



VTCT

EPA SERVICES

END-POINT ASSESSMENT GUIDE

VTCT Level 2 End-point Assessment for Beauty Professionals

(Beauty Therapist)

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End-point Assessment

Purpose

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

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

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

Assessment method	Areas assessed	Assessed by	Overall Grading
1. Knowledge test (must be successfully completed before the practical observation) 2. Practical observation	<ul style="list-style-type: none">Professionalism and valuesSafe working practicesCore behavioursProvide waxing servicesProvide hand and nail treatmentsProvide foot treatmentsProvide facial treatmentsProvide eyelash and eyebrow treatmentsProvide make-up applicationProvide basic massage treatments	1. Online, administered by End-point Assessment Organisation (EPAO) 2. Apprenticeship Assessor	Fail/Pass/Distinction

End-point Assessment Knowledge Test

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

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

Knowledge test requirements:

Title	The apprentice will know and understand:
Professionalism and values	Beauty therapy industry, legal and organisational requirements: <ul style="list-style-type: none"> • procedures, guidelines, codes of practice, ethics, equality and diversity and quality assurance systems • time and self-management principles • beauty therapy duties, standards of appearance, personal hygiene, etiquette, housekeeping • commercially viable times for the completion of treatments • continuing professional development • Consumer Rights Act, GDPR and the Data Protection Act • the role of the reception and associated areas • how to complete a sale and handle payments from clients • how to make appointments for salon services • the types of products and treatments in the beauty therapy and related industries • the client journey (from meet and greet to advice and support) • the importance of aftercare advice and recommendations • verbal and non-verbal communication skills • how to deal with problems within the scope and responsibilities of the occupation swiftly, seeking assistance from a senior member of staff
Safe working practices	Legal, industry and organisational requirements: <ul style="list-style-type: none"> • use of tools, equipment, materials and products • workplace housekeeping: cleaning, disinfection, sterilisation, waste disposal • supplier or manufacturer's instructions • protection of self and client • direct and indirect cross infection • contra-indications and contra-actions • methods that promote environmental and sustainable working practices • how to recognise and reduce the risk of injury to self and others by maintaining correct posture • health and safety legislation and practice
Provide waxing services	Types of equipment and products, waxing services and how these are carried out. The structure and function of the skin and hair. The hair growth cycle and factors that affect hair growth.
Provide hand and nail treatments	The techniques, tools and equipment used within hand and nail treatments, the anatomy and physiology of hands, lower arms, nails and skin.
Provide foot treatments	The techniques, tools and equipment used within foot treatments, the anatomy and physiology of the lower leg, foot, nails and skin.
Provide facial treatments	The techniques, tools and equipment used for facial treatments, the anatomy and physiology of the face, the structure and function of the skin, including of skin conditions.
Provide eyelash and eyebrow treatments	The techniques, tools and equipment used for eyebrow artistry and their effects, to colour eyelashes, and to attach, maintain and remove semi-permanent and temporary eyelashes.
Provide make-up application	The techniques, tools and equipment used to create different make-up effects for different occasions.
Provide basic massage treatments	Correct use, application and benefits of massage techniques and the anatomy and physiology of the body and systems.

End-point Assessment Practical Observation

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

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

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

The practical observation can take place at the employer's workplace, such as a retail store; salon; spa or clinic; a realistic working environment or at a venue agreed with the End-point Assessment Organisation.

The End-point Assessment practical observation will take a maximum of five hours (+ 10% at the discretion of the Apprenticeship Assessor) excluding breaks.

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

The End-point Assessment practical observation will consist of:

Reference to the standard	Service	Elements reference
Provide waxing services	<p>a. The Apprenticeship Assessor will observe waxing services to remove unwanted hair from two areas on clients to include:</p> <ul style="list-style-type: none"> • ½ leg including the knee • another area from: <ul style="list-style-type: none"> - legs - underarm - face - bikini line <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques • performed waxing services using all working techniques • provided advice and recommendations throughout the treatment 	<ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service

