



VTCT

EPA SERVICES



Hair and Beauty Professional

Apprenticeship Flexibilities
and Dispensations

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Hair and Beauty Professional On-programme Diploma Qualifications

The Coronavirus (COVID-19) pandemic has resulted in restrictions to the Hair and Beauty Professional standards and education and training during the spring and summer of 2020. During the summer of 2020, some services and treatments were not permitted. It is possible that the public health restrictions may continue to occur either locally or nationally during the remainder of 2021.

The aim of this guidance document is to provide direction and support for employers, training providers and apprentices. It is provided in relation to temporary adaptations for the Hair and Beauty Professional mandatory on-programme diploma qualifications due to COVID-19.

Definitions

- **What is a dispensation within the End-point Assessment?**

A dispensation is special permission to do something that is not usually allowed within an End-point Assessment.

- **What is a flexibility within the End-point Assessment?**

A flexibility is the ability to change something easily within an End-point Assessment according to the situation.

- **What is an adaptation within the On-programme qualification?**

An adaptation is a permitted change of regulated qualifications in line with the Vocational Contingency Regulatory Framework (VCRF).

Impact of Proposed Changes to Competency Levels

It is important that any adaptations, flexibilities or dispensations to the mandatory on-programme qualifications, maintain the rigour and validity required and do not devalue the apprenticeships.

The following principles should continue to be applied when considering any adaptations or flexibilities:

1. The training provider and/or employer must ensure that the apprentices are competent and safe to practice, meeting all health, safety and legal requirements
2. The training provider and/or employer must provide COVID-19 safe risk assessment guidance as detailed in the Government guidelines
3. The training provider and/or employer must support the standards set by employers, standard setting authorities, and individual industries
4. The training provider and/or employer will neither advantage nor disadvantage apprentices historically, now or in the future
5. The training provider and/or employer must maintain the validity, reliability, and integrity of standards and qualifications
6. The apprentice must cover all the knowledge, skills, behaviours, and competencies
7. The training provider and/or employer must consider the apprentices' attendance and duration of learning completed, addressing any gaps in learning (a typical apprentice will need the whole allocated apprenticeship timescale of 20% off-the-job training to cover the required knowledge, skills and behaviours and gain the relevant competence to meet 100% of the existing Knowledge, Skills and Behaviour statements)

2021 On-programme Diploma Qualifications

Flexibilities and Adaptations

Beauty Professionals On-programme Diploma qualifications

The guidance below covers the following Beauty Professional Diploma qualifications:

- Beauty Therapist (Level 2)
- Beauty and Make-up Consultant (Level 2)
- Nail Services Technician (Level 2)

Performance criteria (Knowledge and Understanding)

The apprentice must demonstrate 100% achievement of the knowledge detailed within the Beauty Professional mandatory on-programme diploma qualifications.

The recommended approach, including the knowledge statements that are usually assessed by externally set multiple choice questions (MCQs), is as follows:

- All MCQ examinations should be completed in accordance with VTCT's Instructions for Conducting Examinations where possible
- Where it is not possible for an apprentice to complete an externally set MCQ examination, remote invigilation under formal assessment conditions may be permitted following an application to VTCT. Please refer to VTCT's Remote Invigilation Procedures

All evidence gathered for the knowledge and understanding criteria should be available, auditable, and authenticated.

Performance criteria (Practical skills)

The training provider and employer must confirm and agree that the specific venue requirements are in place to ensure a realistic working environment.

The realistic work environment must meet the following principles:

- All practical assessments must be conducted under realistic commercial environment which meet the current close contact services Government guidelines
- The range of treatments and services, professional products, tools, materials, and equipment must be available for use
- There is no requirement to work on a set number of 'clients' or 'customers'. The clients/customers can be from the apprentice's workplace, educational or household bubble
- Up to 20% additional discretionary time (in addition to the existing discretionary time of 10%) may be applied for the apprentice to implement additional PPE, screens/guards and social distancing requirements following Government and industry guidelines

Practical skills observation assessments can be adapted to meet Government guidelines, limiting close proximity timescales associated with providing treatments or services to increased numbers of 'clients' or 'customers'. Examples to consider:

- Evidence collection could be cross referenced from another unit already achieved to cover a range
- Clustering the performance of multiple treatments and services on individual 'clients' or 'customers' to maximise the evidence opportunities for example:
Beauty Therapy: Apprentices are required to carry out the following for providing hand and nail treatments: have used all the consultation techniques; have dealt with at least one of the necessary actions; have completed all types of hand and nail treatments; have applied all types of nail finishes including dark, French and buffed; have provided all types of treatment advice. An apprentice could cluster the types of hand and nail treatments to maximise the observation opportunity on one client; the apprentice could be observed performing hand exfoliator, mask, mitts and dark enamel finish from the range on one hand and the paraffin wax, French enamel finish from the range on the other

The use of artificial mannequins, nail or other trainers is not a permitted simulation for practical skills observation assessments.

Hair Professionals On-programme Diploma qualifications

The guidance below covers the following Hair Professional Diploma qualifications:

- Hair Professional – Hairdressing (Level 2)
- Hair Professional – Barbering (Level 2)

Performance criteria (Knowledge and Understanding)

The apprentice must demonstrate 100% achievement of the knowledge detailed within the Hair Professional mandatory on-programme diploma qualifications.

The recommended approach, including the knowledge statements that are usually assessed by externally set multiple choice questions (MCQs), is as follows:

- All MCQ examinations should be completed in accordance with VTCT's Instructions for Conducting Examinations where possible
- Where it is not possible for an apprentice to complete an externally set MCQ examination, remote invigilation under formal assessment conditions may be permitted following an application to VTCT. Please refer to VTCT's Remote Invigilation Procedures

All evidence gathered for the knowledge and understanding criteria should be available, auditable, and authenticated.

Performance criteria (Practical skills)

The training provider and employer must confirm and agree that the specific venue requirements are in place to ensure a realistic working environment.

The realistic work environment must meet the following principles:

- All practical assessments must be conducted under realistic commercial environment which meet the current close contact services Government guidelines
- The range of services, professional products, tools, materials, and equipment must be available for use
- There is no requirement to work on a set number of 'clients' or 'customers'. The clients/customers can be from the apprentice's workplace, educational or household bubble
- Up to 20% additional discretionary time (in addition to the existing discretionary time of 10%) may be applied for the apprentice to implement additional PPE, screens/guards and social distancing requirements following Government and industry guidelines

Practical skills observation assessments can be adapted to meet Government guidelines, limiting close proximity timescales associated with providing treatments or services to increased numbers of 'clients' or 'customers'. Examples to consider:

- Evidence collection could be cross referenced from another unit already achieved to cover a range
- Clustering the performance of multiple treatments and services on individual 'clients' or 'customers' to maximise the evidence opportunities

The use of artificial mannequins or head blocks is not a permitted simulation for practical skills observation assessments.

2020-2021 End-point Assessment (EPA) Flexibilities and Dispensations

Government Restrictions and Potential Localised Lockdowns

The following three scenarios have been developed to consider Government restrictions and potential localised lockdowns:

Scenario 1:

Government guidelines state that close contact services are not permitted.

