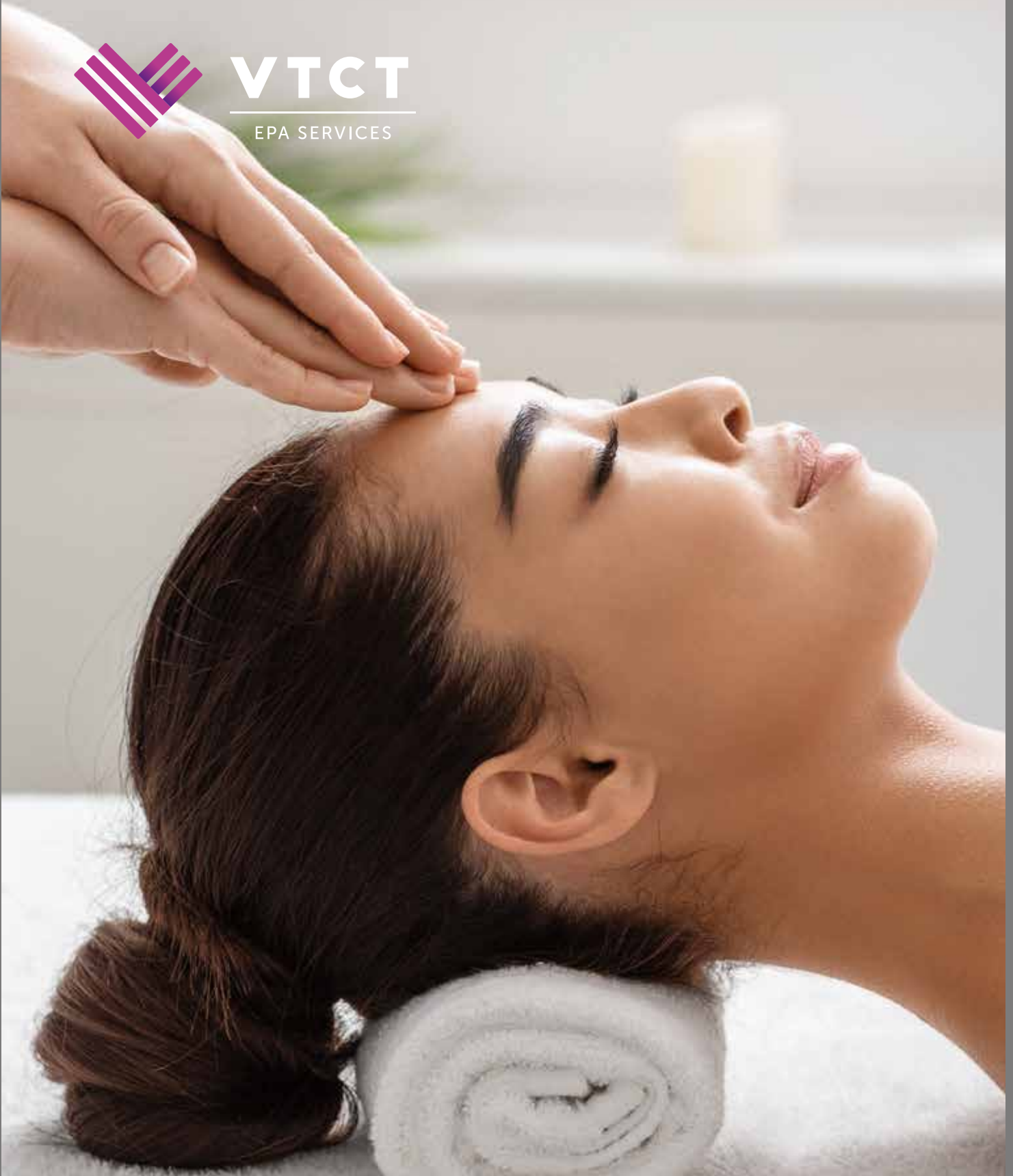




**VTCT**

EPA SERVICES



# **END-POINT ASSESSMENT GUIDE**

**VTCT Level 3 End-point Assessment for  
Wellbeing & Holistic Therapist**

Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version. This can be done by checking it matches the version published on our website at: <http://www.vtct.org.uk>

# End-point Assessment Guide - Content

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# VTCT Level 3 End-point Assessment for Wellbeing & Holistic Therapist

## Purpose

This End-point Assessment guide outlines the format and the requirements of the End-point Assessment for the Wellbeing & Holistic Therapist Apprenticeship Standard.

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

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

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

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

# Level 3 Wellbeing & Holistic Therapist Apprenticeship Standard Summary Table

<p><b>On-programme Stage</b> <i>(typically 20 months)</i></p>	<p>The apprentice receives training to develop the knowledge, skills and behaviours of the occupational standard (KSBs)</p> <p>Training towards English and mathematics Level 2 if required</p> <ul style="list-style-type: none"> <li>• Compiling a portfolio of evidence</li> </ul>
<p><b>End-point Assessment Gateway Stage</b></p>	<ul style="list-style-type: none"> <li>• The employer is satisfied that the apprentice is consistently working at, or above, the level of the occupational standard</li> <li>• The apprentice must already hold/or achieve a qualification for English and mathematics at Level 2 or equivalent</li> </ul> <p>Apprentices must develop and submit the following:</p> <ul style="list-style-type: none"> <li>• A portfolio to underpin the Professional Discussion</li> </ul>
<p><b>End-point Assessment Stage</b> <i>(which will typically take <b>three</b> months)</i></p>	<p><b>Assessment Method 1: Knowledge Test</b></p> <p>This Assessment Method will be assessed using the following grades:</p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> </ul> <p><b>Assessment Method 2: Observation with questions</b></p> <p>This Assessment Method will be assessed using the following grades:</p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul> <p><b>Assessment Method 3: Professional Discussion</b></p> <p>This Assessment Method will be assessed using the following grades:</p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul>

# Wellbeing & Holistic Therapist Apprenticeship Standard

## Occupational Profile

This occupation is found in wellbeing environments: Spa, Leisure, Holistic or Wellness Therapy centres, Medi-spas and Beauty salons, although these environments are expanding due to the continuing demand for lifestyle wellness including paramedical, health care environments and businesses implementing wellbeing corporate responsibility.

The broad purpose of the occupation is to create, implement and adapt tailored holistic and wellbeing experiences, in a variety of environments, meeting and managing treatment and experience outcomes in private, secure and safe environments.

### **A Wellbeing & Holistic Therapist in their daily work will be expected to:**

- Complete treatments and wellbeing experiences via holistic therapy principles, theories and applications
- Deliver specific treatments such as; aromatherapy, acupuncture (manual digit pressure massage applied by the hands to specific points on the face or body) and holistic massage (therapeutic hands-on massage therapy that affects the clients' physical, emotional and mental wellbeing), Indian head massage, lymphatic drainage and wellness experiences
- Provide post treatment aftercare and make future recommendations
- Contribute to the commercial viability and effectiveness of the business to enhance the client experience
- Interact with other health and non-health care practitioners including therapists such as beauty, spa, wellbeing & holistic as part of multi-disciplinary teams and sometimes clinical specialists
- Be responsible for the time management of the treatments and wellbeing experiences they deliver, the safety and wellbeing of themselves and the clients
- Provide a wellbeing offering to clients, reporting to a manager or lead practitioner if part of a multi-disciplinary team