<p>Provide hand and nail treatments</p> <p>Provide foot treatments</p>	<p>a. The Apprenticeship Assessor will observe hand, foot and nail treatments on clients to include: <i>(the opposite polish finish must be used on the hand and nail treatment to the foot treatment)</i></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 <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques • used a minimum of one hand and nail treatment or used a minimum of one foot treatment • provided advice and recommendations throughout the treatment 	<ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service
<p>Provide facial treatments</p>	<p>a. The Apprenticeship Assessor will observe facial skin care treatments on clients to include:</p> <ul style="list-style-type: none"> • one facial treatment <p>c. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques • correctly treated a minimum of one skin type • correctly treated a minimum of one skin condition • correctly and appropriately used a minimum of four types of facial products • correctly used a minimum of one piece of equipment • correctly used all the massage techniques • provided advice and recommendations throughout the treatment 	<ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service

<p>Provide eyelash and eyebrow treatments</p>	<p>a. The Apprenticeship Assessor will observe enhancements to the appearance of the eyelashes and eyebrows on clients to include:</p> <ul style="list-style-type: none"> • three eyelash and eyebrow artistry treatments <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques • covered a minimum of one type of eyebrow artistry • covered a minimum of one type of eyelash attachment systems • covered all factors relating to eyelash attachment systems • completed a minimum of one eyelash tint • provided advice and recommendations throughout the treatment 	<ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service
<p>Provide make-up application</p>	<p>a. The Apprenticeship Assessor will observe make-up services on clients to include:</p> <ul style="list-style-type: none"> • identification of the skin type and condition of the client • one make-up look: <ul style="list-style-type: none"> - minimal make-up - natural make-up - intense make-up - special occasion make-up <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques • correctly identified the skin type • correctly identified the skin condition • created one make-up look correctly and appropriately using a minimum of five types of make-up products • provided advice and recommendations throughout the treatment 	<ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service

<p>Provide basic massage treatments</p>	<p>a. The Apprenticeship Assessor will observe 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 <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used all consultation techniques • covered all treatment areas • correctly used all the massage techniques • provided advice and recommendations throughout the treatment 	<ul style="list-style-type: none"> • Element 1 - Technical skills • Element 2 - Ways of working • Element 3 - Customer service
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Occupational Standards

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

Core skills	The apprentice will be able to:	The apprentice will know and understand:
Professionalism and values	Carry out and maintain beauty therapy legal, industry and organisational requirements for professionalism and demonstrate a passion for the industry: meet organisational and industry standards of appearance; work under pressure, observe time management and self-management; provide advice and recommendations on the beauty treatments aftercare and appointments; complete services in a commercially viable time and to a high standard; demonstrate an appreciation of equality and diversity; describe the range of treatments and products in the beauty therapy industry; maintain client confidentiality and rights to support the client journey; demonstrate excellent verbal and non-verbal communication skills; deal with problems within the scope and responsibilities of the occupation, swiftly seeking assistance from a senior member of staff when required.	Beauty therapy industry, legal and organisational requirements: procedures, guidelines, codes of practice, ethics, equality and diversity and quality assurance systems; time and self-management principles; Beauty Therapy duties, standards of appearance, personal hygiene, etiquette, housekeeping; commercially viable times for the completion of treatments; continuing professional development; Consumer Rights Act and the Data Protection Act GDPR; the role of the reception and associated areas; how to complete a sale and handle payments from clients; how to make appointments for salon services, the types of products and treatments in beauty therapy and related industries, the client journey (from meet and greet to advice and support); the importance of aftercare advice and recommendations; verbal and non-verbal communication skills; how to deal with problems within the scope and responsibilities of the occupation, swiftly seeking assistance from a senior member of staff.
Safe working practices	Meet legal, industry and organisational requirements: maintain effective, hygienic and safe working methods; meet health and safety considerations; adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products; maintain the client's modesty, privacy and comfort; minimise risks of cross-infection, injury or fatigue; promote environmental and sustainable working practices; ensure personal hygiene and protection meets industry, organisational and local authority requirements; correctly use, store and dispose of Personal Protective Equipment.	Legal, industry and organisational requirements: use of tools, equipment, materials and products; workplace housekeeping: cleaning, disinfection, sterilisation, waste disposal; supplier or manufacturer's instructions; protection of self and client; direct and indirect cross-infection; contra-indications and contra-actions; methods that promote environmental and sustainable working practices; how to recognise and reduce the risk of injury to self and others by maintaining correct posture; health and safety legislation and practice.