Beauty Professionals

The guidance for **Scenario 1** below covers the following Beauty Professionals End-point Assessments:

- Beauty Therapist (Level 2)
- Beauty and Make-up Consultant (Level 2)
- Nail Services Technician (Level 2)

The mitigations for this scenario will include the following:

- End-point Assessments for either the Beauty Therapist, Nail Services Technician or Beauty and Make-up Consultant pathways will not take place. Training providers and/or employers will be able to reschedule End-point Assessments as soon as possible when Government restrictions allow
- Training providers and/or employers may apply for the additional discretion option of a professional discussion in exceptional circumstances where it would not be appropriate to use the previously existing Covid-19 flexibilities and dispensations

End-point Assessment discretion of a Professional Discussion Parameters for Eligibility:

The high-level principles of eligibility for apprentices who will have already met the existing gateway requirements, are set out below:

- Where close contact/personal services are not available (due to national or regional lockdowns, other restrictions or Government Covid-19 guidance) and the apprentice does not wish to delay their EPA
- Where it is not safe for the apprentice to undertake close contact work for personal medical reasons (e.g. shielding) or similar (e.g. in line with PHE guidance)
- Difficulties in accessing appropriate venues (e.g. feasibility issues due to commercial difficulties)
- Where employment situation of the apprentice has changed, or is changing in a way which necessitates the use of this discretion

The above reasons are not exhaustive, they set out the high-level principles which will be implemented by VTCT, to assist in aligning the approach to this discretion.

VTCT will consider any other request on its merits, and the key test is the degree to which it would, or would not be possible for the EPA to be delivered in line with the assessment plan, or via the previously existing Covid-19 flexibilities and dispensations (as per Autumn 2020).

Parameters for EPA discretion delivery for Beauty Professionals:

The discretionary assessment method is a Professional Discussion underpinned by a package of evidence:

Evidence 1

The apprentice/provider must produce a package of information that shows evidence from the summative assessment. This will include a mapping document, utilising evidence provided from the apprentices on-programme learning, which is mapped to the knowledge skills and behaviours detailed on the EPA.

As a minimum this evidence should include:

- A consultation record card/sheet (if available)
- Observation records signed by the apprentice and the on-programme assessor
- Any photographic or digital evidence supporting the apprentice's level of attainment (if available)
- Where this discretion is used for a resit/retake of a failed assessment, the evidence package must include some evidence of further guided learning since the previous assessment was taken (e.g. signed statement from the training provider)

Evidence 2

A joint statement of the apprentice's competence from the Employer and on-programme assessor.

The accountability statement of the apprentice's competence to include:

- a. skills
- b. client/customer care principles
- c. behaviours

(The employer in this context can be an occupationally competent senior member of staff with direct experience of the apprentice's work).

Evidence 3

Professional discussion is used to confirm the apprentice's skills, knowledge and behaviours against the existing pass grade descriptors for the End-point Assessment.

Evidence 1 and 2 should be provided to VTCT three weeks in advance of the professional discussion to provide sufficient time for the Apprenticeship Assessor to review, as detailed in VTCT's guidance.

The requirement is that the training provider/employer will review the evidence package prior to submission to ensure that it includes sufficient evidence to support the professional discussion, in line with the mapping documentation (provided by VTCT).

The timing for the professional discussion is up to a maximum of 1 hour on a one to one basis, with one apprentice to one VTCT Apprenticeship Assessor.

Professional Discussions will be conducted remotely.

Grading for the End-point Assessment Discretion

In line with previous discussions with the Trailblazer Group and the Institute for Apprenticeships and Technical Education, it should be noted that:

- Apprentices can only be allocated a **maximum of a pass grade** if this new End-point Assessment discretion is applied. (The distinction grade cannot be assessed through this approach, as the on-programme qualification is used as an evidence base and is assessed at pass/fail)
- Re-sits and re-takes are not offered to apprentices who wish to increase their grade from a pass to a distinction grade. (In line with existing Institute for Apprenticeships and Technical Education policy)

Scenario 2:

Government guidelines state that close contact services on the face are not permitted.

The guidance for **Scenario 2** below covers the following Beauty Professionals End-point Assessments:

- Beauty Therapist (Level 2)
- Beauty and Make-up Consultant (Level 2)
- Nail Services Technician (Level 2)

During this scenario, no practical/skills training or assessment can be completed for services on the face in the high-risk zone.

Beauty Professionals (all level 2 standards)

End-Point Assessment flexibilities – Knowledge Test

The recommended approach, including the End-point Assessment Knowledge Test that are usually assessed by externally set multiple choice questions (MCQs), is as follows:

- The End-point Assessment Knowledge Test should be completed in accordance with VTCT's Instructions for Conducting Examinations where possible
- Where it is not possible for an apprentice to complete the End-point Assessment Knowledge Test, remote invigilation under formal assessment conditions may be permitted following an application to VTCT. Please refer to VTCT's Remote Invigilation Procedures

Beauty Professionals (all level 2 standards)

End Point Assessment flexibilities – Skills

The training provider and employer must confirm and agree the specific venue requirements that must be in place to include ensuring a realistic working environment to meet the End-point Assessment requirements as outlined in the Assessment Plan:

The realistic work environment must meet the following principles:

- All End-point Assessment skills must be carried out under realistic commercial conditions, meeting the current Government guidelines for close contact services
- The range of services, professional products, tools, materials, and equipment must be current and available for use and adhere to current Government guidelines for close contact services
- All byelaws, legislation or local authority requirements including risk assessments that have been set down in relation to the type of work that is being carried out must be taken full account of
- All relevant large items of equipment e.g. therapist's chair, treatment couches including relevant mitigations for close contact services (e.g. visor, guards and/or screen) and PPE must be provided as outlined in Government guidelines
- All products, tools and equipment must be available, be in good working order and legally compliant
- up to 20% additional discretionary time can be allowed for an apprentice to implement additional PPE and social distancing requirements following Government and industry guidelines and FAQs

Beauty Professional End-point Assessment – Beauty Therapist standard

Flexibilities

1. Clients must be kept to a minimum; it is recommended that **one** client is used for the Beauty Therapist End-point Assessment where possible.
2. Due to close contact services not being permitted on the face, the total End-point Assessment time will be reduced to **2 hours and 20 minutes** by combining treatments on one client, removing close contact services that involve the face and reducing time on remaining treatment and services.
3. Up to 20% additional discretionary time is allowed for an apprentice to implement additional PPE and social distancing requirements following Government and industry guidelines.

Please note: *The use of up to 20% additional discretionary time will only be permitted for the implementation of social distancing requirements, health and safety measures relating to COVID-19 (e.g. cleaning of work area) and the guidelines regarding PPE.*

All services carried out within the Beauty Professional End-point Assessment must still be commercially viable. The use of up to 20% additional time will be at the discretion of the Apprenticeship Assessor.

The following beauty therapy treatments and services have been reduced and will continue to be observed by the Apprenticeship Assessor during the End-point Assessment:

- Wax **two** areas to remove hair from the bikini and underarm areas, reducing the time to 30 minutes
- Provide **one** hand and nail treatment, with no heat, reducing the time to 45 minutes
- Provide **one** foot treatment, with no heat; the opposite nail finish must be used on the foot to the hand treatment, a dark polish finish or a French polish finish reducing the time to 45 minutes
- Provide a back massage reducing the time to 20 minutes

Dispensations

Due to the suspension in close contact services on the face, the following End-point Assessment dispensations for the facial treatments, eye and brow artistry treatments and make-up application units outlined below are permitted to be applied within this scenario:

1. Where apprentices are unable to complete the full End-point Assessment due to Government restrictions but have completed, in full, facial treatments, eye and brow artistry treatments and make-up application units of the on-programme qualification prior to lockdown, these units may be submitted to the End-point Assessment Organisation (EPAO) in lieu of direct observation by the Apprenticeship Assessor.

