practicable the employer's or training provider's venue for the End-point Assessment practical observation should match conditions of a realistic working environment.

The realistic working environment must meet the following principles:

- All End-point Assessment practical observations must be carried out under realistic commercial conditions
- Any potential conflicts of interest must be declared
- The space per working area conforms to current health and safety legislation and commercial practice
- The range of services, professional salon products, tools, materials and equipment must be current and available for use
- All bye-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account
- The employer or training provider is responsible for providing large items of equipment, for example, chairs, treatment couches and towels. The apprentice is responsible for providing tools and equipment such as metal equipment for manicure and pedicure services and the professional salon products they will be using. All equipment must be in good working order
- The End-point Assessment practical 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 for the End-point Assessment

In addition, the following must be adhered to:

- A maximum of **six apprentices** can be assessed at any one time by the Apprenticeship Assessor during the practical observation
- Only the Apprenticeship Assessor and clients can speak to the apprentice during the End-point Assessment practical observation

Assessment controls – Knowledge Test

Each knowledge test will be assessed by multiple choice questions and will be available online and on-demand. The EPAO has the responsibility for scheduling the End-point Assessment.

The head of centre is responsible for ensuring that all relevant personnel involved in the examination process follow **VTCT's End-point Assessment Instructions for Conducting Examinations**.

1. The knowledge test will be on-screen and computer marked. All apprentices will complete their tests onscreen away from the day-to-day pressures of work and in a 'controlled' environment.
2. The knowledge test may be taken either on the employer's premises or off-site. The knowledge test will be taken in a controlled environment; the definition of a 'controlled environment' will be clearly defined and explained by the EPAO 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's End-point Assessment Instructions for Conducting Examinations.
3. The knowledge test will be externally set and marked by the EPAO; questions will be written using the language, tone and style expected for the level of the Standard.
4. Knowledge tests will be invigilated in line with the requirements, set out by the EPAO, to identify a suitable person to invigilate the on-demand test.
5. The knowledge test will consist of 40 multiple choice questions with one mark allocated per question.
6. The results of the online knowledge test will be immediately available in the e-testing system. Sufficient time (four weeks) must be allowed for the marking and notification of results of the alternative method.
7. An apprentice is allowed to re-sit the knowledge test twice if a pass grade has not been achieved. If they do not pass at the third attempt they will have to undertake further learning/training before re-taking a new End-point Assessment knowledge test.

Assessment controls – Practical Observation

An overview of the assessment controls which apply to the End-point Assessment 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 practical observation. 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 to ensure the safety of themselves and their clients during the End-point Assessment practical observation. Where the Apprenticeship Assessor identifies a high risk of harm, the practical observation 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 the assessment. |
| Punctuality and timing | All apprentices must be on time for the start of their End-point Assessment practical observation. Apprentices must arrive at least 30 minutes before the start of the practical observation. In instances where the apprentice may arrive late they must inform their training provider as soon as possible so the Apprenticeship Assessor is aware. Where possible, the Apprenticeship Assessor will aim to accommodate the apprentice but not at the cost of disrupting the other apprentices' End-point Assessment practical observations. All services must be completed in a commercially acceptable timeframe and in accordance with the Assessment Plan, five hours for Nail Services Technician, excluding breaks. |
| Environment | End-point Assessment practical observations 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. If on arrival the Apprenticeship Assessor deems the environment unsuitable because it does not meet the specified venue requirements, the End-point Assessment practical observation may be delayed or cancelled. |
| Exam Assistant | The employer or training provider will supply an Exam Assistant to be on hand before, during and after the End-point Assessment practical observation. The Exam Assistant can be familiar to the apprentice, however, collaboration controls apply. |
| Mobile phones and tablets | Apprentices are not permitted to use mobile phones during the End-point Assessment practical observation. The apprentice's customer/client may refer to images on their mobile phone for the consultation stage of the nail art service only . For exceptional circumstances where a customer/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. |