### **Typical job roles on completion of Wellbeing & Holistic Therapist:**

- Holistic Therapist
- Spa Therapist
- Wellbeing Therapist

# Occupational Duties for Wellbeing & Holistic Therapist

Duty	Knowledge, Skills and Behaviours covered
<p><b>Duty 1</b> – develop and create client lifestyle profiles from which holistic therapy treatments and wellbeing experience schedules can be produced, in pursuit of optimal functioning and balance of the physical, emotional and mental aspects of daily life resulting in a dynamic state of equilibrium and wellbeing for the client.</p>	<p>K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K14 K20 K22 K25 K27 K28 K29 K32 K36 K37 K38 K40</p> <p>S1 S2 S3 S4 S5 S6 S8 S9 S18</p> <p>B1 B2 B4</p>
<p><b>Duty 2</b> – plan holistic, thermal treatments (heat applied by direct or indirect means) and wellbeing experience schedules, both singularly or as courses of treatments embedding holistic principles, theories and applications.</p>	<p>K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K13 K14 K15 K18 K19 K20 K21 K22 K23 K25 K28 K41</p> <p>S2 S3 S4 S5 S6 S7 S9</p> <p>B1 B2</p>
<p><b>Duty 3</b> – treat clients with variable needs, including those with specific health issues, ensuring any required consent has been established with other multi-disciplinary professionals.</p>	<p>K1 K2 K3 K5 K7 K8 K9 K12 K13 K14 K16 K17 K18 K19 K22 K23 K28 K30 K31 K35 K40 K49</p> <p>S1 S2 S3 S4 S5 S6 S7 S9 S10 S11 S12 S13 S14 S15 S16 S17 S18 S19 S21 S22</p> <p>B2 B4 B5</p>
<p><b>Duty 4</b> – provide holistic therapy treatments and wellness experiences for improving the condition of the clients’ physical wellbeing, utilising fundamental relaxation techniques, strategies and emotional welfare and stress management. This includes: Indian head massage, lymphatic drainage massage, aromatherapy (using 20 essential oils), manual acupuncture massage (digit pressure massage applied by the hands to specific points on the face or body) and holistic massage (therapeutic hands-on massage therapy that affects the clients physical, emotional and mental wellbeing) to induce relaxation, improve circulation, promote skin healing and energise.</p>	<p>K1 K2 K3 K4 K5 K6 K7 K8 K9 K11 K12 K13 K14 K15 K16 K17 K18 K19 K20 K21 K22 K23 K24 K25 K27 K28 K29 K30 K31 K32 K36 K38 K40 K41 K42 K43 K44 K48 K49 K50</p> <p>S1 S2 S3 S4 S5 S6 S7 S8 S9 S10 S11 S12 S13 S14 S16 S17 S18 S19 S20 S21 S22</p> <p>B1 B2 B4 B5</p>
<p><b>Duty 5</b> – provide thermal (heat) treatments and wellness experiences, applied by direct or indirect means, to improve the condition of the clients’ physical and emotional welfare and wellbeing to include body treatments, heat experiences and pre-treatments in preparation for further treatments.</p>	<p>K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K15 K16 K17 K18 K19 K23 K24 K25 K26 K27 K28 K29 K30 K31 K32 K33 K34 K35 K36 K37 K38 K39 K40 K41 K42 K43 K44 K48 K49 K50</p> <p>S1 S2 S3 S4 S5 S6 S7 S8 S9 S10 S11 S12 S13 S15 S16 S17 S18 S19 S21 S22</p> <p>B1 B2 B4 B5</p>
<p><b>Duty 6</b> – use and apply a range of holistic therapy and wellness experiences, products, tools and equipment to provide holistic therapy treatments and wellness experiences.</p>	<p>K20 K21 K22 K23 K25 K28 K29 K32 K36 K38 K40</p> <p>S7 S9 S11 S12 S14 S15 S16 S17 S21 S22</p> <p>B1 B2</p>

Table continued

Duty	Knowledge, Skills and Behaviours covered
<p><b>Duty 7</b> – use and apply a range of thermal therapy techniques, products, tools and equipment to provide thermal treatments.</p>	<p>K21 K22 K23 K24 K25 K26 K27 K28 K29 K35 K36 K39 K40 K41 K42 K49 S7 S9 S11 S12 S15 S16 S17 S21 S22 B1 B2</p>
<p><b>Duty 8</b> – modify and adapt holistic and thermal treatments and wellness experiences based on client feedback and reaction during treatments, maintaining the client’s wellbeing.</p>	<p>K3 K4 K5 K6 K8 K9 K10 K11 K12 K13 K14 K15 K18 K23 K26 K28 K30 K31 K38 K42 K43 S2 S4 S9 S10 S11 S12 S13 S14 S15 S16 S17 S19 S20 S21 S22 B1 B2 B4</p>
<p><b>Duty 9</b> – provide advice on immediate post treatment aftercare and future recommendations, including advice regarding healing crisis as a result of holistic or thermal therapy treatments and experiences.</p>	<p>K5 K6 K7 K8 K9 K10 K11 K18 K30 K31 K42 K43 S5 S6 S10 S13 S18 S19 S21 S22 B4</p>
<p><b>Duty 10</b> – adhere to health and safety, legal and organisational requirements, treatment protocols and manufacturer instructions relating to holistic, thermal and wellbeing experiences and therapies.</p>	<p>K19 K33 K34 K40 S4 S5 S6 S7 B2 B4</p>
<p><b>Duty 11</b> – contribute to promoting the business, its products and services to drive business growth and client satisfaction.</p>	<p>K32 K41 K42 K43 K44 K45 S20 S21 S22 S23 S24 B1 B3</p>
<p><b>Duty 12</b> – perform, implement and complete risk assessment protocols in relation to the client, treatment and environment.</p>	<p>K1 K13 K17 K21 K22 K33 K34 K39 K40 K45 S9 B1 B2 B5</p>
<p><b>Duty 13</b> – liaise with colleagues, non-health care or health care practitioners.</p>	<p>K13 K14 S10 B1 B2 B5</p>
<p><b>Duty 14</b> – maintain up to date knowledge and skills of new and emerging techniques, equipment and business practices.</p>	<p>K47 S20 S21 S22 S23 S25 B3 B5</p>



## The Gateway Stage

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

- A full time apprentice will typically spend 20 months on-programme. All apprentices must spend a minimum of 12 months on-programme
- Complete the on-programme stage of the Level 3 Wellbeing & Holistic Therapist Apprenticeship Standard and consistently work at or above the level of the occupational standard
- Submit a portfolio of evidence which will underpin the Professional Discussion
- Achieve Level 2 mathematics and Level 2 English qualifications (or relevant equivalent) either during or before their apprenticeship

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

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

- For knowledge test: no specific requirements
- For observation with questions: employers must provide copies of local policies and procedures to VTCT
- For professional discussion, the apprentice will be required to submit: a portfolio of evidence

## Assessment Method 3: Professional Discussion

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

- The portfolio of evidence should be compiled during the on-programme period of the apprenticeship
- It should contain evidence related to the Knowledge, Skills and Behaviours (KSBs) that will be assessed by the Professional Discussion
- It will typically contain 17 discrete pieces of evidence
- Evidence should be mapped against the KSBs mapped to the Professional Discussion
- Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested
- Evidence sources may include:
  - Workplace documentation/records, for example workplace policies/procedures, records
  - Witness statements
  - Digital images
  - Digital video clips (maximum total duration 5 minutes); the apprentice must be in view and identifiable at all times during video clips

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

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

The portfolio is not directly assessed. It underpins the Professional Discussion and therefore should not be marked by VTCT. The Apprenticeship Assessor should review the portfolio in preparation for the Professional Discussion but are not required to provide feedback on the portfolio itself. The portfolio of evidence can be electronic or paper-based (or a mixture of both).