Please note: *The apprentice must be in the Gateway stage and the on-programme qualification must have been achieved before the restrictions of the close contact services on the face were implemented.*

2. The apprentice must produce a package of information that shows evidence of the summative assessment. As a minimum, the evidence required will consist of:
 - Consultation sheets
 - Assessment sheets/observation records used in the summative assessments of the facial treatments, eye and brow artistry treatments and make-up units
 - Additional photographic evidence if available

3. The Apprenticeship Assessor will review all of the evidence based on the completed summative assessment and conduct oral questions with the apprentice during their End-point Assessment before making a final decision. The oral questions will consist of 15 minutes for *Facial treatments*, 15 minutes for *Eyelash and eyebrow artistry treatments* and 15 minutes for the *Make-up application* unit.

The skills, knowledge and behaviours set out below must be assessed through oral questioning by the Apprenticeship Assessor:

Practical Skills/ Service	A Beauty Therapist is able to:	A Beauty Therapist knows and understands:	Range of techniques, resources, products, tools and equipment required:	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
Provide facial treatments	Consult, plan, prepare and perform facial skin care treatments, use facial products and equipment , and improve and maintain skin condition on clients to include: <ul style="list-style-type: none"> • one facial treatment to include: <ul style="list-style-type: none"> - cleanse - tone - exfoliation - massage - mask - moisturise 	The techniques, tools and equipment used for facial treatments	a. From the range, the apprentice must show that they have: <ul style="list-style-type: none"> • used all consultation techniques <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • correctly treated a minimum of one skin type <ul style="list-style-type: none"> - oily - dry - combination • correctly treated a minimum of one skin condition <ul style="list-style-type: none"> - sensitive skin - mature skin - dehydrated skin • correctly and appropriately used a minimum of four types of facial products <ul style="list-style-type: none"> - eye make-up remover - cleansers - toners - exfoliators - moisturisers - specialised skin products - massage medium - masks • correctly used a minimum of one piece of equipment <ul style="list-style-type: none"> - magnifying light - skin warming devices • correctly used all the massage techniques <ul style="list-style-type: none"> - effleurage - petrissage - tapotement • provided advice and recommendations throughout the treatment 	1. How the apprentice consulted, planned, prepared and performed the facial skin care treatments 2. The techniques, products, tools and equipment used in the facial treatments 3. The advice to clients provided throughout and after the treatment

Table continued

Practical Skills/ Service	A Beauty Therapist is able to:	A Beauty Therapist knows and understands:	Range of techniques, resources, products, tools and equipment required:	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
Provide eyelash and eyebrow treatments	<p>Consult, plan, prepare and perform enhancements to the appearance of the eyebrows and lashes on clients to include:</p> <ul style="list-style-type: none"> • three eye and eyebrow artistry treatments to include: <ul style="list-style-type: none"> - eyebrow artistry - one eyelash attachment system - one eyelash tint <p>The techniques, tools and equipment used for facial treatments</p>	The techniques, tools and equipment used for eyebrow artistry and their effects	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • covered a minimum of one type of eyebrow artistry <ul style="list-style-type: none"> - powder - pencil - shape • covered a minimum of one type of eyelash attachment systems <ul style="list-style-type: none"> - strip - flare • covered all factors relating to eyelash attachment systems <ul style="list-style-type: none"> - thickness of natural eyelash - length of natural eyelash - direction of growth - colour of the natural eyelash - curvature of the natural eyelash - eye shape - density of eyelashes - evident eyelash damage - lifestyle • completed a minimum of one eyelash tint • provided advice and recommendations throughout the treatment 	<ol style="list-style-type: none"> 1. How the apprentice consulted, planned, prepared and performed enhancements to the appearance of the eyebrows and lashes 2. The techniques, products, tools and equipment used in the eyelash and eyebrow treatments 3. The advice to clients provided throughout and after the service

Practical Skills/ Service	A Beauty Therapist is able to:	A Beauty Therapist knows and understands:	Range of techniques, resources, products, tools and equipment required:	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
Provide make-up application	<p>Consult, plan, prepare and perform make-up services on clients to include:</p> <ul style="list-style-type: none"> • identification of the skin type and condition • one make-up look: <ul style="list-style-type: none"> - minimal make-up - natural make-up - intense make-up - special occasion make-up 	The techniques, tools and equipment used to create different make-up effects for different occasions	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • correctly identified the skin type <ul style="list-style-type: none"> - oily - dry - combination • correctly identified the skin condition <ul style="list-style-type: none"> - mature - dehydrated - sensitive • create one make-up look correctly and appropriately using a minimum of five types of make-up products <ul style="list-style-type: none"> - primers - tinted moisturisers - foundations - powders - facial bronzing products - concealers - corrective products - eyebrow products - eye products - eyeliners - mascara - cheek products - lip products - pencils • provided advice and recommendations throughout the treatment 	<ol style="list-style-type: none"> 1. How the apprentice consulted, planned, prepared and performed make-up services on clients 2. The techniques, products, tools and equipment used to create different make-up effects for different occasions 3. The advice to clients provided throughout and after the service

Scenario 2:

Government guidelines state that close contact services on the face are not permitted.

This scenario outlines the restrictions for the Beauty Professional – Beauty and Make-up Consultant pathway, if close contact services on the face are not permitted.

Beauty Professional – Beauty and Make-up Consultant Standard

Flexibilities

1. Customers must be kept to a minimum; it is recommended that **one** customer is used for the Beauty and Make-up Consultant End-point Assessment where possible.
2. Due to close contact services not being permitted on the face, the total End-point Assessment time will be reduced to **2 hours** by combining service skills on **one** customer.
3. Up to 20% additional discretionary time is allowed for an apprentice to implement additional PPE and social distancing requirements following Government and industry guidelines.

Please note: *The use of up to 20% additional discretionary time will only be permitted for the implementation of social distancing requirements, health and safety measures relating to COVID-19 (e.g. cleaning of work area) and the guidelines regarding PPE.*

All services carried out within the Beauty Professional End-point Assessment must still be commercially viable. The use of up to 20% additional time will be at the discretion of the Apprenticeship Assessor.

The following service skills would continue to be observed by the Apprenticeship Assessor during the End-point Assessment:

Observation 1

- Advise, demonstrate, and sell a range of beauty retail products tools and equipment to customers for the:
 - Eyelashes and eyebrows
 - Face, neck, and skin
 - Nails
- Advise and demonstrate perfumery recommendations to customers
 - Recommend one appropriate fragrance choice

Observation 2

- Completes promotional activities
 - Completing a **presentation of one promotional activity** of a specific beauty product and/or service

Dispensations

Due to the suspension in close contact services on the face, the following End-point Assessment dispensations for the *application of skin care products and make-up* unit outlined below are permitted to be applied within this scenario:

1. Where apprentices are unable to complete the full End-point Assessment due to Government restrictions but have completed, in full, the application of skin care products and make-up units of the on-programme qualification prior to lockdown, these units may be submitted to the End-point Assessment Organisation (EPAO) in lieu of direct observation by the Apprenticeship Assessor

Please note: *The apprentice must be in the Gateway stage and the on-programme qualification must have been achieved before the restrictions of the close contact services on the face were implemented.*

2. The apprentice must produce a package of information that shows evidence of the summative assessment. As a minimum, the evidence required will consist of:
 - Consultation sheets
 - Assessment sheets/observation records used in the summative assessments of the application of skin care products and make-up
 - Additional photographic evidence if available
 - Witness Testimony for stock maintenance

3. The Apprenticeship Assessor will review all of the evidence based on a completed summative assessment and conduct oral questions with the apprentice during their End-point Assessment before making a final decision. The oral questions will take 15 minutes and consist of *use and application of skin care products and make-up, adaption of the make-up look and stock maintenance*.