| | |
|---|---|
| Resources and preparation | <p>A full range of professional salon products, tools and equipment are required for the End-point Assessment practical observation and must be available for the apprentice to use.</p> <p>All preparation of the work area, tools and equipment should be undertaken by the apprentice. Preparation of the nail desk and sterilisation of all tools and equipment can take place prior to the practical observation.</p> |
| Requirements for customers/clients | <p>Customers/clients must meet the following requirements:</p> <ul style="list-style-type: none"> • Be 16 years old or older • Have suitable nails for nail polish and/or gel polish application and nail enhancement services • Be willing to have manicure and pedicure services; gel polish and nail art services carried out • Provide signed consent to participate • Not be contra-indicated for any service and complete a client declaration form prior to the End-point Assessment practical observation taking place <p>The employer/training provider should support and advise the apprentice on customer/client selection. Customers/clients can be familiar 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; the End-point Assessment practical observation itself is an assessment of individual performance and does not allow collaboration between apprentices.</p> <p>The customer/client shall not discuss the apprentice's performance or provide any advice during the End-point Assessment practical observation. If the Apprenticeship Assessor feels collaboration rules are breached then the apprentice's End-point Assessment practical observation may be terminated.</p> |
| Breaks | <p>Apprentices are allowed a maximum of a 15 minute break every two hours and this 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.</p> |
| Oral questioning | <p>The Apprenticeship Assessor may ask the apprentice questions during the End-point Assessment practical observation where clarification is required. The questions should pertain only to the observation and the knowledge, skills and behaviours being tested in this method. Any necessary questioning will be completed during the practical observation. Knowledge, skills and behaviours observed and answers to any questions must be documented by the Apprenticeship Assessor. Collaboration with peers and customers/clients is not permitted. Customers/clients must not provide any advice or give prompts to the apprentice at any time if the questions are asked during the End-point Assessment practical observation. The Exam Assistant can only speak with the Apprenticeship Assessor and must remain impartial throughout the practical observation.</p> |

How the End-point Assessment is graded

Each assessment method will be graded Fail, Pass or Distinction. The overall grade will be based on the grades achieved in the two End-point Assessment methods; knowledge test and practical observation.

Knowledge test

To achieve a pass in the knowledge test the apprentice must achieve a set percentage of 70-84% of correct answers to Pass the assessment. The apprentice must achieve a higher set percentage of 85% or more of the correct answers to gain a Distinction in the assessment. The knowledge test must be successfully completed, and a minimum pass grade achieved before the practical observation can take place.

Practical observation

| | |
|-------------------------------------|--|
| Element 1 - Technical skills | Graded Fail/Pass only, using holistic grade descriptors. |
| Element 2 - Ways of working | Graded Fail/Pass/Distinction using holistic grade descriptors and assessed over all technical skills. |
| Element 3 - Customer service | <p>Graded Fail/Pass/Distinction using holistic grade descriptors and assessed over all technical skills.</p> <p>Apprentices must achieve a minimum of a Pass in all technical skills, ways of working and customer service to achieve an overall Pass for the practical observation.</p> <p>To achieve a Distinction for the practical observation the apprentice must achieve a Distinction in ways of working and customer service elements.</p> |

The holistic grading rubric, which has been shaped by employers, contains two or three levels of performance, Fail/Pass or Fail/Pass/Distinction. Employers developed a broad description of the characteristics that define each grade which have been further amplified into grade descriptors for each element of the End-point Assessment practical observation. The Apprenticeship Assessor evaluates the performance of the apprentice for each element, based on the overall quality and impressionistic judgement on which grade descriptor most closely matches the observed performance.

In this holistic, standards-based assessment, the Apprenticeship Assessor observes apprentice performance for each element and then directly maps its quality to the descriptors on the holistic grading rubric. Although the Apprenticeship Assessor may note specific features that may stand out whilst appraising performance, arriving at a holistic judgement for each element of the End-point Assessment practical observation is foremost.

Element 1: Technical skills. The holistic grading criteria related to this element of the practical observation are based on the grade profiles contained within the Nail Services Technician Assessment Plan. This element is graded as a Fail/Pass.