## Assessment Method 3: Professional Discussion

### Portfolio of evidence requirements for Gateway Stage

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

## Assessment Method 1: Knowledge Test

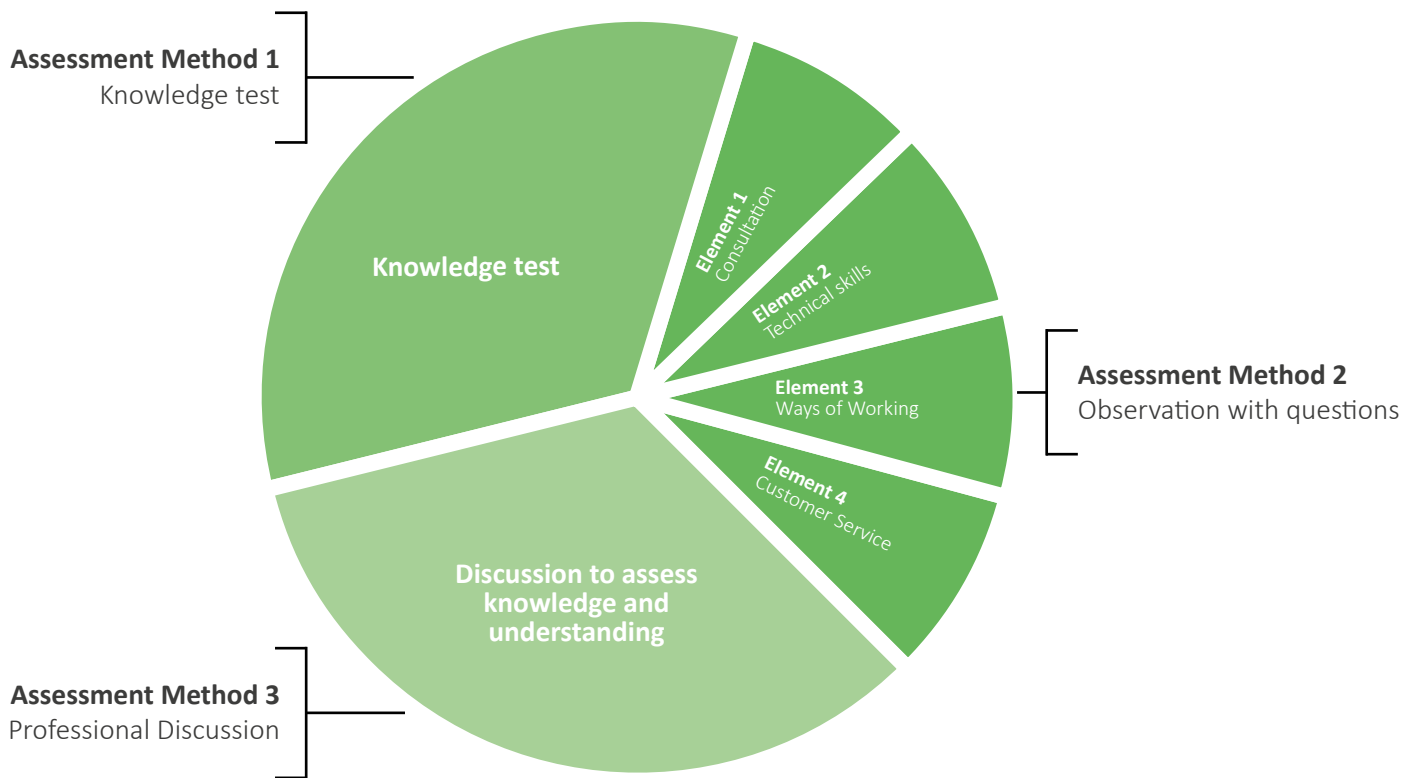
There are no specific requirements at the Gateway Stage to upload evidence for the Knowledge Test.

## Overview of the End-point Assessment Period

The table below illustrates the Assessment Methods included for the Wellbeing & Holistic Therapist End-point Assessment:

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

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



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

The Wellbeing & Holistic Therapist End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed by	Overall Grading
<b>Assessment Method 1</b> Knowledge Test	Online, administered by VTCT	Fail/Pass
<b>Assessment Method 2</b> Observation with questions	Apprenticeship Assessor	Fail/Pass/Distinction
<b>Assessment Method 3</b> Professional Discussion	Apprenticeship Assessor	Fail/Pass/Distinction

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

## How the End-point Assessment is graded

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

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

### Assessment Method 1: Knowledge Test

The Knowledge Test will be graded a Fail/Pass. To achieve a Pass in the Knowledge Test the apprentice must achieve 31/44 correct answers (70%) to Pass the assessment. The Knowledge Test will consist of closed response questions (multiple-choice questions). The multiple-choice questions will have four options of which one will be correct.

### Assessment Method 2: Observation with questions

The Observation with questions will be graded a Fail/Pass/Distinction using the grading criteria on page 34-39.

### Assessment Method 3: Professional Discussion

The Professional Discussion will be graded a Fail/Pass/Distinction using the grading criteria on page 43-45.

**Grades from the individual Assessment Methods will be combined in the following way to determine the overall grade of the Wellbeing & Holistic Therapist End-point Assessment:**

Knowledge Test	Observation with questions	Professional Discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Merit
Pass	Pass	Distinction	Merit
Pass	Distinction	Distinction	Distinction

## Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **3 months**, beginning when VTCT has confirmed that all the gateway requirements have been met by the apprentice.

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

## Order of Assessment Methods

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

## Delivery and location of the End-point Assessment

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

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

## Realistic working environment

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

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

## Assessment controls – Knowledge Test

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

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

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

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

**Please refer to pages 22-24 for further Knowledge Test guidance.**



## Assessment controls – Observation with questions

An overview of the assessment controls which apply to the Assessment Method of Observation with questions are detailed in the table below:

Control description	Conditions
<b>Dress code</b>	Apprentices are expected to look professional and wear their usual workplace uniform on the day of the End-point Assessment Observation with questions. This must be in accordance with health and safety requirements.
<b>Health and safety</b>	Apprentices must comply with health and safety legislation and are responsible for ensuring the safety of themselves and their clients during the End-point Assessment Observation with questions. Where the Apprenticeship Assessor identifies a high risk of harm, the Observation with questions will be stopped. If this happens, the Apprenticeship Assessor will explain their reason(s) and use their judgment as to whether or not the apprentice should continue with their Observation with questions.
<b>Punctuality and timing</b>	<p>All apprentices must be on time for the start of their End-point Assessment Observation with questions. Apprentices must arrive at least <b>30 minutes</b> before the start of the Observation with questions. In instances where the apprentice arrives late, they must inform their Employer/Training Provider as soon as possible so the Apprenticeship Assessor is aware.</p> <p>All treatments/services must be completed in a commercially acceptable timeframe and in accordance with the Assessment Plan, <b>4 hours and 15 minutes</b> for the Observation (+ 10% at the discretion of the Apprenticeship Assessor) and <b>forty five minutes</b> (+ 10% at the discretion of the Apprenticeship Assessor) for the Professional Discussion, excluding breaks.</p>
<b>Environment</b>	<p>End-point Assessment Observation with questions must take place in a realistic working environment under controlled assessment conditions. The apprentice must be able to work independently on their client(s) in a dedicated working space, without visible distractions.</p> <p>If, on arrival, the Apprenticeship Assessor deems the environment unsuitable because it does not meet the specified venue requirements, the End-point Assessment Observation with questions may be delayed or cancelled.</p>
<b>Exam Assistant</b>	<p>The Employer or Training Provider will supply an Exam Assistant to be on hand before, during and after the End-point Assessment Observation with questions. The Exam Assistant can be known to the apprentice, however, collaboration controls must apply during the Observation with questions.</p> <p>The Exam Assistant can only speak with the Apprenticeship Assessor and must remain impartial throughout the Observation with questions.</p>
<b>Mobile phones and tablets</b>	<p>Apprentices and their clients are not permitted to use mobile phones during the End-point Assessment practical observation.</p> <p>For exceptional circumstances where a client is likely to need access to their mobile phone, the apprentice must communicate the circumstances to the Apprenticeship Assessor who will then make suitable arrangements.</p>