The skills, knowledge and behaviours set out below must be assessed through oral questioning by the Apprenticeship Assessor:

Practical Skills/ Service	A Beauty and Make-up Consultant is able to:	A Beauty and Make-up Consultant knows and understands:	Range of techniques, resources, products, tools and equipment required:	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
Instruct the use and application of skin care products and make-up	Consult, prepare, plan and deliver basic skin care and make-up application and instruction, and evaluate the success of skin care and make-up instruction with customers to meet individual customer needs, occasions skin/ type conditions to include: <ul style="list-style-type: none"> • one make-up look: <ul style="list-style-type: none"> - minimal make-up - natural make-up - intense make-up - special occasion make-up • an adaption of the initial look to create a further look 	How to tailor skin care and make-up instruction to meet individual customer needs, occasions, and skin/type conditions	a. From the range, the apprentice must show that they have: <ul style="list-style-type: none"> • used all consultation techniques <ul style="list-style-type: none"> - questioning - listening - visual - manual - written b. During the skin care and make-up application to create the make-up looks the apprentice must show that they have taken account of the customer's basic skin type and condition by: <ul style="list-style-type: none"> • correctly identifying the customer's skin type <ul style="list-style-type: none"> - oily - dry - combination • correctly identifying the customer's skin condition <ul style="list-style-type: none"> - sensitive - dehydrated - mature • used a minimum of three skin care products <ul style="list-style-type: none"> - cleansing - toning - moisturising - primers • used a minimum of four tools <ul style="list-style-type: none"> - disposable items - sponges - brushes - tweezers - spatulas 	1. How the apprentice consulted, planned, performed and instructed the customer in the use and application of skin care products and make-up 2. The techniques, products, tools and equipment used to create different make-up effects for different occasions 3. The advice to customers provided and throughout and after the service

Table continued

Practical Skills/ Service	A Beauty and Make-up Consultant is able to:	A Beauty and Make-up Consultant knows and understands:	Range of techniques, resources, products, tools and equipment required:	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
Instruct the use and application of skin care products and make-up			<ul style="list-style-type: none"> • correctly and appropriately used a minimum of nine make-up products <ul style="list-style-type: none"> - foundations - concealers - face powders - highlighters - shaders - bronzers - cheek colour - eyebrow products - eye colour products - eye liners - mascaras - lip liners - lip colour products • used all instructional techniques <ul style="list-style-type: none"> - skills demonstration - use of visual aids - verbal explanation - use of written instructions and recommendations • used all techniques to evaluate <ul style="list-style-type: none"> - questioning - listening - visual/image - manual - the effects of lighting • provided advice, demonstration and recommendations on all <ul style="list-style-type: none"> - tools and equipment - facial/skin care products for the face and neck - eye and brow products - make-up products 	

Scenario 2:

Government guidelines state that close contact services on the face are not permitted.

This scenario outlines the restrictions for the Beauty Professional – Nail Services Technician pathway.

Beauty Professional – Nail Services Technician Standard

Flexibilities

1. Clients must be kept to a minimum; it is recommended that **two** clients are used for the Nail Services Technician End-point Assessment where possible.
2. Due to close contact services not being permitted on the face, the total End-point Assessment time will be reduced to **3 hours 30 minutes** by combining services on each client.
3. Up to 20% additional discretionary time is allowed for an apprentice to implement additional PPE and social distancing requirements following Government and industry guidelines.

Please note: *The use of up to 20% additional discretionary time will only be permitted for the implementation of social distancing requirements, health and safety measures relating to COVID-19 (e.g. cleaning of work area) and the guidelines regarding PPE.*

All services carried out within the Beauty Professional End-point Assessment must still be commercially viable. The use of up to 20% additional time will be at the discretion of the Apprenticeship Assessor.

The following service skills would continue to be observed by the Apprenticeship Assessor during the End-point Assessment:

- Provide **one** manicure service, with no heat, reducing the time to 45 minutes
- Provide **one** pedicure service: the opposite nail finish must be used on the foot to the hand treatment, a dark polish finish or a French polish finish reducing the time to 45 minutes
- Gel and nail art can be combined with either the manicure/pedicure or nail enhancement service reducing the time to 30 minutes
- **One** nail enhancement system to create one full set of natural tips and overlays (electric files cannot be used) reducing the time to 1 hour 30 minutes
 - Full tips with well
 - Manually blended application
 - Pink and white (French finish)

The skills, knowledge and behaviours set out below must be assessed through practical observation on a live model/client by the Apprenticeship Assessor:

Practical Skills/ Service	A Nail Services Technician is able to:	A Nail Services Technician knows and understands:	Specific requirements, range of techniques, resources, products, tools and equipment required:
Provide manicure services	Assess customer's/client's requirements and provide manicure services using nail products and equipment to include: <ul style="list-style-type: none"> • one manicure including finish using either a: (the opposite polish must be used in 'Provide pedicure services') - dark polish or - French polish 	<ul style="list-style-type: none"> • Methods of assessing client requirements • The techniques, products, tools and equipment used to complete a manicure 	a. From the range, the apprentice must show that they have: <ul style="list-style-type: none"> • Assessed all the client's requirements by: <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • provided advice and recommendations throughout the service

Practical Skills/ Service	A Nail Services Technician is able to:	A Nail Services Technician knows and understands:	Specific requirements, range of techniques, resources, products, tools and equipment required:
Provide pedicure services	<p>Assess customer's/client's and provide pedicure services using nail products and equipment to include:</p> <ul style="list-style-type: none"> • one pedicure including finish using either a: (the opposite polish must be used in 'Provide manicure services') <ul style="list-style-type: none"> - dark polish or - French polish 	<ul style="list-style-type: none"> • Methods of assessing client requirements • The techniques, products, tools and equipment used to complete a pedicure 	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • assessed all the client's requirements by: <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • provided advice and recommendations throughout the service
Provide gel polish services for nails	<p>Consult, plan, prepare and provide gel polish services on customers/clients. Maintain gel polish on customers/clients to include:</p> <ul style="list-style-type: none"> • apply one gel polish finish, this can be either a: <ul style="list-style-type: none"> - dark polish or - French polish 	<ul style="list-style-type: none"> • The techniques, tools and equipment used to apply, maintain, gel polishes 	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques: <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • provided advice and recommendations throughout the service
Provide basic nail art services	<p>Consult, plan, prepare and provide nail art services on customers/clients to include:</p> <ul style="list-style-type: none"> - the application of nail art techniques 	<ul style="list-style-type: none"> • The techniques, tools and equipment used to create nail art 	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques: <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • correctly applied a minimum of two nail art techniques <ul style="list-style-type: none"> - transfers - wraps - glitters - embellishments - marbling - striping - dotting - freehand • provided advice and recommendations throughout the service