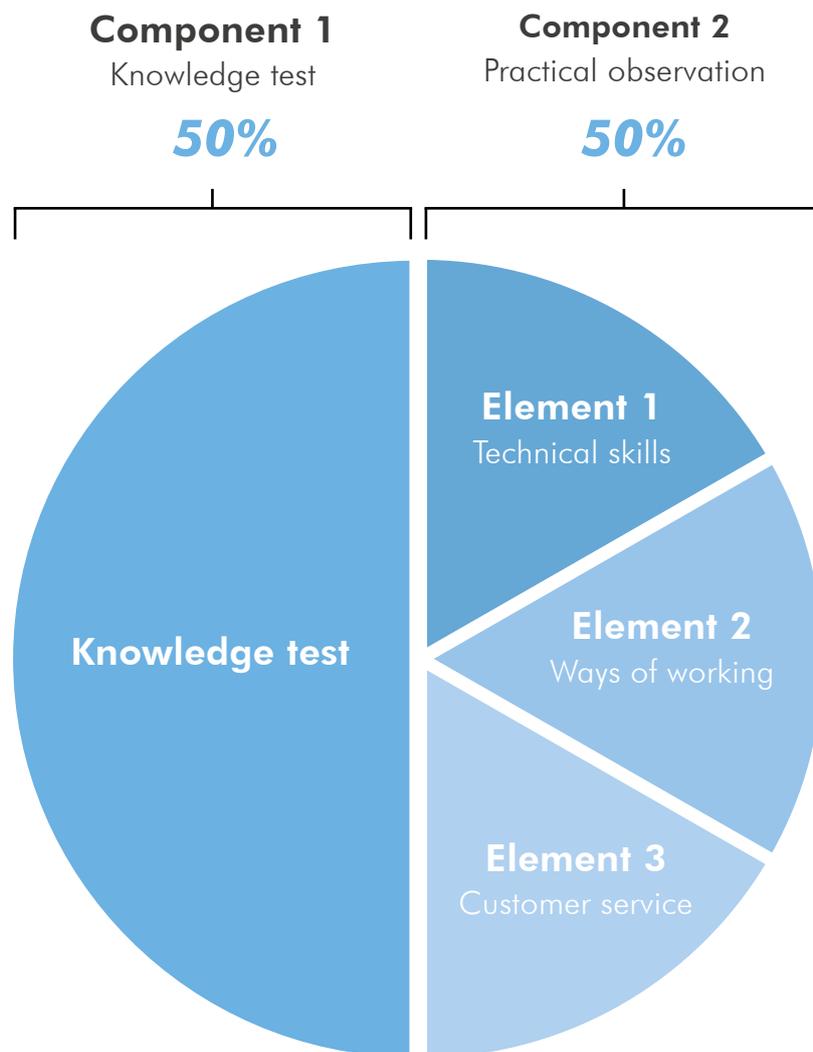
Element 2: Ways of working. The holistic grading criteria relating to this element of the practical observation are based on the professional behaviours specified in the Nail Services Technician Standard and represent the grade profiles contained within the Nail Services Technician Assessment Plan. The grade allocated to this aspect of the End-point Assessment will be determined as a result of the Apprenticeship Assessor's holistic judgement on the apprentice's performance throughout the End-point Assessment practical observation. This element is graded as a Fail/Pass/Distinction.

Element 3: Customer service. The holistic grading criteria relating to this element of the practical observation are based on the professional behaviours specified in the Nail Services Technician Standard and represent the grade profiles contained within the Nail Services Technician Assessment Plan. The grade allocated to this aspect of the End-point Assessment will be determined as a result of the Apprenticeship Assessor's holistic judgement on the apprentice's performance throughout the End-point Assessment practical observation. This element is graded as a Fail/Pass/Distinction.

The table below illustrates the assessment method for each component:

| Component | Knowledge Test | Practical Observation |
|--|----------------|-----------------------|
| Component 1 Online examination | ✓ | |
| Component 2 Element 1 - Technical skills | | ✓ |
| Component 2 Element 2 - Ways of working | | ✓ |
| Component 2 Element 3 - Customer service | | ✓ |

The percentage contribution of each element to the overall End-point Assessment grade is shown in the graph below:



Calculating the overall End-point Assessment grade

Each component will be graded Fail/Pass/Distinction.

Component 1:

End-point Assessment knowledge test:

Grading

To achieve a Pass in the End-point Assessment knowledge test the apprentice must achieve a set percentage of 70-84% of correct answers to pass the assessment. The apprentice must achieve a higher set percentage of 85% or more of the correct answers to gain a Distinction in the assessment.

Component 2:

End-point Assessment practical observation:

- There are three elements to the End-point Assessment practical observation that each contain holistic grading criteria:
 - Technical skills
 - Ways of working
 - Customer service
- The technical skills element is further broken down into the following services:
 - Manicure services
 - Pedicure services
 - Gel polish services for nails
 - Basic nail art services
 - Advise, demonstrate and sell nail products and services
 - Nail enhancement system