Table continued

Control description	Conditions
<b>Resources and preparation</b>	<p>A full range of professional salon products, tools and equipment is required for the End-point Assessment Observation with questions and must be available for the apprentice to use.</p> <p>All preparation of the work area, tools and equipment must be undertaken by the apprentice.</p>
<b>Requirements for clients</b>	<p>Clients must meet the following requirements:</p> <ul style="list-style-type: none"> <li>• Be 16 years old or older</li> <li>• Provide signed consent to participate</li> <li>• Not be contra-indicated for any treatment</li> <li>• Complete a Client Declaration Form prior the End-point Assessment Observation with questions taking place</li> </ul> <p>The Employer and Training Provider should support and advise the apprentice on client selection. The employer and or training provider is responsible for providing customers/clients for contingency purposes (in the event of any factors rendering the observation void). The client(s) can be known to the apprentice.</p>
<b>Collaboration</b>	<p>Whilst apprentices can work in groups with their training providers as part of the on-programme stage of the apprenticeship standard, the End-point Assessment Observation with questions itself is an assessment of individual performance and does not allow collaboration between the apprentice and the Exam Assistant.</p> <p>The client(s) shall not discuss the apprentice’s performance or provide any advice during the End-point Assessment Observation with questions. If the Apprenticeship Assessor feels collaboration rules are breached then the apprentice’s End-point Assessment Observation with questions may be terminated.</p>
<b>Breaks</b>	<p>Apprentices are allowed a maximum of a 15 minute break every 2 hours and these must be agreed between the apprentice and Apprenticeship Assessor. The apprentice will plan their breaks on their End-point Assessment schedule. Collaboration controls will apply during break periods. All breaks taken must be invigilated by the Exam Assistant.</p>
<b>Oral questioning</b>	<p>During the Observation with questions, the Apprenticeship Assessor will ask a minimum of 9 questions over 3 treatments during the Observation with questions. This will form part of the holistic grading for this Assessment Method.</p> <p>These questions will be asked at a suitable point during the assessment, for example after the consultation and before the treatment starts or at the end of the treatment. Any answers to any questions provided by the apprentice will be documented by the Apprenticeship Assessor.</p> <p>Collaboration with the exam assistant and clients is not permitted. The client(s) must not provide any advice or give prompts to the apprentice at any time.</p>

# Professional Discussion Assessment Requirements

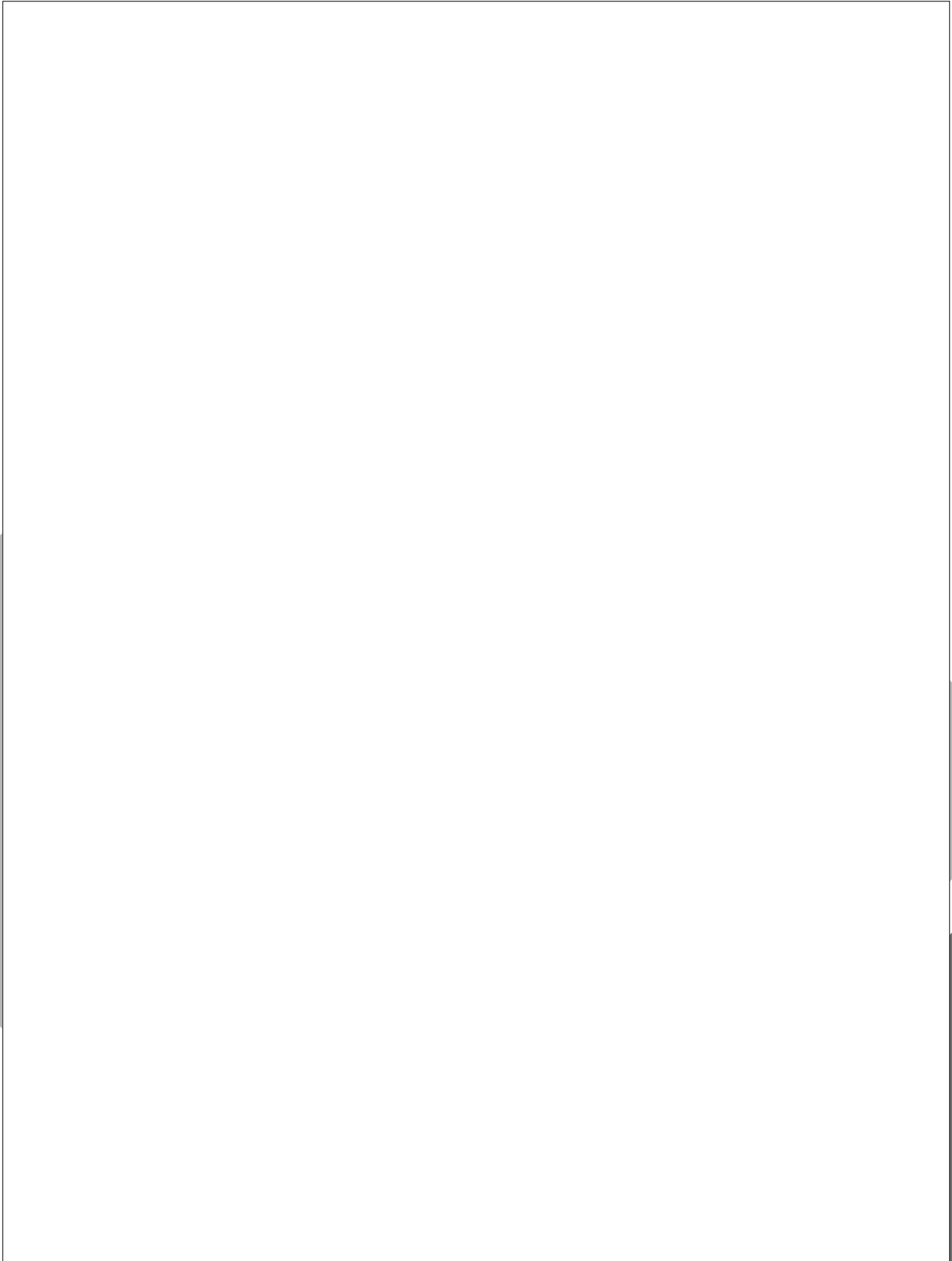
This Assessment Method will be in the form of a Professional Discussion, which will be appropriately structured to cover the Knowledge, Skills and Behaviours (KSBs) assigned and will focus on coverage of prior learning achieved during the on-programme stage of the apprenticeship standard.

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

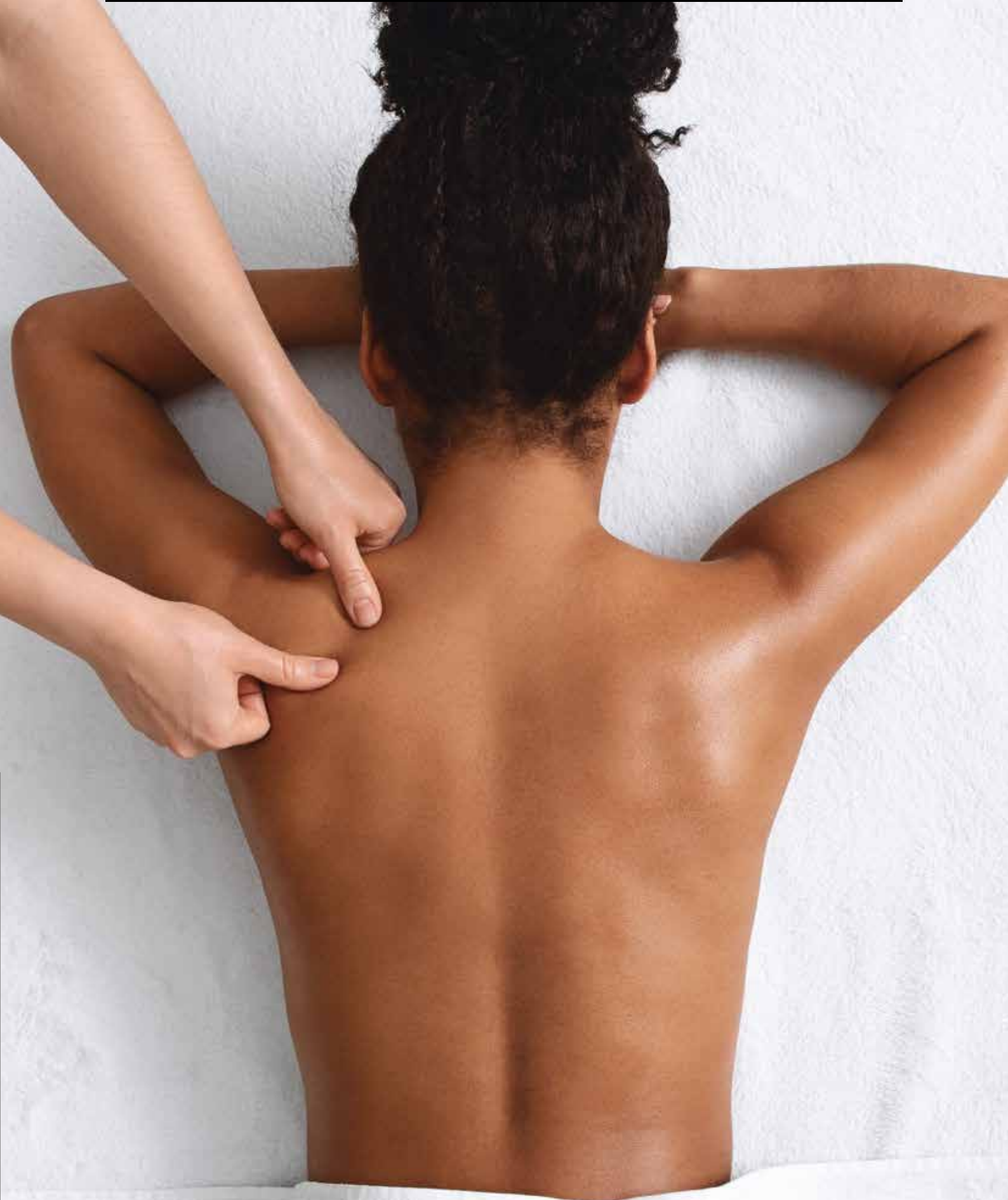
## The Professional Discussion assessment requirements are outlined below:

1. The Professional Discussion is conducted and assessed by the Apprenticeship Assessor.
2. The Professional Discussion is a 1:1 conversation between the apprentice and the Apprenticeship Assessor.
3. During the Professional Discussion, only the Apprenticeship Assessor can speak with the apprentice.
4. The Professional Discussion can take place in your employer's workplace or your training provider's premises on the same day as the Observation with questions or on a separate day via Microsoft Teams.
5. The Professional Discussion must be completed in an appropriate environment which is free from distractions and interruptions.
6. The Professional Discussion must last for **60 minutes**.
7. During the Professional Discussion, the Apprenticeship Assessor will allow the apprentice to lead the Professional Discussion and make reference to their portfolio of evidence from the on-programme stage of the apprenticeship standard.
8. Both the apprentice and the Apprenticeship Assessor may refer to the apprentice's portfolio of evidence to support the Professional Discussion.
9. All questions will be generated by the Apprenticeship Assessor. The Apprenticeship Assessor will ask sufficient questions to provide the apprentice with the opportunity to cover the range of Knowledge, Skills and Behaviours. This will be a **minimum of 8 questions**.
10. The Apprenticeship Assessor will make use of the full allocated time for questioning to allow the apprentice the opportunity to evidence occupational competence.
11. The Apprenticeship Assessor has the discretion to increase the time by up to 10% for the Professional Discussion to allow the apprentice to demonstrate their understanding of the Knowledge, Skills and Behaviours.
12. The Professional Discussion will be recorded by the Apprenticeship Assessor for quality and safeguarding purposes.
13. The Apprenticeship Assessor will use the assessment tools and procedures that are set by VTCT to evidence the Professional Discussion. The Apprenticeship Assessor will make all grading decisions for the Professional Discussion.

# Notes



# Assessment Method 1: Knowledge Test



# Assessment Method 1: Knowledge Test

The Knowledge Test can be taken once the apprentice has passed through the Gateway Stage. The Knowledge Test will be administered by VTCT at a day and time to suit the apprentice. The apprentice will be given 5 working days' notice of the test date, time and location.

- The Knowledge Test will be graded a Fail/Pass
- The Knowledge Test will consist of **44 multiple choice questions**
- The time allocated for the Knowledge Test will take a maximum of **1 hour and 20 minutes**.
- The Knowledge test must be taken under exam conditions and the apprentice cannot refer to reference books or resources
- To achieve a Pass in the Knowledge Test the apprentice must achieve a minimum of **31/44** correct answers (70%)
- Assessment controls for the Knowledge Test can be found on page 16.

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

Knowledge requirements	Knowledge criteria
<b>K2</b>	Strategies to aid relaxation and manage stress levels and how these are used to improve the client's physical and emotional welfare
<b>K5</b>	Factors that contribute to an individual's wellbeing and protective strategies to improve relaxation, stimulate or calm the sensory perception systems of the body, including, sight, touch, sound, smell and taste
<b>K6</b>	History, principles, theories and applications of holistic, thermal and wellbeing therapies (mind, body and spirit). The origin and purpose of the seven major chakras and meridians and their impact on overall mental, physical and emotional wellbeing in daily life
<b>K7</b>	Benefits and effects of using holistic and wellbeing therapies to maintain wellbeing compared to the allopathic approach of western cultures
<b>K8</b>	Awareness of the interdependence of body systems and impact on wellbeing when these systems malfunction and do not operate in harmony
<b>K9</b>	The importance of the limbic system in the promotion of wellbeing and its impact on an individual
<b>K10</b>	Definition of stress, its symptoms, anatomical pathways, benefits and the long-term harm
<b>K11</b>	Methods used to reduce and manage the impact of stress and how to recognise an individual's ability to cope with variable levels of stress and anxiety
<b>K18</b>	The signs and symptoms of a healing crisis, how to manage the impact with clients and the range of aftercare, homecare and future recommendations

Table continued

Knowledge requirements	Knowledge criteria
K19	<p>Legal, organisational and health and safety requirements relevant to this occupation including:</p> <ul style="list-style-type: none"> <li>• Health and Safety at Work Act 1974</li> <li>• The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995</li> <li>• The Health and Safety (First Aid) Regulations 1981</li> <li>• The Regulatory Reform (Fire Safety) Order 2005</li> <li>• The Manual Handling Operations Regulations 1992</li> <li>• The Control of Substances Hazardous to Health Regulations (COSHH) 2002</li> <li>• The Electricity at Work Regulations 1989</li> <li>• The Environmental Protection Act 1990</li> <li>• The Management of Health and Safety at Work Regulations 1999</li> <li>• The Health and Safety (Information for Employees) Regulations 1989</li> <li>• The Local Government (Miscellaneous Provisions) Act 1982</li> </ul>
K20	Types of holistic therapy treatments and wellbeing experiences, including Indian head massage, lymphatic drainage massage, aromatherapy, fundamental energy-based therapies and treatments (touch or touchless therapies and treatments that promote balance and harmony between the physical, mental and emotional aspects of an individual, promoting improved wellbeing for example diaphragmatic breathing, crystal and chakra methodologies), manual acupressure, zone therapy (principles that there are zones mapped throughout the body that can have therapeutic effects on a corresponding reflex area accessed via the feet, face or hands, by stimulation of applying pressure to a point or zone), holistic touch therapies and holistic massage
K22	How to choose, use and blend aromatherapy essential oils (20 oils) safely and for specific therapeutic benefits
K23	How to recognise contra-indications that would prevent or restrict a treatment
K29	Benefits and effects (physical and psychological) of holistic and thermal therapy treatments and wellbeing experiences
K30	How to recognise contra-actions and the remedial action to take if contra-actions, discomfort or healing crisis occur during the treatment or experience, including those that occur as a result of poor practice
K33	Recommended operating procedures for the use of water in treatments
K34	How to test and interpret results of water and chemical concentrations for water experiences and the protocol for managing water-based treatments
K36	The types of pre-heat treatments, their effects and how to perform them. This includes sauna, steam and infra-red
K37	Temperature based treatments, directly or indirectly applied including cold (cryo) and heat (thermal) treatments, the tools that can be used (body wraps, salt, shell, lava, marble, poultice, stone) and the effects on the skin, circulatory and bodily systems