Core behaviours	
These behaviours ensure that clients receive a positive impression of both the organisation and the individual and meet industry standards of behaviour for a beauty professional:	<ol style="list-style-type: none"> 1. Personal and professional ethics: demonstrates a commitment to quality, maintains honesty, integrity and confidentiality 2. Flexible and positive attitude: adapts positively to changing work priorities and patterns when new tasks need to be completed or requirements change 3. Maintain client care principles and practices: show clients respect at all times and in all circumstances, demonstrate client empathy, sensitivity and awareness

Beauty Therapy skills	The apprentice will be able to:	The apprentice will know and understand:
Provide waxing services	Consult, plan, prepare and perform waxing services to remove unwanted hair on clients from the legs, underarms, face and bikini line.	Types of equipment and products, waxing services and how these are carried out. The structure and function of the skin and hair. The hair growth cycle and factors that affect hair growth.
Provide hand and nail treatments	Consult, plan, prepare and perform hand and nail treatments on clients.	The techniques, tools and equipment used within hand and nail treatments, the anatomy and physiology of hands, lower arms, nails and skin.
Provide foot treatments	Consult, plan, prepare and perform foot and nail treatments on clients.	The techniques, tools and equipment used within foot treatments, the anatomy and physiology of the lower leg, foot, nails and skin.
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.	The techniques, tools and equipment used for facial treatments, the anatomy and physiology of the face, the structure and function of the skin, including of skin conditions.
Provide eyelash and eyebrow treatments	Consult, plan, prepare and perform enhancements to the appearance of the eyebrows and eyelashes on clients.	The techniques, tools and equipment used for eyebrow artistry and their effects, colour eyelashes, and to attach, maintain and remove semi-permanent and temporary eyelashes.
Provide make-up application	Consult, plan, prepare and perform make-up services on clients.	The techniques, tools and equipment used to create different make-up effects for different occasions.
Provide basic massage treatments	Consult, plan, prepare and perform manual back, neck and shoulder massage treatments on clients.	Correct use, application and benefits of massage techniques, the anatomy and physiology of the body and systems.

Entry requirements for End-point Assessment

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

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

Delivery and location of the End-point Assessment

The End-point Assessment knowledge test may be taken either on the employer's premises or off-site. The knowledge test will be taken in a controlled environment; the definition of a 'controlled environment' will be clearly defined and explained by the EPAO prior to scheduling the knowledge test and will include environmental requirements such as lighting, space, privacy and the requirements for an invigilator to follow VTCT's End-point Assessment Instructions for Conducting Examinations.

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

The realistic working environment must meet the following principles:

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

In addition, the following must be adhered to:

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

Assessment controls – Knowledge Test

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

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

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

Assessment controls – Practical Observation

An overview of the assessment controls which apply to the End-point Assessment are detailed in the table below:

Control description	Conditions
Dress code	Apprentices are expected to look professional and wear their usual salon/ training academy uniform on the day of the End-point Assessment practical observation. This must be in accordance with health and safety requirements (no open toe shoes).
Health and safety	Apprentices must comply with health and safety legislation and are responsible to ensure the safety of themselves and their clients during the End-point Assessment practical observation. Where the Apprenticeship Assessor identifies a high risk of harm, the practical observation will be stopped. If this happens, the Apprenticeship Assessor will explain their reason(s) and use their judgment as to whether or not the apprentice should continue with the assessment.
Punctuality and timing	All apprentices must be on time for the start of their End-point Assessment practical observation. Apprentices must arrive at least 30 minutes before the start of the practical observation. In instances where the apprentice may arrive late they must inform their training provider as soon as possible so the Apprenticeship Assessor is aware. Where possible, the Apprenticeship Assessor will aim to accommodate the apprentice but not at the cost of disrupting the other apprentices' End-point Assessment practical observations. All treatments/services must be completed in a commercially acceptable timeframe and in accordance with the Assessment Plan, five hours (+ 10% at the discretion of the Apprenticeship Assessor) for beauty therapy excluding breaks.
Environment	End-point Assessment practical observations must take place in a realistic working environment under controlled assessment conditions. The apprentice must be able to work independently on their clients in a dedicated working space, without visible distractions. If on arrival the Apprenticeship Assessor deems the environment unsuitable because it does not meet the specified venue requirements, the End-point Assessment practical observation may be delayed or cancelled.
Exam Assistant	The employer or training provider will supply an Exam Assistant to be on hand before, during and after the End-point Assessment practical observation. The Exam Assistant can be familiar to the apprentice, however, collaboration controls apply.
Mobile phones and tablets	Apprentices and their clients are not permitted to use mobile phones during the End-point Assessment practical observation. 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.
Resources and preparation	<p>A full range of professional salon products, tools and equipment are required for the End-point Assessment practical observation and must be available for the apprentice to use.</p> <p>All preparation of the work area, tools and equipment should be undertaken by the apprentice. Preparation of wax heater, paraffin wax heater, hot towel cabinet, sterilisation of all tools and equipment can take place prior to the practical observation.</p>