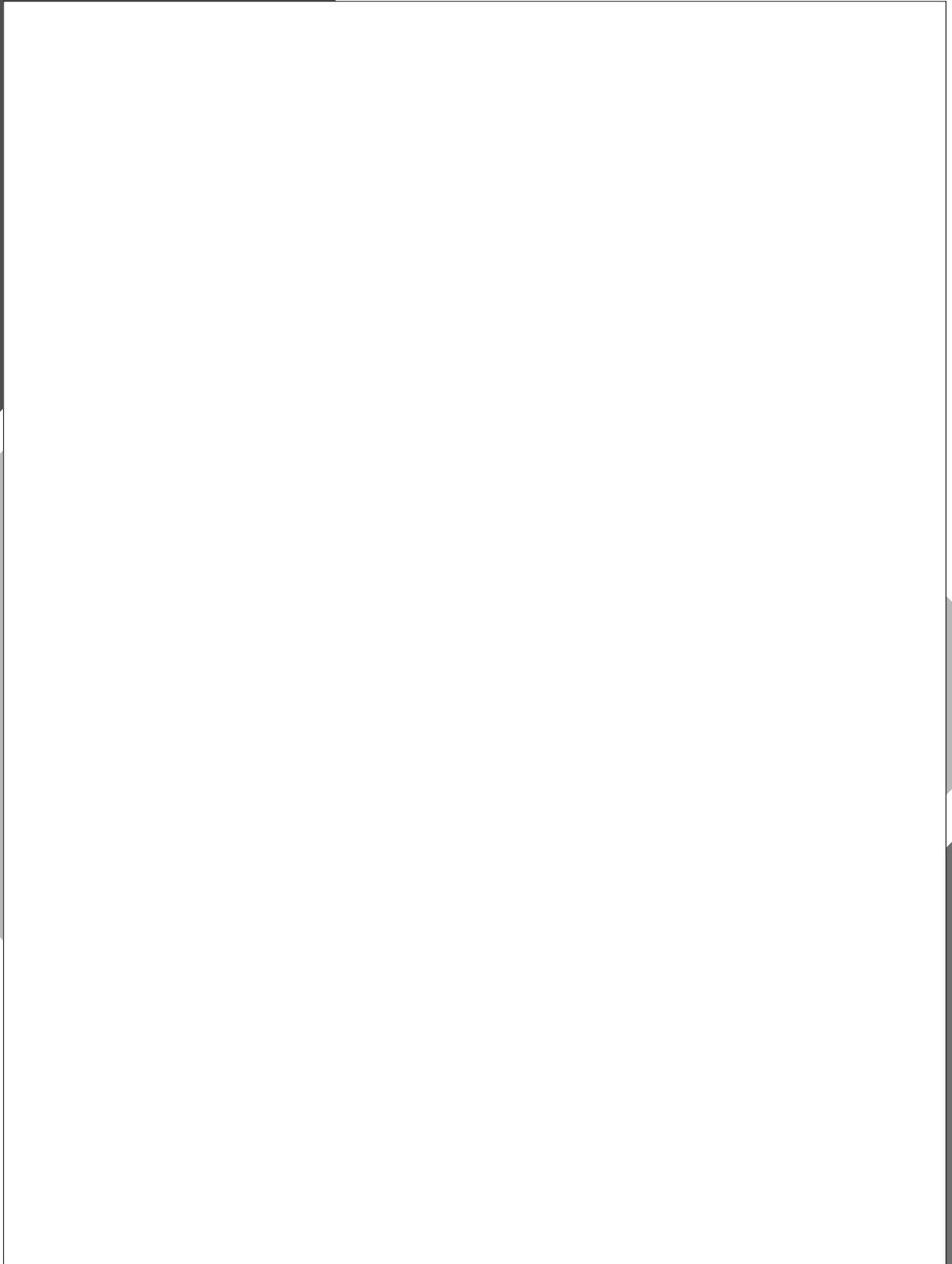
All components and elements must be passed in order for the apprentice to achieve the End-point Assessment.

Overall End-point Assessment grade

To achieve a Pass an apprentice must achieve a Pass in both the practical observation and the knowledge test. If either of the components are not achieved, the apprentice would not achieve the overall End-point Assessment.

To achieve a Distinction an apprentice must achieve a Distinction in both the practical observation and the knowledge test. If a Pass is achieved in one component and a Distinction is achieved in the other, the apprentice would achieve a Pass overall for the End-point Assessment.

Notes



Element 1 - Technical skills

1 - Provide manicure services

The apprentice will be assessed providing manicure services.

Provide manicure services to include:

- One manicure including
 - Dark polish finish
 - or
 - French polish finish
- **Note: The opposite polish finish must be used on the manicure to the pedicure service.**

Range of techniques, resources, products, tools and equipment required.

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Provided advice and recommendations throughout the service

Element 1 - Holistic grading criteria

1 - Provide manicure services

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Nail Services Technician Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

| Provide manicure services | |
|---|--|
| <p>Fail</p> <input type="checkbox"/> | <p>The apprentice paid undue care to hygienic and safe working practices throughout the service. The apprentice did not prepare themselves or the working area appropriately or sufficiently. The apprentice did not adequately prepare the client for the manicure service. There was a lack of analysis of the skin and nails, resulting in incorrect products, tools and equipment being selected. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity and fluidity during the service. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the service outcomes – examples include; failing to ensure the nail plate is sufficiently prepared for the nail polish application and leaving the cuticles flooded with nail polish.</p> |
| <p>Pass</p> <input type="checkbox"/> | <p>The apprentice demonstrated safe and hygienic working practices throughout the service. The apprentice ensured they had a professional appearance and prepared the service area thoroughly. The client was prepared for the services which included the apprentice analysing the client's skin and nails. Appropriate products, tools and equipment were selected and prepared to meet the client's service objectives. The apprentice demonstrated consistent dexterity and fluidity throughout the service. The apprentice used techniques to ensure client comfort throughout the service. Correct application of techniques were used which included any adaptation required for the client's needs, examples include – cuticle work and massage. Application of polish was correct and neat, for example – no flooding of the cuticles.</p> |

Element 1 - Technical skills

2 - Provide pedicure services

The apprentice will be assessed providing pedicure services.