Table continued

Knowledge requirements	Knowledge criteria
K38	Physiological and psychological effects of colour therapy, their effect on the mind and overall mood of the individual and how they can be used in wellbeing experiences
K39	Definition of a Spa, the use and benefits of common treatments and experiences for example sauna, steam, hydro, hamam traditional spa, thalasso pools, floatation and colour and emerging trends
K43	Principles of improving the client’s wellbeing and self-help strategies to enhance the client experience and overall treatment results
K48	The ageing process of the skin, the effects and impact of environmental, genetic and lifestyle choices on the structure, function and interdependence of the human body skin, hair and nails
K49	The interdependence and effects anatomical systems have on the systems independently and combined when completing Holistic therapy treatments and wellbeing experiences
K50	<p>The organisation of the body, anatomical terminology, regions, related terms and anatomical structure, functions, and pathologies of:</p> <ul style="list-style-type: none"> <li>• cells and cell division and tissue types</li> <li>• skin, skin appendages, hair and nails</li> <li>• the skeletal system including classification and structure, location of bones, types of joints and movement</li> <li>• the muscular system including classification, location and action of the primary muscles of the face and body</li> <li>• the cardiovascular system including composition and functions of the blood and primary blood vessels of the body</li> <li>• the lymphatic system including the lymphatic organs, location of lymphatic nodes and ducts</li> <li>• the central and autonomic nervous systems</li> <li>• respiratory system</li> <li>• olfactory system and limbic system</li> <li>• digestive system including processes of digestion</li> <li>• endocrine system</li> <li>• renal and reproductive systems including key stages of the human reproductive cycle</li> </ul>



## Assessment Method 2: Observation with questions



## Assessment Method 2: Observation with questions

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

The End-point Assessment Observation will require the apprentice to work on a minimum of **3 clients**. The Employer and/or Training Provider is responsible for providing suitable client(s) that allows the apprentice to demonstrate the Skills, Knowledge and Behaviours required.

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

### Treatment One – Indian head massage treatment

#### Provide a consultation (15 minutes)

#### The apprentice will complete one Indian head massage update consultation

- **One** client update consultation using a previously consulted client (15 minutes) to include:
  - obtaining, collating and recording personal information
  - establishing suitability of treatment and conducting tests
  - advising on the environmental and lifestyle factors
  - client risk assessment
  - communicating with clients to build and maintain trust

#### Indian head massage treatment (1 hour 15 minutes)

#### The apprentice will complete one Indian head massage treatment

The apprentice will demonstrate the following throughout the Indian head massage treatment:

- Perform and adapt an Indian head massage treatment using advanced manual therapy techniques (face, scalp), to meet client's physical and psychological characteristics, treatment objectives, needs and expectations to include:
  - applying safe and effective methods of working
  - preparing, maintaining and checking the client and environment
  - using the relevant products, tools, equipment
  - evaluating the outcome
- Provide advice and recommendations and sufficient post-treatment recovery time

## Treatment Two – A wellness & holistic massage treatment

### Provide a consultation (30 minutes)

The apprentice will complete one in-depth dynamic client profile consultation on a new client

- **One** in-depth dynamic client profile consultation on a new client to include;
  - in-depth dynamic client profile
  - obtaining, collating and recording personal information
  - establishing suitability of treatment and conducting tests
  - advising on the environmental and lifestyle factors
  - client risk assessment
  - communicating with clients to build and maintain trust

### Wellness & holistic massage treatment (1 hour 15 mins)

The apprentice will complete one Wellness & holistic massage treatment

- The apprentice will demonstrate the following throughout the Wellness & holistic massage treatment:
  - lymphatic drainage massage on the legs
  - acupressure technique on the face and scalp
  - holistic massage on the back using massage mediums using aromatherapy oils, that are blended specifically for the client including effleurage, petrissage, tapotement, vibration and friction; deep tissue, light touch, advanced techniques using the forearm, wrist and elbow
  - adapting and varying the treatment technique, sequence, rhythm and depth
  - applying safe and effective methods of working
  - preparing, maintaining and checking the client and environment
  - using the relevant products, tools, equipment
  - evaluating the outcome

## Treatment Three – Perform and adapt a thermal therapy treatment

### Provide a consultation (15 minutes)

The apprentice will complete one Thermal therapy update consultation

- **One** client update consultation using a previously consulted client (15 minutes) to include:
  - obtaining, collating and recording personal information
  - establishing suitability of treatment and conducting tests
  - advising on the environmental and lifestyle factors
  - client risk assessment
  - communicating with clients to build and maintain trust

### Thermal therapy treatment (1 hour)

The apprentice will complete one Thermal therapy treatment

The apprentice will demonstrate the following throughout Thermal therapy treatment:

- Perform and adapt a thermal therapy treatment for improving the client's physical and emotional welfare and wellbeing (typical 30 min) to include:
  - body treatment
  - heat experience
  - temperature management
  - applying safe and effective methods of working
  - preparing, maintaining and checking the client and environment
  - using the relevant products, tools, equipment
  - evaluating the outcome
- Provide advice and recommendations and sufficient post-treatment recovery time (typically 15 minutes)

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

## Delivery of Assessment Method 2: Observation with questions

The observation with questions must typically take **4 hours and 15 minutes, excluding breaks**. The Observation with questions may be split into discrete treatments held over a maximum of one working day. The length of a working day is typically considered to be 7.5 hours. The Apprenticeship Assessor has the discretion to increase or decrease the time of each of the three treatments by up to 10% to allow the apprentice to complete the treatment that they are working on or to complete the answer to a question. The Apprenticeship Assessor must be unobtrusive whilst conducting the observation with questions.

### **The following activities must be observed during the Observation:**

- Indian head massage treatment (typically 1 hour 15 minutes)
- A wellness and holistic massage treatment (typically 2 hours)
- Perform and adapt a thermal therapy treatment (1 hour)

During the Observation, the Apprenticeship Assessor will ask a minimum of **9 questions** over the three treatments. The questions will be asked at a suitable point during the assessment, for example after the consultation and before the treatment starts, or at the end of the treatment. The Apprenticeship Assessor may ask follow-up questions where clarification is required. Questions may be asked both during and after each of the three treatments. Activities not observed by the Apprenticeship Assessor during the observation can instead be covered by questioning after the observation, but these questions must be asked within the time period for each treatment. This will form part of the holistic grading for this Assessment Method.

The Knowledge, Skills and Behaviours (KSBs) observed, and the answers to questions, will be documented by the Apprenticeship Assessor. The Apprenticeship Assessor has the discretion to increase the duration by up to 10% to allow the apprentice to respond to a question.

## Client contingency plan

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

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

## Venue

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

- Employer's premises
- Training provider's premises

# Knowledge, Skills and Behaviours

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

Knowledge requirements	Knowledge criteria
K1	How to complete an in-depth client lifestyle profile, body and skin analysis including type, condition, Fitzpatrick scale and characteristics, postural analysis and the identification of any postural faults, body shapes and characteristics, lifestyle factors that impact on the calming or stimulation of the sensory perceptions of the body and mind
K3	Factors that affect wellbeing therapies including schedules and indicators
K4	How to select the most suitable wellbeing & holistic principle to apply, being fully present to maximise the therapy outcome and benefits
K12	Why it is necessary to complete a client lifestyle profile and how it is used to determine client suitability, indicators and treatment protocols; including environmental and lifestyle factors that impact the human body (integral biology)
K16	Environmental conditions for holistic treatments and wellbeing experiences, including multi-sensory such as heating, ventilation, ambiance, smell, visuals, light, sound and aroma
K17	Environmentally sustainable working practices
K21	The types of massage medium, for example oils or other emollient, their composition, when and how to use them safely
K24	Purpose of sensitivity/allergy or tactile tests and how to conduct these
K25	How to prepare the treatment area and client for holistic and thermal therapy treatments and wellbeing experiences
K26	Areas of the body that may require support and cushioning during treatment, how and when to provide it
K27	Preparation requirements and relevance of temperature management within treatments and experiences
K28	How to adapt and vary treatment techniques, sequence, rhythm and depth to meet the client's physical and emotional characteristics and treatment
K31	The importance of checking and maintaining the client's wellbeing throughout the treatment including allowing sufficient post-treatment recovery time
K32	The range of services, products, tools and equipment available for holistic treatments and wellbeing experiences
K35	Precautions of using heat (thermal) treatments
K40	Suppliers' and manufacturers' instructions for the safe use of equipment, tools, materials and products
K41	Types of pre and post treatment advice, recommendations and restrictions to include: <ul style="list-style-type: none"> <li>• pre and post treatment, time intervals and follow-up procedures</li> <li>• aftercare products</li> <li>• avoidance of activities that may cause contra-actions or that reduce treatment benefits</li> <li>• products and homecare routines/ treatments</li> </ul>
K42	How to evaluate the wellbeing impact in order to provide future holistic treatment and lifestyle recommendations