<p>Requirements for clients</p>	<p>Clients must meet the following requirements:</p> <ul style="list-style-type: none"> • Be 16 years old or older • Have appropriate hair length for waxing services • Be willing to have waxing services; hand, nail and foot treatments; facial treatments, eyelash and eyebrow treatments; make-up application and a back massage treatment carried out • Provide signed consent to participate • Be prepared for the eyelash treatments by having a skin test for both eyelash tint and eyelash glue 24-48 hours prior to the End-point Assessment practical observation, following manufacturer’s instructions • Not be contra-indicated for any service/treatments, and complete a client declaration form prior the End-point Assessment practical observation taking place <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). Clients can be familiar to the apprentice.</p>
<p>Collaboration</p>	<p>Whilst apprentices can work in groups with their training providers as part of the on-programme stage of the apprenticeship; the End-point Assessment practical observation itself is an assessment of individual performance and does not allow collaboration between apprentices.</p> <p>The client shall not discuss the apprentice’s performance or provide any advice during the End-point Assessment practical observation. If the Apprenticeship Assessor feels collaboration rules are breached then the apprentice’s End-point Assessment practical observation may be terminated.</p>
<p>Breaks</p>	<p>Apprentices are allowed a maximum of a 15 minute break every two hours and this must be agreed between the apprentice and Apprenticeship Assessor. The apprentice will plan their breaks on their End-point Assessment schedule. Collaboration controls will apply during break periods.</p>
<p>Oral questioning</p>	<p>The Apprenticeship Assessor may ask the apprentice questions during the End-point Assessment practical observation where clarification is required. The questions should pertain only to the observation and the knowledge, skills and behaviours being tested in this method. Any necessary questioning will be completed during the practical observation. Knowledge, skills and behaviours observed and answers to any questions must be documented by the Apprenticeship Assessor. Collaboration with peers and clients is not permitted. Clients must not provide any advice or give prompts to the apprentice at any time if the questions are asked during the End-point Assessment practical observation. The Exam Assistant can only speak with the Apprenticeship Assessor and must remain impartial throughout the practical observation.</p>