Provide pedicure services to include:

- One manicure including
 - Dark polish finish
 - or
 - French polish finish
- **Note: The opposite polish finish must be used on the manicure to the pedicure service.**

Range of techniques, resources, products, tools and equipment required.

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Provided advice and recommendations throughout the service

Element 1 - Holistic grading criteria

2 - Provide pedicure services

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Nail Services Technician Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

| Provide pedicure services | |
|---|--|
| <p>Fail</p> <input type="checkbox"/> | <p>The apprentice paid undue care to hygienic and safe working practices throughout the service. The apprentice did not prepare themselves or the working area appropriately or sufficiently. The apprentice did not adequately prepare the client for the pedicure service. There was a lack of analysis of the skin and nails, resulting in incorrect products, tools and equipment being selected. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity and fluidity during the service. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the service outcomes – examples include; failing to ensure the nail plate is sufficiently prepared for the nail polish application and leaving the cuticles flooded with nail polish.</p> |
| <p>Pass</p> <input type="checkbox"/> | <p>The apprentice demonstrated safe and hygienic working practices throughout the service. The apprentice ensured they had a professional appearance and prepared the service area thoroughly. The client was prepared for the services which included the apprentice analysing the client's skin and nails. Appropriate products, tools and equipment were selected and prepared to meet the client's service objectives. The apprentice demonstrated consistent dexterity and fluidity throughout the service. The apprentice used techniques to ensure client comfort throughout the service. Correct application of techniques were used which included any adaptation required for the client's needs, examples include – cuticle work and massage. Application of polish was correct and neat, for example – no flooding of the cuticles.</p> |

Element 1 - Technical skills

3 - Provide gel polish services for nails

The apprentice will be assessed providing a gel polish service.

Provide gel polish services to include:

- One gel polish including
 - Removal of gel polish
 - Application of
 - Dark polish finish
 - or
 - French polish finish
- **Note: The opposite polish finish must be used on the manicure to the pedicure service.**

Range of techniques, resources, products, tools and equipment required.

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Provided advice and recommendations throughout the service

Element 1 - Holistic grading criteria

3 - Provide gel polish services for nails

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Nail Services Technician Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

| Provide gel polish services for nails | |
|---|---|
| <p>Fail</p> <input type="checkbox"/> | <p>The apprentice paid undue care to hygienic and safe working practices throughout the service. The apprentice did not prepare themselves or the working area appropriately or sufficiently. The apprentice did not adequately prepare the client for the gel polish removal and used incorrect removal techniques. The apprentice did not analyse the client's nail and cuticle condition prior to the application of the gel polish. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity during the service. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the service outcomes – examples include; not removing all traces of the previous gel polish and inadequate nail plate preparation prior to the application of new gel polish.</p> |
| <p>Pass</p> <input type="checkbox"/> | <p>The apprentice demonstrated safe and hygienic working practices throughout the service. The apprentice ensured they had a professional appearance and prepared the service area thoroughly. The client was prepared for the service which included the apprentice analysing the client's existing gel polish, and selecting the appropriate removal method. Appropriate products, tools and equipment were selected and prepared to meet the client's service objectives. The apprentice demonstrated consistent dexterity throughout the service. The apprentice used techniques to ensure client comfort throughout the service. Correct application of techniques were used which included any adaptation required for the client's needs. Application of gel polish was correct and neat, for example – an even layer of gel polish with no residue left on the cuticle and surrounding skin.</p> |

Element 1 - Technical skills

4 - Provide basic nail art services

The apprentice will be assessed providing basic nail art services.

Provide basic nail art services to include:

- One application of basic nail art including
 - A **minimum of two** nail art techniques

Range of techniques, resources, products, tools and equipment required.