Skills requirements	Skills criteria
S1	Complete an in-depth dynamic client profile consultation from which wellbeing therapies and treatment experience schedules are created
S2	Communicate verbally with clients to build and maintain trust
S3	Obtain, provide and collate accurate and relevant information
S4	Conduct allergy, sensitivity and tactile tests to establish suitability for treatment
S5	Comply with organisational operations to meet legal, regulatory, licensing and or local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance
S6	Manage manual and electronic client records ensuring that they are completed, signed, maintained and stored accurately in accordance with legal and organisational operations
S7	<p>Apply safe and effective methods of working by:</p> <ul style="list-style-type: none"> <li>• maintaining personal hygiene, protection and presentation</li> <li>• maintaining client confidentiality and discretion before, during and after the therapy treatments and experiences</li> <li>• positioning the client to meet the needs of the schedule</li> <li>• ensuring own posture and working methods minimise fatigue and the risk of injury to self and client</li> <li>• ensuring environmental conditions are suitable for the client and the treatment</li> <li>• keeping work area clean and tidy (products, tools and equipment)</li> <li>• using working methods that minimise the risk of cross-infection</li> <li>• promoting environmental and sustainable working practices</li> <li>• disposal of waste materials to meet legal requirements</li> </ul>
S8	Prepare the treatment environment to calm or stimulate the multi-sensory perceptions of the body and mind such as sight, touch, sound, taste and smell
S9	Implement and complete risk assessment protocols in relation to the environment, therapy or treatment
S11	Prepare the client for holistic treatment or experience, whilst maintaining client's discretion, modesty and privacy
S12	Perform and adapt advanced manual therapy techniques (face, scalp and body), to meet client's physical and psychological characteristics, treatment objectives (relaxing, wellbeing, uplifting, detoxifying and stimulating), needs and expectations. This includes effleurage, petrissage, tapotement, vibration and friction, deep tissue, light touch and advanced techniques using the forearm, wrist and elbow
S13	Choose massage mediums. This includes the selection, blending and application of aromatherapy essential oils
S14	Maintain client comfort and care by checking the client's wellbeing before, during and after the therapy or treatment and allowing sufficient post-treatment recovery time
S15	Perform wellness and holistic therapy treatments, adapting these according to client needs. These include Indian head massage, lymphatic drainage massage, acupuncture techniques, holistic massage, aromatherapy
S16	Perform and adapt thermal therapy treatments for improving the clients physical and emotional welfare and wellbeing. This includes body treatments, heat experiences and pre-treatments in preparation for further treatments

Table continued

Skills requirements	Skills criteria
S18	Select, prepare, use and adapt the relevant products, tools and equipment for the wellbeing therapy, and treatment duration to suit the client’s sensitivity, tolerance, body condition, lifestyle profile, physical and emotional wellbeing
S19	Advise on the environmental and lifestyle factors that impact the human body (integral biology) systems and their effects on an individual’s ability to cope with the normal and abnormal activities of daily living that give greater physical, mental and emotional resilience
S22	Provide detailed written, post wellbeing treatment and thermal therapy treatment advice, instructions and recommendations. This includes post treatment and follow-up procedures, client self-care principles , aftercare products, avoidance of activities that may cause contra-actions or that reduce treatment benefits, time intervals between treatments, present and future products, home care routines/treatments
S23	Evaluate the outcome of the wellbeing treatment or experience in order to improve the condition of the client’s physical and emotional welfare and wellbeing and inform further recommendations

Behaviours requirements	Behaviours criteria
B1	Owns their work, is proactive and responsible
B2	Maintains professional ethics: integrity, respect, empathy, client confidence, confidentiality and discretion
B4	Communicates appropriately, is helpful and courteous at all times and adapts behaviour in response to each client and situation



# Notes



## Grading of the Observation with questions

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

### Observation with questions

#### Pass criteria

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

<b>Element 1 – Consultation</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Explains and carries out an in-depth dynamic lifestyle consultation including body and skin analysis, the factors that affect well-being therapies and advice on environmental and lifestyle factors impacting the human body systems on the calming or stimulation of the sensory perceptions of the body and mind		
Demonstrates obtaining, providing and collating accurate and relevant information		
Ensures the client's records are completed, signed, maintained and stored accurately (manual or electronic methods) in accordance with legal and organisational operations		
Explains and demonstrates allergy, sensitivity and tactile tests to establish suitability for treatment and selects the most suitable wellbeing & holistic principle to apply, is fully present maximising the therapy outcome and benefit		
Implements and completes client risk assessment protocols in relation to the therapy or treatment to establish suitability and indicators for treatment, taking into account contra-indications		

<b>Element 2 – Technical skills</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
<b>Advanced manual therapy techniques</b>		
Performs and adapts advanced manual therapy techniques to meet client’s physical and psychological characteristics, treatment objectives, needs and expectations to suit the client’s lifestyle profile and schedule, physical and emotional wellbeing, body condition, sensitivity and tolerance		
<b>Wellness &amp; holistic therapy treatment</b>		
Demonstrates wellness & holistic therapy treatments adapting them to client needs		
Identifies and uses massage mediums to include the choice, blend and use of aromatherapy essential oils to meet the treatment objectives and defines how to use them safely		
<b>Thermal therapy treatment</b>		
Performs and adapts thermal therapy treatments for improving the client’s physical and emotional welfare and wellbeing including body treatments, heat experiences and pre-treatments in preparation for further treatments		
Monitors and implements precautions when using heat in treatments (thermal treatments)		

### Element 3 – Ways of working

Grading criteria	Fail	Pass
Implements and completes risk assessment protocols in relation to the environment		
Carries out the treatments in compliance against organisational operations to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance		
Follows organisational policies to maintain client confidentiality, manufacturers' instructions and guidance and treatment protocols for the safe use of equipment, tools, materials and products		
Applies safe and effective methods of working in accordance with organisational policies and procedures		
Maintains client confidentiality and discretion before, during and after the therapy treatments and wellbeing experiences		
Positions the client to meet the needs of the treatment and ensures own posture and working methods minimise fatigue and the risk of injury to self and client		
Ensures environmental conditions are suitable for the client and the treatment, keeping the work area clean and tidy		
Prepares the treatment environment according to the treatment plan, including multisensory considerations		
Uses working methods that minimise the risk of cross-infection, promotes environmental and sustainable working practices and disposes of waste materials to meet legal requirements		
Acts independently in developing an approach to their work which reflects the policies/procedures/protocols set out by the organisation		

## Element 4 – Customer service

Grading criteria	Fail	Pass
Demonstrates a style of communication which helps build and maintain trust to support the treatment and wellbeing experience schedules		
Explains pre- and post-treatment and wellbeing experiences advice, aftercare instructions and recommendations that takes into account the client's needs		
Provides aftercare products and advises how to avoid activities that may cause contra-actions or that reduce treatment benefits		
Provides advice on the environmental and lifestyle factors that impact the human body (integral biology) systems and their effects on the individual's ability to cope with the normal and abnormal activities of daily living that give Provides justified recommendations, drawing on their knowledge of the client related to further treatments and lifestyle greater physical, mental and emotional resilience		
Prepares the client for treatment whilst maintaining client's discretion, modesty and privacy		
Selects, prepares, uses and adapts products, tools, equipment and treatment duration to suit the client's sensitivity tolerance, body condition, lifestyle profile, physical and emotional wellbeing, meeting the treatment or wellbeing experience schedule		
Maintains client's wellbeing and comfort during and after the treatment, identifying areas of the body that may need support or cushioning and allowing post treatment recovery time		
Explains the adaptation and variation of the treatment technique, sequence, rhythm and depth to meet the client's physical and emotional characteristics		
Evaluates the wellbeing treatment or experience outcome and suggests further treatments and/or lifestyle recommendations		
Establishes an approach to clients which reflects the professional standards and ethical policies set out by employers and the industry		
Interacts with clients in a courteous and helpful manner, adapting their style of communication according to the situation whilst adhering to the policies and procedures set out by the organisation		