How the End-point Assessment is graded

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

Knowledge test

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

Practical observation

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

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

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

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

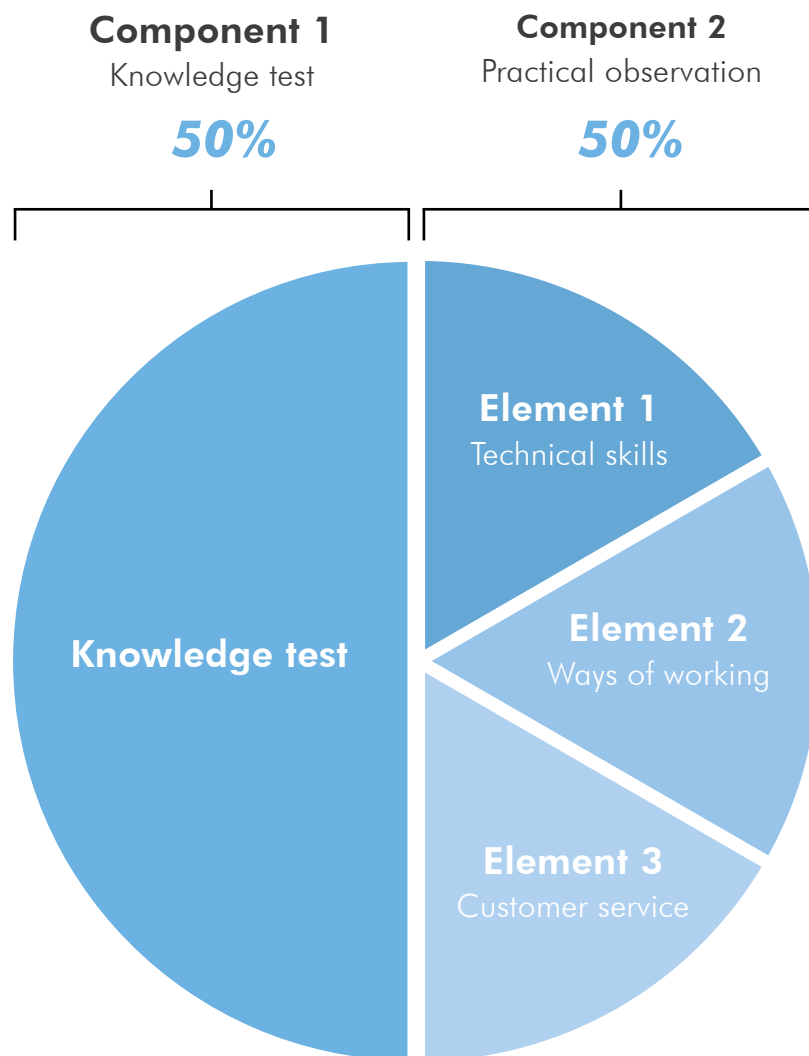
Element 2: Ways of working. The holistic grading criteria relating to this element of the practical observation are based on the professional behaviours specified in the Beauty Professional Standard and represent the grade profiles contained within the Beauty Professional Assessment Plan. The grade allocated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

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

The table below illustrates the assessment method for each component:

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

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



Calculating the overall End-point Assessment grade

Each component will be graded Fail/Pass/Distinction.

Component 1:

End-point Assessment knowledge test:

Grading

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

Component 2:

End-point Assessment practical observation:

- There are three elements to the End-point Assessment practical observation that each contain holistic grading criteria:
 - Technical skills
 - Ways of working
 - Customer service
- The technical skills element is further broken down into the following services/treatments:
 - Waxing services
 - Hand, nail and foot treatments
 - Facial treatments
 - Eyelash and eyebrow treatments
 - Make-up application
 - Basic massage treatments

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

Overall End-point Assessment grade

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

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

Notes

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Element 1 - Technical skills

1 - Provide waxing services

The apprentice will be assessed providing waxing services.

Remove unwanted hair from two areas on clients to include:

- ½ leg including the knee

Another area from:

- Legs
- Underarm
- Face
- Bikini line

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

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Performed **all** the working techniques
 - stretching and manipulating the skin during application and removal
 - appropriate speed of product removal
 - direction and angle of removal
 - on-going product temperature checks
- Provided advice and recommendations throughout the treatment

Element 1 - Holistic grading criteria

1 - Provide waxing services

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

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

Provide waxing services	
Fail <input type="checkbox"/>	The apprentice paid undue care to hygienic and safe working practices throughout the service. The apprentice did not prepare themselves or the working area appropriately or sufficiently. The apprentice did not adequately prepare the client for the waxing service and pre-treatment tests were not carried out. There was a lack of analysis of the treatment area, resulting in incorrect products, tools and equipment being selected. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity and fluidity during the service. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the treatment outcomes – examples include; residue of wax left on the skin's surface and failing to remove all the hair in the service area.
Pass <input type="checkbox"/>	The apprentice ensured they had a professional appearance and prepared the working area thoroughly. The client was prepared for the service which included the apprentice analysing the treatment area and performing pre-treatment tests. Appropriate products, tools and equipment were selected and prepared to meet the client's treatment objectives. The apprentice demonstrated consistent dexterity and fluidity throughout the service. The apprentice used techniques to ensure client comfort throughout the service. The area treated was left free from wax residue and all hair was removed in the service area.

Element 1 - Technical skills

2 - Provide hand, nail and foot treatments

The apprentice will be assessed providing hand, nail and foot treatments.