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Correctly applied a **minimum of two** nail art techniques
 - transfers
 - wraps
 - glitters
 - embellishments
 - marbling
 - striping
 - dotting
 - freehand
- Provided advice and recommendations throughout the service

Element 1 - Holistic grading criteria

4 - Provide basic nail art services

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Nail Services Technician Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

| Provide basic nail art services | |
|---|---|
| <p>Fail</p> <input type="checkbox"/> | <p>The apprentice paid undue care to hygienic and safe working practices throughout the service. The apprentice did not prepare themselves or the working area appropriately or sufficiently. The apprentice did not adequately prepare the client for the nail art application. There was a lack of analysis of the client's expectations resulting in incorrect nail art products and techniques being selected. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity during the service. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the service outcomes – examples include; inconsistent or incorrect application of nail art techniques.</p> |
| <p>Pass</p> <input type="checkbox"/> | <p>The apprentice demonstrated safe and hygienic working practices throughout the service. The apprentice ensured they had a professional appearance and prepared the service area thoroughly. The client was prepared for the service which included the apprentice analysing client's needs and expectations. Appropriate products, tools and equipment were selected and prepared to meet the client's service objectives. The apprentice demonstrated consistent dexterity throughout the service. The apprentice used techniques to ensure client comfort throughout the service. Correct application of nail art techniques to meet the client's expectations – examples include; clean striping and controlled application of glitter.</p> |

Element 1 - Technical skills

5 - Advise, demonstrate and sell nail products and services to customers

The apprentice will be assessed advising, demonstrating and selling nail products and services.

Provide advice, demonstrate and sell nail products and services to include:

- Recommendation of a **minimum of two** nail products/services
- Demonstrate the following:
 - product knowledge
 - brand guidelines
 - customer communication
 - selling skills
- Appropriate questioning and sales techniques
- Make and advise on bookings

Range of techniques, resources, products, tools and equipment required.

The apprentice must show they have:

- Advised, demonstrated and recommended a **minimum of two** of the following:
 - nail care products
 - nail maintenance services or products
 - nail polish
 - skin and/or hand care products
 - specialist skin and/or nail products
 - additional services
 - gift with purchase
- Demonstrated product knowledge including:
 - price
 - feature
 - actions
 - benefits
 - precautions
 - ingredients
 - brand guidelines

Element 1 - Technical skills

Range of techniques, resources, products, tools and equipment required continued.

The apprentice must show they have:

- Provided clear communication and used **all** customer communication techniques
 - questioning – open and closed questions
 - listening
 - visual
 - manual
- Used the appropriate questioning techniques
 - open questions (encouraging the conversation and finding out about customer tastes)
 - reducing questions (use with comparison products: “do you prefer this fragrance, or that fragrance?”)
 - closed questions (getting agreement from the customer on their choice)
 - active listening
- Used the appropriate sales techniques
 - traffic stopping
 - overcoming objections
 - responded to buying signals
 - in-store and online promotions
 - effective product placement
 - attractive product displays
 - link selling of matching products to customer’s purchase
 - current/seasonal displays

Element 1 - Holistic grading criteria

5 - Advise, demonstrate and sell nail products and services to customers

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Nail Services Technician Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