Practical Skills/ Service	A Nail Services Technician is able to:	A Nail Services Technician knows and understands:	Specific requirements, range of techniques, resources, products, tools and equipment required:
Advise, demonstrate and sell nail products and services to customers	<p>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 appropriate questioning and sales techniques • make and advise on bookings 	<ul style="list-style-type: none"> • 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>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • advised, demonstrated and recommended a minimum of two of the following: <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - price - features - actions - benefits - precautions - ingredients - brand guidelines • provided clear communication and used all customer communication techniques <ul style="list-style-type: none"> - questioning – open and closed questions - listening - visual - manual • used the appropriate questioning techniques <ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> - 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

Practical Skills/ Service	A Nail Services Technician is able to:	A Nail Services Technician knows and understands:	Specific requirements, range of techniques, resources, products, tools and equipment required:
Provide a nail enhancement system	<p>Consult, plan, prepare and provide nail enhancement services including natural nail overlays, tips and overlays, maintenance and removal of nail enhancements 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) 	<ul style="list-style-type: none"> • The different types of tools and equipment and how to use them 	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques: <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • provided advice and recommendations throughout the service

Scenario 3:

Government states that close contact services on the face are permitted in line with Government guidelines (mitigations).

The guidance for Scenario 3 below covers the following Beauty Professionals End-point Assessments:

- Beauty Therapist (Level 2)
- Beauty and Make-up Consultant (Level 2)
- Nail Services Technician (Level 2)

Beauty Professional – Beauty Therapy Standard

Flexibilities

1. Clients must be kept to a minimum; it is recommended that **one** client is used for the Beauty Therapy End-point Assessment where possible.

Please note: *When using **one** client for the End-point Assessment, all of the specific criteria requirements of the assessment plan must still be met.*

2. Up to 20% additional discretionary time is allowed for an apprentice to implement additional PPE and social distancing requirements following Government and industry guidelines.
3. The total EPA time will be **3 hours 35 minutes** by completing the service skills on **one** client plus 20% discretionary time.

Please note: *The use of up to 20% additional discretionary time will only be permitted for the implementation of social distancing requirements, health and safety measures relating to COVID-19 (e.g. cleaning of work area) and the guidelines regarding PPE.*

All services carried out within the Beauty Professional End-point Assessment must still be commercially viable. The use of up to 20% additional time will be at the discretion of the Apprenticeship Assessor.

Dispensations

The following service skills have been reduced and will continue to be observed by the Apprenticeship Assessor during the End-point Assessment:

- Wax **two** areas to remove hair from the bikini and underarm, reducing the time to 30 minutes
- Provide **one** hand and nail treatment, with no heat, reducing the time to 45 minutes
- Provide **one** foot treatment, with no heat: the opposite nail finish must be used on the foot to the hand treatment, a dark polish finish or a French polish finish reducing the time to 45 minutes
- Provide **one** back, neck and shoulder massage reducing the time to 20 minutes
- Provide **one** facial with no heat or steam, client to arrive with no eye or lip make-up, reducing the time to 30 minutes
- **One** eyebrow tint/brow tint instead of eyelash tint, reducing the time to 15 minutes
- **One** make-up application with eyebrow artistry and lash application, reducing the time to 30 minutes

The skills, knowledge and behaviours set out below must be assessed through practical observation on a live model/client by the Apprenticeship Assessor:

Practical Skills/ Service	A Beauty Therapist is able to:	A Beauty Therapist knows and understands:	Range of techniques, resources, products, tools and equipment required:
Provide waxing services	<p>Consult, plan, prepare and perform waxing services to remove unwanted hair from two areas on clients to include:</p> <ul style="list-style-type: none"> • underarm • bikini line 	<ul style="list-style-type: none"> • Waxing services and how these are carried out • Types of products and equipment 	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques: <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • wax two areas from: <ul style="list-style-type: none"> - under arm - bikini line • performed waxing services using all working techniques: <ul style="list-style-type: none"> - stretching and manipulating the skin during application and removal - appropriate speed of product removal - direction and angle of removal - ongoing product temperature checks • provided advice and recommendations throughout the treatment
Provide hand, nail and foot treatments	<p>Consult, plan, prepare and perform hand, foot and nail treatments on clients (the opposite polish finish must be used in the hand to the foot treatment) to include:</p> <ul style="list-style-type: none"> • one hand and nail treatment to include either a: <ul style="list-style-type: none"> - dark polish finish or - French polish finish • one foot treatment to include either a: <ul style="list-style-type: none"> - dark polish finish or - French polish finish • either a: <ul style="list-style-type: none"> - a foot and or nail treatment - a hand and or nail treatment 	<ul style="list-style-type: none"> • The techniques, tools and equipment used to complete hand, foot and nail treatments 	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques: <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • used a minimum of one hand and nail treatment <ul style="list-style-type: none"> - handmasks - exfoliators • used a minimum of one foot treatment <ul style="list-style-type: none"> - footmasks - exfoliators • provided advice and recommendations throughout the treatment

Practical Skills/ Service	A Beauty Therapist is able to:	A Beauty Therapist knows and understands:	Range of techniques, resources, products, tools and equipment required:
Provide facial treatments	<p>Consult, plan, prepare and perform facial skin care treatments, use facial products and equipment, and improve and maintain skin condition on clients to include:</p> <ul style="list-style-type: none"> • one facial treatment to include: <ul style="list-style-type: none"> - cleanse - tone - exfoliation - massage - mask - moisturise 	<ul style="list-style-type: none"> • The techniques, tools and equipment used for facial treatments 	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • correctly treated a minimum of one skin type <ul style="list-style-type: none"> - oily - dry - combination • correctly treated a minimum of one skin condition <ul style="list-style-type: none"> - sensitive skin - mature skin - dehydrated skin • correctly and appropriately used a minimum of four types of facial products <ul style="list-style-type: none"> - eye make-up remover - cleansers - toners - exfoliators - moisturisers - specialised skin products - massage medium - masks • correctly used a minimum of one piece of equipment <ul style="list-style-type: none"> - magnifying light • correctly used all the massage techniques <ul style="list-style-type: none"> - effleurage - petrissage - tapotement • provided advice and recommendations throughout the treatment
Provide eyelash and eyebrow treatments	<p>Consult, plan, prepare and perform enhancements to the appearance of the eyebrows and lashes on clients to include:</p> <ul style="list-style-type: none"> • eye and eyebrow artistry treatments to include: <ul style="list-style-type: none"> - eyebrow artistry - one eyelash attachment system - one eyebrow tint 	<ul style="list-style-type: none"> • The techniques, tools and equipment used for eyebrow artistry and their effects 	<p>From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • covered a minimum of one type of eyebrow artistry <ul style="list-style-type: none"> - powder - pencil - shape