## Observation with questions

### Distinction criteria

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

<b>Element 1 – Consultation</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Analyses client profile consultations and justifies their choice of wellbeing therapies and experience schedules	
Evaluates the outcome and benefit of applied wellbeing & holistic principles	
Justifies the relevance of completing client lifestyle profiles	
Analyses the results of allergy/sensitivity/tactile tests and justifies their choice of thermal therapy treatments and wellbeing experiences based on valid results.	
Justifies and validates their selection of a wellbeing and/or holistic principle to apply	

<b>Element 2 – Technical skills</b>	
<b>Grading criteria</b>	<b>Distinction</b>
<b>Advanced Manual Therapy Techniques</b>	
In performing and adapting advanced manual therapy techniques, they recognise the change to the client's behaviours and indicators (physical changes for example: breathing responses, muscular temperature changes, dermal responses).	
They respond with developed techniques to vary the application (for example: flow, rhythm, posture and depth) and its accuracy to maximise the treatment benefits	
<b>Wellness and holistic therapy treatment</b>	
Justifies the treatment rationale, duration and sequence for the combinations or individual application of techniques to maximise the treatment benefits	
In using massage mediums, justifies the choice, blend and use of aromatherapy essential oils and chooses the optimum blend	
<b>Thermal Therapy Treatment</b>	
Justifies the treatment rationale, duration and sequence for the combinations or individual application of techniques to maximise the treatment benefits	

### Element 3 – Ways of working

Grading criteria	Distinction
Utilises and adapts their own posture and the position of the client to maximise and modify the pressure, depth and rhythm of advanced manual therapy technique	

### Element 4 – Customer service

Grading criteria	Distinction
Adapts their communication style to evaluate the information received to maximise the benefit for the client	
Consistently and attentively empathises and optimises client comfort, checking the client's wellbeing before, during and after the treatment, recognising and reacting to client's behaviours and allowing sufficient post treatment recovery time	
Provides justified recommendations, drawing on their knowledge of the client related to further treatments and lifestyle	
Adapts behaviour to meet and reflect each client and situation and addresses client needs by responding to direct and indirect client feedback, movements and/or behaviours	

## Assessment Method 3: Professional Discussion





## Assessment Method 3: Professional Discussion

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

- Liaison with colleagues and non-health care and health care practitioners
- Perform and adapt holistic treatments to treat clients with variable needs
- Resolve problems that may occur during treatments
- Organisational operating problems within the scope of responsibility
- Meeting targets
- Continuing professional development (CPD) and wellbeing
- Ownership of work
- Ambassador for the organisation and industry

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

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

## Delivery of the Professional Discussion

The Professional Discussion must last for **60 minutes** and will be conducted and assessed by the Apprenticeship Assessor.

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

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

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

### **The Professional Discussion will be conducted as follows:**

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

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

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

## Venue

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

- Employer's premises
- Training provider's premises

# Knowledge, Skills and Behaviours

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

Knowledge requirements	Knowledge criteria
K13	Client treatment considerations, when and how to refer, and how to tailor or adapt treatments and experiences for those clients with a medically diagnosed condition. This includes life limiting or threatening conditions such as cancer, diabetes, epilepsy, circulatory disorders, pregnancy, post-operative care
K14	Protocol when liaising with or referring a client to other multidisciplinary professionals, following legal requirements for gaining valid client informed consent
K15	How to support, manage and maintain own wellness and wellbeing
K44	Types of promotional activities that can be used to maximise business profit, including how to promote additional products, services and treatments to new and existing clients
K45	How to adjust performance to meet targets consistently and within the agreed timescale by reviewing and recording progress
K46	Salon business procedures that safely control work operations, the management of systems and processes
K47	What constitutes continuing professional development (CPD), Why and how to access CPD and the importance of keeping up to date

Skills requirements	Skills criteria
S10	Liaise with colleagues and non-health care and health care practitioners
S17	Perform and adapt holistic treatments to treat clients with variable needs, including those with specific health issues for example cancer, diabetes, life limiting or life-threatening conditions ensuring consent has been established with other multi-disciplinary professional teams
S20	Resolve problems that may occur during the treatments and wellbeing experiences, recognising and dealing with contra actions, and refer when required
S21	Identify, resolve and report organisational operational problems within the scope of responsibility
S24	Meet personal and organisational targets within the agreed timescale and evaluate the findings by reviewing and recording progress
S25	Manage own continuing professional development (CPD) incorporating research, professional practice and progression

Behaviours requirements	Behaviours criteria
B3	Contributes ideas, leads by example and acts as an ambassador for the organisation and industry
B5	Proactively manages and maintains own wellbeing

# Professional Discussion

## Pass criteria

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

<b>Liaison with colleagues, non-health care and health care practitioners</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Outlines protocols used when liaising or referring clients with other multidisciplinary professionals, following legal requirements for gaining valid client informed consent		
Explains how they have liaised with colleagues, non-health care and health care practitioners to establish suitability and safety of the treatment		

<b>Perform and adapt holistic treatments to treat clients with variable needs</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Explains how they have performed and adapted holistic treatments for clients with variable needs		
Identifies client treatment considerations, describes when and how to refer and/or tailor treatments and experiences for those clients with medically diagnosed conditions		

<b>Resolve problems that may occur during treatments</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Describe how they resolved problems which occurred during the treatments and wellbeing experiences, recognising and dealing with contra-actions, and referred when required		
Explains how they identified, resolved and reported organisational operational problems within the scope of their responsibility		

<b>Meeting targets</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Explains how they have adjusted their performance to meet personal and organisational targets within agreed timescales and evaluates their findings by reviewing and recording progress		
Explains how to promote sales and additional products, services and treatments to new and existing clients		
Explains how they use and maintain salon procedures to safely control work operations and the management of salon business systems and processes		

<b>Own continuous professional development and wellbeing</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Explains how they have managed continuing professional development (CPD) incorporating research, professional practice and progression		
Establishes a routine which manages and maintains their own wellbeing		

<b>Ambassador for the organisation and industry</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Leads by example, contributes ideas, and acts as an ambassador for the organisation and industry		

# Professional Discussion

## Distinction criteria

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

<b>Liaison with colleagues, non-health care and health care practitioners</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Evaluates liaisons with colleagues, non-health care and healthcare practitioners to identify areas for improvement	

<b>Resolve problems that may occur during treatments</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Suggests improvements to organisational procedures for resolving/reporting operational problems	

<b>Own continuous professional development and wellbeing</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Reviews their routine to manage and maintain their own wellbeing	

<b>Ambassador for the organisation and industry</b>	
<b>Grading criteria</b>	<b>Distinction</b>
Evaluates how they lead by example and/or their contribution of ideas to the organisation including their role as an ambassador	

# Re-sits and Retakes

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

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

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

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

The timescale for a re-sit/retake is agreed between the employer and VTCT. A re-sit is typically taken within 6 weeks of the EPA outcome notification. The timescale for a retake is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

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

Where any assessment method has to be re-sat or retaken, the apprentice will be awarded a maximum EPA grade of pass, unless VTCT determines there are exceptional circumstances requiring a re-sit or retake.

# End-point Assessment overall grade record

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

Assessment Method 2	F	P	D
Observation with questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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



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VTCT | Aspire House | Annealing Close | Eastleigh | Hampshire | SO50 9PX

Email: [epa@vtct.org.uk](mailto:epa@vtct.org.uk) | Tel: +44(0)23 8068 4500