Advise, demonstrate and sell nail products and services to customers

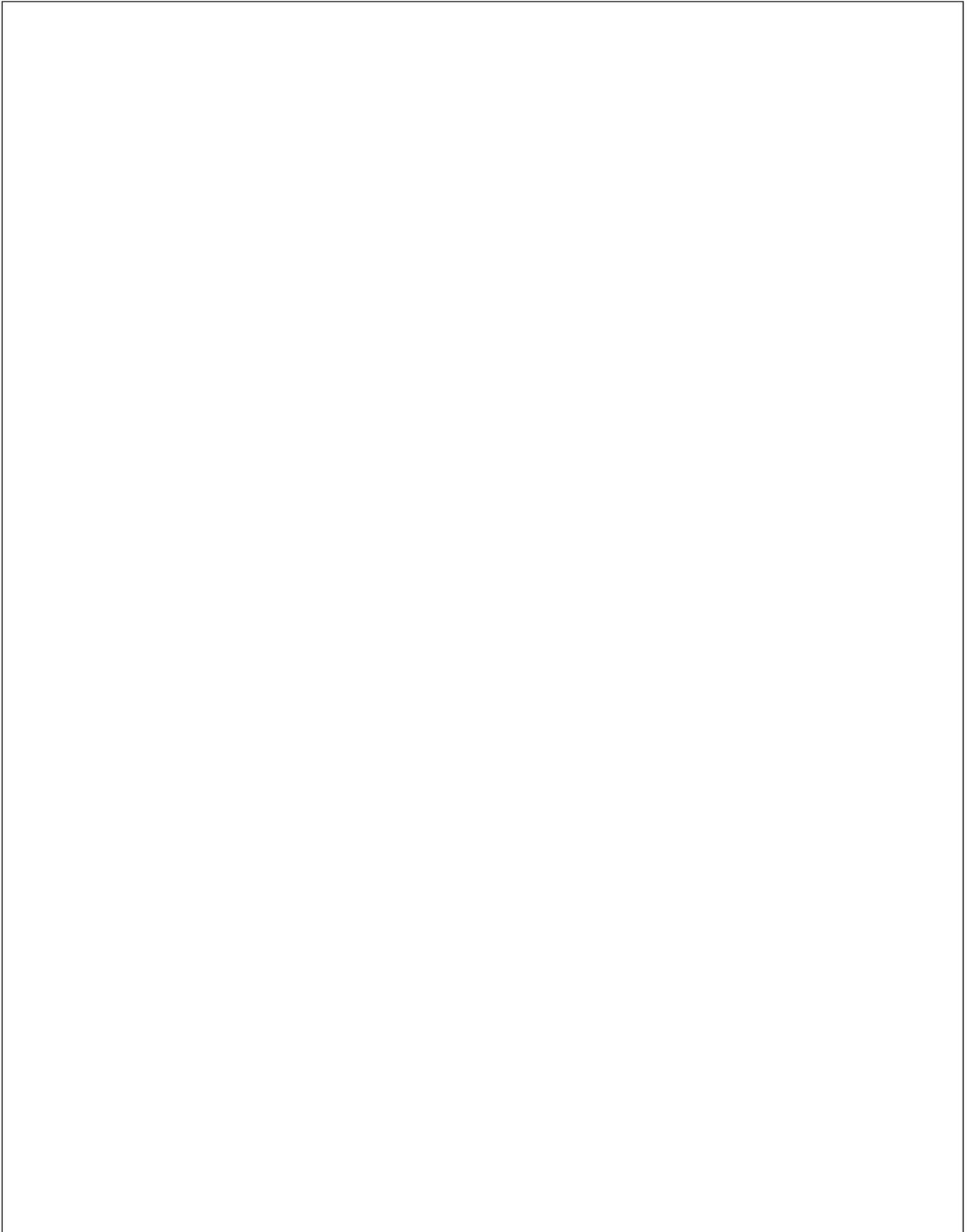
Fail

The apprentice showed a minimum understanding of nail products, nail services and communication. The apprentice's communication skills were weak with little attention paid to customer/client requirements and satisfaction. The apprentice did not analyse the customer's/client's skin and nails which resulted in incorrect product/service recommendations for the customer/client. Insufficient product knowledge was demonstrated by the apprentice. The apprentice was unable to make and advise on bookings for the customer's/client's maintenance or future service requirements.

Pass

The apprentice consistently showed their customers/clients respect. The apprentice had an awareness of the customer's/client's buying signals. The apprentice's product and service advice was comprehensive, and evidenced the apprentice's knowledge and understanding. The advice provided to the customer/client included how to use the products, and the recommended services met the customer/client objectives. The apprentice's recommendations would enhance the customer's/client's nail and skin condition. The apprentice tailored their communication to suit the individual needs of the customer/client. The apprentice successfully made a booking giving the appropriate advice to the customer/client.

Notes

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Element 1 - Technical skills

6 - Provide a nail enhancement system

The apprentice will be assessed providing a nail enhancement system.

Provide a nail enhancement system to include:

- One nail enhancement system to create **one full set** of natural tips and overlays
- Full tips with well
- Manually blended application
- Pink and white (French finish)

Range of techniques, resources, products, tools and equipment required.

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Provided advice and recommendations throughout the service

Element 1 - Holistic grading criteria

6 - Provide a nail enhancement system

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Nail Services Technician Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

| Provide a nail enhancement system | |
|---|---|
| <p>Fail</p> <input type="checkbox"/> | <p>The apprentice paid undue care to hygienic and safe working practices throughout the service. The apprentice did not prepare themselves or the working area appropriately or sufficiently. The apprentice did not adequately prepare the client for the nail enhancement system. There was a lack of analysis of the client's skin and nails, resulting in incorrect products, tools and equipment being selected. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity during the service. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the service outcomes – examples include; damage to skin and cuticle, over buffing, unbalanced application of product.</p> |
| <p>Pass</p> <input type="checkbox"/> | <p>The apprentice demonstrated safe and hygienic working practices throughout the service. The apprentice ensured they had a professional appearance and prepared the treatment area thoroughly. The client was prepared for the service which included the apprentice analysing the client's skin and nails. Appropriate products, tools and equipment were selected and prepared to meet the client's service objectives. The apprentice demonstrated consistent dexterity throughout the service. The apprentice used techniques to ensure client comfort throughout the service. Correct application of techniques used including any adaptation required – examples include; client's nail characteristics. Application of nail enhancement was even and well-balanced.</p> |

Element 2 - Ways of working

The holistic grading criteria should be used by the Apprenticeship Assessor to determine an overall grade across the technical components.