Practical Skills/ Service	A Beauty Therapist is able to:	A Beauty Therapist knows and understands:	Range of techniques, resources, products, tools and equipment required:
Provide eyelash and eyebrow treatments			<ul style="list-style-type: none"> • covered a minimum of one type of eyelash attachment systems <ul style="list-style-type: none"> - strip - flare • covered all factors relating to eyelash attachment systems <ul style="list-style-type: none"> - thickness of natural eyelash - length of natural eyelash - direction of growth - colour of the natural eyelash - curvature of the natural eyelash - eye shape - density of eyelashes - evident eyelash damage - lifestyle • completed a minimum of one eyebrow tint • provided advice and recommendations throughout the treatment
Provide make-up application	<p>Consult, plan, prepare and perform make-up services on clients to include:</p> <ul style="list-style-type: none"> • identification of the skin type and condition • one make-up look: <ul style="list-style-type: none"> - minimal make-up - natural make-up - intense make-up - special occasion make-up 	<ul style="list-style-type: none"> • The techniques, tools and equipment used to create different make-up effects for different occasions 	<p>From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • correctly identified the skin type <ul style="list-style-type: none"> - oily - dry - combination • correctly identified the skin condition <ul style="list-style-type: none"> - mature - dehydrated - sensitive • create one make-up look correctly and appropriately using a minimum of five types of make-up products <ul style="list-style-type: none"> - primers - tinted moisturisers - foundations - powders - facial bronzing products - concealers - corrective products - eyebrow products - eye products - eyeliners - mascara - cheek products - lip products - pencils • provided advice and recommendations throughout the treatment

Practical Skills/ Service	A Beauty Therapist is able to:	A Beauty Therapist knows and understands:	Range of techniques, resources, products, tools and equipment required:
Provide basic massage treatments	<p>Consult, plan, prepare and perform manual back, neck and shoulder massage treatments on clients to include:</p> <ul style="list-style-type: none"> • one back, neck and shoulder massage treatment to include: <ul style="list-style-type: none"> - effleurage - petrissage - tapotement 	<ul style="list-style-type: none"> • Correct use, application and benefits of massage techniques 	<p>From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques <ul style="list-style-type: none"> - questioning - listening - visual - manual - written • covered all treatment areas <ul style="list-style-type: none"> - back - neck - shoulders • correctly used all the massage techniques <ul style="list-style-type: none"> - effleurage - petrissage - tapotement • provided advice and recommendations throughout the treatment

Scenario 3:

Government states that close contact services on the face are permitted in line with Government guidelines (mitigations).

Beauty Professional – Beauty and Make-up Consultant Standard

Flexibilities

1. Customers must be kept to a minimum; it is recommended that **one** customer is used for the Beauty and Make-up Consultant End-point Assessment where possible.

Please note: *When using one customer for the End-point Assessment, all of the specific criteria requirements of the assessment plan must still be met.*

2. Up to 20% additional discretionary time is allowed for an apprentice to implement additional PPE and social distancing requirements following Government and industry guidelines
3. The total EPA time can be reduced to **3 hours** by completing the service skills on **one** customer plus 20% discretionary time

Please note: *The use of up to 20% additional discretionary time will only be permitted for the implementation of social distancing requirements, health and safety measures relating to COVID-19 (e.g. cleaning of work area) and the guidelines regarding PPE.*

All services carried out within the Beauty Professional End-point Assessment must still be commercially viable. The use of up to 20% additional time will be at the discretion of the Apprenticeship Assessor.

Dispensations

The following service skills would continue to be observed by the Apprenticeship Assessor during the End-point Assessment:

Observation 1

- Demonstrate **one** make-up look including one adaption
- Advise, demonstrate, and sell a range of beauty retail products tools and equipment to customers for the:
 - Eyelashes and eyebrows
 - Face, neck, and skin
 - Nails
- Advise and demonstrate perfumery recommendations to customers
 - Recommend one appropriate fragrance choice

Observation 2

- Completes promotional activities
 - Completing a **presentation of one promotional activity** of a specific beauty product and/or service

The skills, knowledge and behaviours set out below must be assessed through practical observation on a live model/customer and oral questioning by the Apprenticeship Assessor:

Practical Skills/ Service	A Beauty and Make-up Consultant is able to:	A Beauty and Make-up Consultant knows and understands:	Range of techniques, resources, products, tools and equipment required:	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
<p>Instruct the use and application of skin care products and make-up</p>	<p>Consult, prepare, plan and deliver basic skin care and make-up application and instruction, and evaluate the success of skin care and make-up instruction with customers to meet individual customer needs, occasions skin/type conditions to include:</p> <ul style="list-style-type: none"> • one make-up look: <ul style="list-style-type: none"> - minimal make-up - natural make-up - intense make-up - special occasion make-up 	<p>How to tailor skin care and make-up instruction to meet individual customer needs, occasions, and skin/type conditions</p>	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques <ul style="list-style-type: none"> - questioning - listening - visual - manual - written <p>b. during the skin care and make-up application to create the make-up looks the apprentice must show that they have taken account of the customer's basic skin type and condition by:</p> <ul style="list-style-type: none"> • correctly identifying the customer's skin type <ul style="list-style-type: none"> - oily - dry - combination • correctly identifying the customer's skin condition <ul style="list-style-type: none"> - sensitive - dehydrated - mature • used a minimum of three skin care products <ul style="list-style-type: none"> - cleansing - toning - moisturising - primers • used a minimum of four tools <ul style="list-style-type: none"> - disposable items - sponges - brushes - tweezers - spatulas 	<ol style="list-style-type: none"> 1. How the apprentice adapted make-up 2. The techniques, products, tools and equipment used to create different make-up effects for different occasions 3. The advice to customers provided throughout and after the service

Table continued

Practical Skills/ Service	A Beauty and Make-up Consultant is able to:	A Beauty and Make-up Consultant knows and understands:	Range of techniques, resources, products, tools and equipment required:	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
Instruct the use and application of skin care products and make-up			<ul style="list-style-type: none"> • correctly and appropriately used a minimum of nine make-up products <ul style="list-style-type: none"> - foundations - concealers - face powders - highlighters - shaders - bronzers - cheek colour - eyebrow products - eye colour products - eye liners - mascaras - lip liners - lip colour products • used all instructional techniques <ul style="list-style-type: none"> - skills demonstration - use of visual aids - verbal explanation - use of written instructions and recommendations • used all techniques to evaluate <ul style="list-style-type: none"> - questioning - listening - visual/image - manual - the effects of lighting • provided advice, demonstration and recommendations on all <ul style="list-style-type: none"> - tools and equipment - facial/skin care products for the face and neck - eye and eyebrow products - make-up products 	

Practical Skills/ Service	A Beauty and Make-up Consultant is able to:	A Beauty and Make-up Consultant knows and understands:	Range of techniques, resources, products, tools and equipment required:	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
<p>Advise, demonstrate and sell a range of beauty retail products tools and equipment to customers for the:</p> <p>Eyelashes and eyebrows</p> <p>Face, neck and skin</p> <p>Nails</p>	<ul style="list-style-type: none"> • Identify the targets for sales and creation of prospective sales, inform and gain the customer’s commitment to purchasing the additional services/ products • Advise and demonstrate a range of beauty retail products, tools and equipment to customers: <ul style="list-style-type: none"> - one eyelash and eyebrow product/tool/ equipment including: methods used to enhance the appearance of the eyes and brows including: hair removal, eyebrow artistry and their effects, colour eyelashes - one face, neck and skin product/ tool/equipment including: methods used to improve and maintain the condition of the face and neck, including facial and specialist skin care products - one nail product/ tool/equipment including: methods used to enhance the appearance of the nails and hand, feet and skin, including specialist nail products 	<ul style="list-style-type: none"> • Pricing structures and product ranges • The advice customers require to select, attach, maintain and remove semi-permanent and temporary eyelash products • Specialist skin care products • Specialist nail products 	<p>From the ranges below the apprentices must show they:</p> <p>a. Identify the targets for sales and create prospective sales by:</p> <ul style="list-style-type: none"> • using the appropriate questioning techniques <ul style="list-style-type: none"> - 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 • using a minimum of three sales techniques <ul style="list-style-type: none"> - 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 <p>b. Advise and demonstrate a range of beauty retail products, perfume products, tools and equipment including:</p> <ul style="list-style-type: none"> • demonstrate appropriate product knowledge including: <ul style="list-style-type: none"> - price - features - actions - benefits - precautions - ingredients - brand guidelines 	<p>1. How they completed a stock maintenance</p>