Provide hand, nail and foot treatments to include:

- One hand and nail treatment to include either;
 - Dark polish finish
 - or
 - French polish finish
- One foot treatment to include either;
 - Dark polish finish
 - or
 - French polish finish

Note: The opposite polish finish must be used on the hand to the foot treatment.

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

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Used a **minimum of one** specialist hand and nail **or** foot treatment
 - paraffin wax
 - hand masks or foot masks
 - thermal mitts or thermal booties
 - exfoliators

Note: If the apprentice carries out one of the above during their hand and nail treatment, then no specialist treatment is required during the foot treatment.

- Provided advice and recommendations throughout the treatment

Element 1 - Holistic grading criteria

2 - Provide hand, nail and foot treatments

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

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

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

Element 1 - Technical skills

3 - Provide facial treatments

The apprentice will be assessed providing a facial treatment.

Provide one facial treatment to include:

- Cleanse
- Tone
- Exfoliation
- Massage
- Mask
- Moisturise

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

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Correctly treated a **minimum of one** skin type
 - oily
 - dry
 - combination
- Correctly treated a **minimum of one** skin condition
 - sensitive skin
 - mature skin
 - dehydrated skin

Element 1 - Technical skills

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

The apprentice must show they have:

- Correctly and appropriately used a **minimum of four** types of facial products
 - eye make-up remover
 - cleansers
 - toners
 - exfoliators
 - moisturisers
 - specialised skin products
 - massage mediums
 - masks
- Correctly used a **minimum of one** piece of equipment
 - magnifying light
 - skin warming devices
- Correctly used **all** massage techniques
 - effleurage
 - petrissage
 - tapotement
- Provided advice and recommendations throughout the treatment