| Ways of working – Assessed throughout all End-point Assessment Services |
|---|
| Provide manicure services |
| Provide pedicure services |
| Provide gel polish services for nails |
| Provide basic nail art services |
| Advise, demonstrate and sell nail products and services to customers |
| Provide a nail enhancement system |

| Ways of working | |
|--|---|
| Fail <input type="checkbox"/> | <p>The apprentice paid undue care to hygienic and safe working practices throughout the service. The apprentice lacked the skills in order to run a nail services appointment system within the expected service times. The apprentice's working methods were haphazard and lacked an awareness of safe working practices. The apprentice did not demonstrate sustainable and commercial working practices and waste materials were not disposed of in a safe manner.</p> |
| Pass <input type="checkbox"/> | <p>The apprentice demonstrated safe and hygienic working practices throughout the service. The apprentice was capable of managing and running a nail service appointment system within commercially acceptable service times. The apprentice worked safely and hygienically at all times. The selection and use of products, tools and equipment was planned and organised and in accordance with manufacturers' instructions. The apprentice remained focused throughout the services provided and demonstrated a commitment to quality within their work. The apprentice adapted positively to changing work priorities and patterns when new tasks needed to be completed or the clients' requirements changed. The apprentice demonstrated sustainable and commercial working practices, ensuring all waste products were disposed of safely and economically, using products and resources efficiently and economically throughout all services.</p> |
| Distinction <input type="checkbox"/> | <p><i>In addition to the pass criteria:</i></p> <p>The apprentice was confident, organised and proactive in their approach to their work. The apprentice continually managed their time effectively and demonstrated a constant attention to detail in all aspects of their work. The apprentice was capable of combining and adapting their selected service techniques and methods, whilst using products, tools and equipment to maximise their effects on the clients. The apprentice was confident, precise and methodical throughout all services. All influencing factors were considered in order to provide a bespoke service for the clients. No adverse reactions were caused as a result of the service and the clients' service outcomes were met.</p> |

Element 3 - Customer service

The holistic grading criteria should be used by the Apprenticeship Assessor to determine an overall grade across the technical components.

| Customer service – Assessed throughout all End-point Assessment Services |
|---|
| Provide manicure services |
| Provide pedicure services |
| Provide gel polish services for nails |
| Provide basic nail art services |
| Advise, demonstrate and sell nail products and services to customers |
| Provide a nail enhancement system |

| Customer service | |
|--|--|
| Fail <input type="checkbox"/> | <p>The apprentice lacked a professional approach to client relations. Inappropriate and unprofessional verbal and non-verbal communication techniques were used. The apprentice did not demonstrate effective consultation skills and there was a lack of attention paid to client satisfaction and comfort. The apprentice did not provide advice and recommendations to the clients. The minimum customer service standard expected by employers was not achieved.</p> |
| Pass <input type="checkbox"/> | <p>The apprentice had a professional approach to client relations demonstrating honesty and integrity. The apprentice used a range of consultation and questioning techniques that were adapted to suit each client (actively listened to clients, maintained appropriate eye contact and probed effectively). Appropriate verbal and non-verbal communication methods were used and questioning techniques were structured to clarify the clients' service objectives. The apprentice maintained client confidentiality. The apprentice showed the clients respect at all times, demonstrating empathy, sensitivity and an awareness of the clients' needs. The clients were provided with comprehensive advice on products and future service needs. Client comfort and satisfaction were maintained throughout all services.</p> |
| Distinction <input type="checkbox"/> | <p><i>In addition to the pass criteria:</i></p> <p>The apprentice adapted and structured questioning techniques to clarify the clients' service objectives. The apprentice demonstrated depth of knowledge and understanding when summarising the selected service plan and explaining how the services would be tailored to the specific needs of the client. The apprentice had an awareness of the individual clients' needs throughout the service. Client comfort was considered throughout the service and the apprentice continually went the extra mile to ensure the satisfaction of the clients. Advice and recommendations provided to the clients were tailored, and consideration was given to the immediate and long term effects and the maintenance required for the services. The clients' expectations were exceeded by the services provided by the apprentice.</p> |

End-point Assessment overall grade record

| Element 1 - Technical skills | F | P |
|--|--------------------------|--------------------------|
| Provide manicure services | <input type="checkbox"/> | <input type="checkbox"/> |
| Provide pedicure services | <input type="checkbox"/> | <input type="checkbox"/> |
| Provide gel polish services for nails | <input type="checkbox"/> | <input type="checkbox"/> |
| Provide basic nail art services | <input type="checkbox"/> | <input type="checkbox"/> |
| Advise, demonstrate and sell nail products and services to customers | <input type="checkbox"/> | <input type="checkbox"/> |
| Provide a nail enhancement service | <input type="checkbox"/> | <input type="checkbox"/> |

| Element 2 | F | P | D |
|------------------|--------------------------|--------------------------|--------------------------|
| Ways of working | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Element 3 | F | P | D |
|------------------|--------------------------|--------------------------|--------------------------|
| Customer service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Overall grade:

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