Practical Skills/Service	A Beauty and Make-up Consultant is able to:	A Beauty and Make-up Consultant knows and understands:	Range of techniques, resources, products, tools and equipment required:	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
Advise and demonstrate perfumery recommendations to customers	<ul style="list-style-type: none"> - Evaluate and establish customers' fragrance preferences and recommend appropriate fragrance choices - Carry out stock maintenance 	<ul style="list-style-type: none"> • Types, brands 	<ul style="list-style-type: none"> • provide clear communication and have used all customer communication techniques <ul style="list-style-type: none"> - questioning – open and closed questions - listening - visual - manual c. Carry out stock maintenance: <ul style="list-style-type: none"> • completed stock maintenance for a product range 	
Completes promotional activities	<p>Plan, prepare, implement and evaluate promotional activities to support beauty retail sales:</p> <ul style="list-style-type: none"> • completing a presentation of one promotional activity of a specific beauty product and/or service: <ul style="list-style-type: none"> - the resources required: <ul style="list-style-type: none"> ▪ the objective of the promotional activity 	<ul style="list-style-type: none"> • Selling skills 	<p>a. From the range, the apprentice must show that they have:</p> <ul style="list-style-type: none"> • undertaken a minimum of one presentation of a promotional activity <ul style="list-style-type: none"> - demonstrations - displays - brand campaign • used a minimum of three types of resources <ul style="list-style-type: none"> - products to be promoted - tools and equipment - promotional literature – leaflets - samples of promotional products - promotional material; posters, banners, dummy boxes - counter appointment book • identified a minimum of one objective for the promotional activity: <ul style="list-style-type: none"> - to enhance the organisation's or company's image - to increase business - to promote a range of products - to promote a particular service - to target a particular group of customers 	

2020-2021 End-point Assessment (EPA) Flexibilities and Dispensations

Government Restrictions and Potential Localised Lockdowns

The following three scenarios have been developed to consider Government restrictions and potential localised lockdowns:

Scenario 1:

Government guidelines state that close contact services are not permitted.

Hair Professionals

The guidance for **Scenario 1** below covers the following Hair Professional End-point Assessments:

- Hair Professional (Hairdressing pathway)
- Hair Professional (Barbering pathway)

The mitigations for this scenario will include the following:

- End-point Assessments for the Hair Professional will not take place. Training providers and/or employers will be able to reschedule End-point Assessments as soon as possible when Government restrictions allow.
- Training providers and/or employers may apply for the additional discretion option of a professional discussion in exceptional circumstances where it would not be appropriate to use the previously existing Covid-19 flexibilities and dispensations.

End-point Assessment discretion of a Professional Discussion Parameters for Eligibility:

The high-level principles of eligibility for apprentices who will have already met the existing gateway requirements, are set out below:

- Where close contact/personal services are not available (due to national or regional lockdowns, other restrictions or Government Covid-19 guidance) and the apprentice does not wish to delay their EPA
- Where it is not safe for the apprentice to undertake close contact work for personal medical reasons (e.g. shielding) or similar (e.g. in line with PHE guidance)
- Difficulties in accessing appropriate venues (e.g. feasibility issues due to commercial difficulties)
- Where employment situation of the apprentice has changed, or is changing in a way which necessitates the use of this discretion

The above reasons are not exhaustive, they set out the high-level principles which will be implemented by VTCT, to assist in aligning the approach to this discretion.

VTCT will consider any other request on its merits, and the key test is the degree to which it would, or would not be possible for the EPA to be delivered in line with the assessment plan, or via the previously existing Covid-19 flexibilities and dispensations (as per Autumn 2020).

Parameters for EPA discretion delivery for Hair Professional:

The discretionary assessment method is a Professional Discussion underpinned by a package of evidence:

Evidence 1

The apprentice/provider must produce a package of information that shows evidence from the summative assessment. This will include a mapping document, utilising evidence provided from the apprentices on programme learning, which is mapped to the knowledge skills and behaviours detailed on the EPA.

As a minimum this evidence should include:

- A consultation record card/sheet (if available)
- Observation records signed by the apprentice and the on-programme assessor
- Any photographic or digital evidence supporting the apprentice's level of attainment (if available)
- Where this discretion is used for a resit/retake of a failed assessment, the evidence package must include some evidence of further guided learning since the previous assessment was taken (e.g. signed statement from the training provider)

Evidence 2

A joint statement of the apprentice's competence from the Employer and on-programme assessor. The accountability statement of the apprentice's competence to include:

- a. technical skills
- b. safe working practices (health and safety)
- c. ways of working
- d. customer service
- e. behaviour and communication
- f. professionalism and values

(The employer in this context can be an occupationally competent senior member of staff with direct experience of the apprentice's work).

Evidence 3

Professional discussion is used to confirm the apprentice's skills, knowledge and behaviours against the existing pass grade descriptors for the End-point Assessment.

Evidence 1 and 2 should be provided to VTCT three weeks in advance of the professional discussion to provide sufficient time for the Apprenticeship Assessor to review, as detailed in VTCT's guidance.

The requirement is that the training provider/employer will review the evidence package prior to submission to ensure that it includes sufficient evidence to support the professional discussion, in line with the mapping documentation (provided by VTCT).

The timing for the professional discussion is up to a maximum of 1 hour on a one to one basis with one apprentice to one VTCT Apprenticeship Assessor.

Professional Discussions will be completed remotely.

Grading for the End-point Assessment Discretion

In line with previous discussions with the Trailblazer Group and the Institute for Apprenticeships and Technical Education, it should be noted that:

- Apprentices can only be allocated a **maximum of a pass grade** if this new End-point Assessment discretion is applied. (The distinction grade cannot be assessed through this approach, as the on-programme qualification used as an evidence base is assessed at pass/fail)
- Re-sits and re-takes are not offered to apprentices who wish to increase their grade from a pass to a distinction grade. (In line with existing Institute for Apprenticeships and Technical Education policy)

Scenario 2:

Government guidelines state that close contact services on the face are not permitted.

The guidance for Scenario 2 below covers the following Hair Professional End-point Assessments:

- Hair Professional (Hairdressing pathway)
- Hair Professional (Barbering pathway)

During this scenario, no practical skills/training or assessment can be completed for services on the face in the high-risk zone.

Hair Professional – Barbering pathway

Flexibilities

1. Clients must be kept to a minimum; it is recommended that **two** clients are used for the Barbering End-point Assessment where possible.

Please note: *When using **two** clients for the End-point Assessment, all of the specific criteria requirements of the assessment plan must still be met.*

2. Up to 20% additional discretionary time is allowed for an apprentice to implement additional PPE and social distancing requirements following Government and industry guidelines (up to 3 hours and 36 minutes)

Please note: *The use of up to 20% additional discretionary time will only be permitted for the implementation of social distancing requirements, health and safety measures relating to COVID-19 (e.g. cleaning of work area) and the guidelines regarding PPE.*

All services carried out within the Hair Professional End-point Assessment must still be commercially viable. The use of up to 20% additional time will be at the discretion of the Apprenticeship Assessor.