Element 1 - Holistic grading criteria

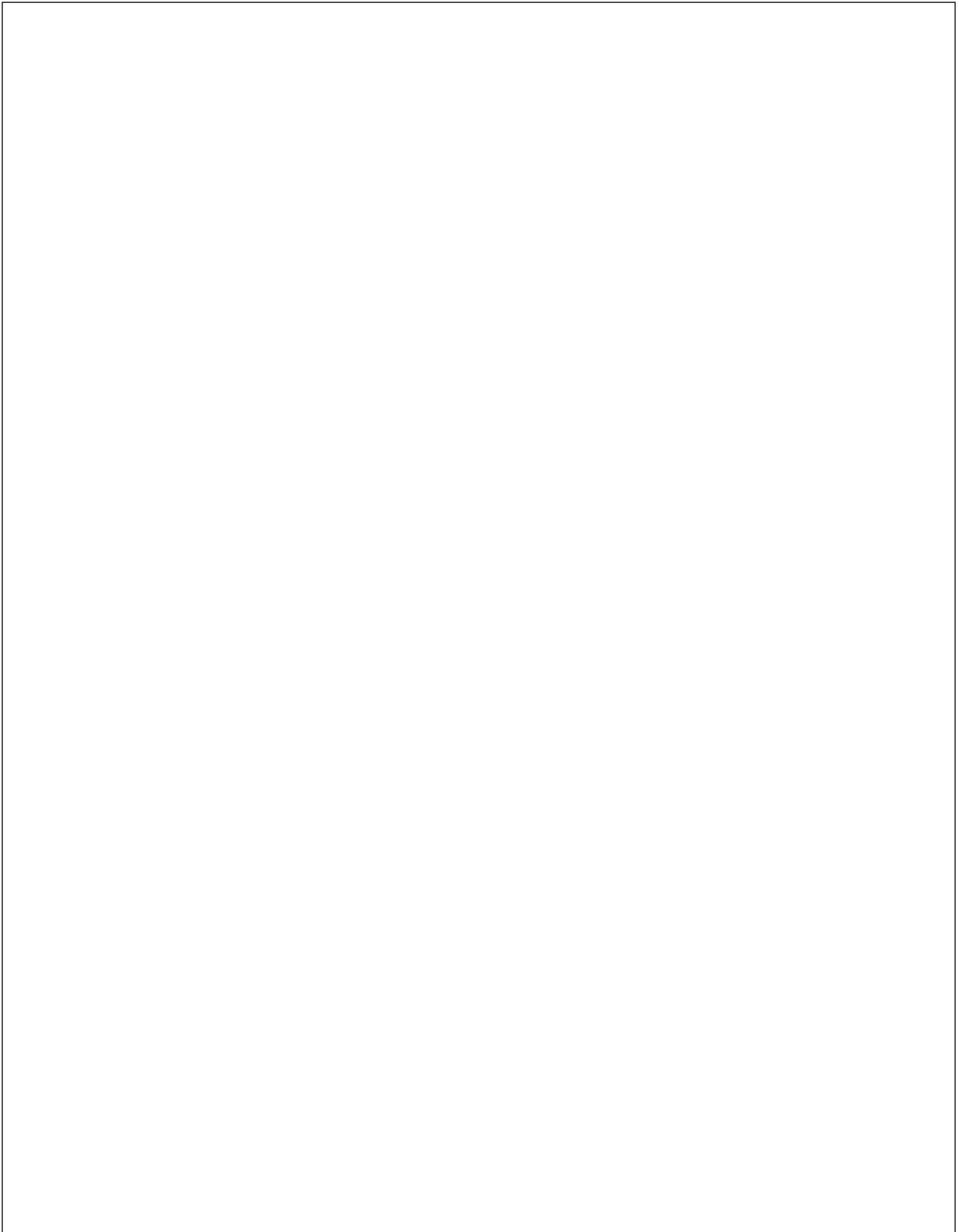
3 - Provide facial treatments

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

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

Provide facial treatments	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice paid undue care to hygienic and safe working practices throughout the treatment. The apprentice did not prepare themselves or the working area appropriately or sufficiently. The apprentice did not adequately prepare the client for the facial treatment and appropriate pre-treatment tests were not carried out. There was a lack of analysis of the skin, resulting in incorrect products, tools and equipment being selected. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity and fluidity during the treatment. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the treatment outcomes – examples include; inappropriate application of massage techniques and mask residue being left on the client's skin.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice ensured they had a professional appearance and prepared the working area thoroughly. The client was prepared for the treatment which included the apprentice analysing the client's skin type and condition, and performing the appropriate pre-treatment tests. Appropriate products, tools and equipment were selected and prepared to meet the client's treatment objectives. The apprentice demonstrated consistent dexterity and fluidity throughout the treatment. The apprentice used techniques to ensure client comfort throughout the treatment.</p>

Notes

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Element 1 - Technical skills

4 - Provide eyelash and eyebrow treatments

The apprentice will be assessed providing eyelash and eyebrow treatments.

Provide three eyelash and eyebrow artistry treatments to include:

- One eyebrow artistry
- One eyelash attachment system
- One eyelash tint

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

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Covered a **minimum of one** type of eyebrow artistry
 - powder
 - pencil
 - shape
- Covered a **minimum of one** type of eyelash attachment system
 - strip
 - flare

Element 1 - Technical skills

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

The apprentice must show they have:

- Covered **all** factors relating to eyelash attachment systems
 - 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