Dispensations

Due to the suspension in close contact services on the face, the following End-point Assessment dispensations for the Cut facial hair into shape and Shaving services units outlined below are permitted to be applied within this scenario:

1. Where apprentices are unable to complete the full End-point Assessment due to Government restrictions but have completed, in full, both the *Cut facial hair into shape* and *Shaving services* units of the on-programme qualification prior to lockdown, these units may be submitted to the End-point Assessment Organisation (EPAO) in lieu of direct observation by the Apprenticeship Assessor.

Please note: *The apprentice must be in the Gateway stage and the on-programme qualification must have been achieved before the restrictions of the close contact services on the face were implemented.*

2. The apprentice must produce a package of information that shows evidence of the summative assessment. As a minimum, the evidence required will consist of:
 - Consultation sheets
 - Assessment sheets/observation records used in the summative assessments of the Cut facial hair in shape and Shaving services units
 - Additional photographic evidence if available

3. The evidence submitted will be reviewed by the Apprenticeship Assessor and the apprentice will be questioned during the End-point Assessment covering both the *Cut facial hair into shape* unit and the *Shaving services* unit.

The skills, knowledge and behaviours set out below must be assessed through oral questioning by the Apprenticeship Assessor:

Reference to the Standard	Practical assessment <i>All the skills referenced below will be observed by the Apprenticeship Assessor.</i>	Specific requirements	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Apprenticeship Assessor.</i>
Cut facial hair into shape	<ul style="list-style-type: none"> • A facial hair cut 	<ul style="list-style-type: none"> • A full beard and moustache • used all the tools and equipment • used all cutting techniques 	<ol style="list-style-type: none"> 1. The reasons for and benefits of using a range of techniques to create the look 2. All the factors that have been taking into account which have influenced the finished look: <ul style="list-style-type: none"> • consultation • hair classifications • hair characteristics • client requirements • contra-indications 3. The tools and equipment used 4. The cutting techniques used 5. The advice that was provided to the client throughout and after the service
Shaving services	<ul style="list-style-type: none"> • One full shaving service 		<ol style="list-style-type: none"> 1. The reasons for and benefits of using a range of techniques to create the look 2. The types of tools and equipment used 3. All the factors that have been taking into account which have influenced the finished look: <ul style="list-style-type: none"> • consultation • hair classifications • hair characteristics • client requirements • contra-indications 4. The pre-shave product used 5. The lather product and technique used 6. The shaving technique used 7. The finishing product used 8. The advice that was provided to the client throughout and after the service

Scenario 3:

Government states that close contact services on the face are permitted in line with Government guidelines (mitigations).

The guidance for Scenario 3 below covers the following Hair Professional End-point Assessments:

- Hair Professional (Hairdressing pathway)
- Hair Professional (Barbering pathway)

Hair Professional – Hairdressing pathway

Flexibilities

1. Clients must be kept to a minimum; it is recommended that **one** client is used for the Hairdressing End-point Assessment where possible.

Please note: *When using **one** client for the End-point Assessment, all of the specific criteria requirements of the assessment plan must still be met.*

2. Up to 20% additional discretionary time is allowed for an apprentice to implement additional PPE and social distancing requirements following Government and industry guidelines (up to 7 hours and 12 minutes).

Please note: *The use of up to 20% additional discretionary time will only be permitted for the implementation of social distancing requirements, health and safety measures relating to COVID-19 (e.g. cleaning of work area) and the guidelines regarding PPE.*

All services carried out within the Hair Professional End-point Assessment must still be commercially viable. The use of up to 20% additional time will be at the discretion of the Apprenticeship Assessor.

Dispensations

The following dispensations can **only** be applied in extenuating circumstances due to Government restrictions or where the Government guidelines preclude the full End-point Assessment being completed due to social distancing or limited space restrictions. An example of this may be the size of a hairdressing salon in relation to the number of individuals required to facilitate an individual End-point Assessment.

A mannequin head may **only** be used to demonstrate a hair-up style, curly blow dry (which creates volume, movement and curl) and/or setting technique.

Please note: *The use of a mannequin head during an End-point Assessment will need pre-approval with VTCT when the EPA schedule is made via epa@vtct.org.uk*

The skills, knowledge and behaviours set out below can be assessed through **practical observation of the skill on a mannequin head** by the Apprenticeship Assessor (The apprentice does not have to repeat any of the specific requirements if already completed on a live client):

Reference to the Standard	Practical assessment <i>All the skills referenced below will be observed by the Apprenticeship Assessor.</i>	Specific requirements	Oral questioning
Style and finish hair using a range of techniques to create a variety of looks	<ul style="list-style-type: none"> • A hair-up style • A blow dry (only if the specific requirements have not been completed on the live client) The apprentice must show that they have used a minimum of 4 techniques in total: <ul style="list-style-type: none"> • blow-drying with a round brush • blow-drying with a paddle brush • setting • finger drying • plaiting/braiding/knots and twisting • dressing hair • adding hair to enhance a style 	<ul style="list-style-type: none"> • One setting technique • 80% of the hair should be taken up • Three dressing techniques • The blow dry must include the use of a round brush • The apprentice does not have to repeat any of the specific requirements if already completed on the live client. 	1. The reasons for and benefits of using a range of techniques to create the look

Please note: A mannequin head cannot be used for any other services (unless stated in the table above) within the End-point Assessment for the Hair Professional – Hairdressing pathway.

Hair Professional – Barbering pathway

Flexibilities

2. Clients must be kept to a minimum; it is recommended that **two** clients are used for the Barbering End-point Assessment where possible.

Please note: When using **two** clients for the End-point Assessment, all of the specific criteria requirements of the assessment plan must still be met.

3. Up to 20% additional discretionary time is allowed for an apprentice to implement additional PPE and social distancing requirements following Government and industry guidelines (up to 3 hours and 36 minutes)

Please note: The use of up to 20% additional discretionary time will only be permitted for the implementation of social distancing requirements, health and safety measures relating to COVID-19 (e.g. cleaning of work area) and the guidelines regarding PPE.

All services carried out within the Hair Professional End-point Assessment must still be commercially viable. The use of up to 20% additional time will be at the discretion of the Apprenticeship Assessor.

Dispensations

There are no dispensations for Hair Professional (Barbering pathway).

Please note: A mannequin head cannot be used for any services within an End-point Assessment for the Hair Professional – Barbering pathway.

Planning and preparing for an End-point Assessment

When planning and preparing for End-point Assessments, it is essential that the training provider/employer arranges the exam environment to ensure that all working areas are two metres (6ft) or one metre plus (with risk mitigation) apart, to safeguard the apprentices and clients during an End-point Assessment.

In addition, the training provider/employer should consider the social distancing requirements along with the hairdressing salon/barbershop/beauty salon/nail bar/department store facilities when supporting the apprentices to plan their individual End-point Assessment schedule. An example of this may include when colouring services are planned within each apprentices' schedule to avoid all apprentices gathering at the salon basin area for the colour removal process.

Further guidance on the Beauty Professional standard can be found on:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/beauty-therapist-v1-0>

<https://www.instituteforapprenticeships.org/apprenticeship-standards/nail-services-technician-v1-0>

<https://www.instituteforapprenticeships.org/apprenticeship-standards/beauty-and-make-up-consultant-v1-0>

Further guidance on the Hair Professional standard can be found on:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/hair-professional-v1-0>