Element 1 - Holistic grading criteria

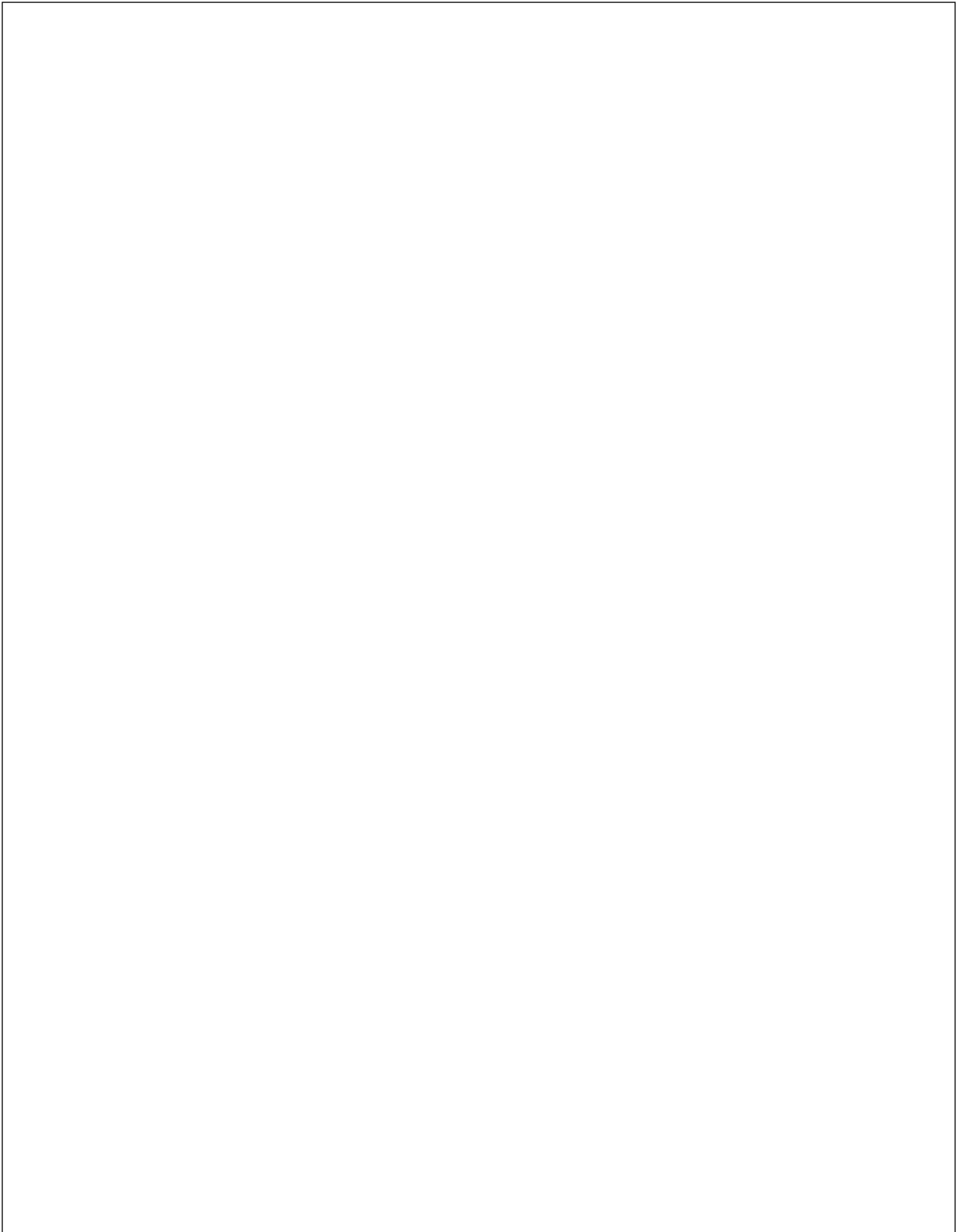
4 - Provide eyelash and eyebrow treatments

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

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

Provide eyelash and eyebrow treatments	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice paid undue care to hygienic and safe working practices throughout the treatment. The apprentice did not prepare themselves or the working area appropriately or sufficiently. The apprentice did not adequately prepare the client for the eyelash and eyebrow treatments and pre-treatment tests were not checked by the apprentice. There was a lack of analysis of the treatment area, resulting in incorrect products, tools and equipment being selected. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity and fluidity during the service. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the treatment outcomes – examples include; eyelash tint residue being left on the client's eyelashes and excess adhesive being left on the surrounding area.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice ensured they had a professional appearance and prepared the working area thoroughly. The client was prepared for the treatment which included the apprentice analysing the treatment area and checking that pre-treatment tests had been carried out. Appropriate products, tools and equipment were selected and prepared to meet the client's treatment objectives. The apprentice demonstrated consistent dexterity and fluidity throughout the treatment. The apprentice used techniques to ensure client comfort throughout the treatment. The apprentice correctly identified and achieved a suitable eyebrow shape for the client and used the correct process for application and removal of tint. The apprentice used the correct application techniques for the selected eyelash attachment system.</p>

Notes

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Element 1 - Technical skills

5 - Provide make-up application

The apprentice will be assessed providing a make-up application.

Provide make-up application to include:

- Identification of the client's skin type and condition
- One make-up look from the following
 - minimal make-up
 - natural make-up
 - intense make-up
 - special occasion make-up

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

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Correctly identified the client's skin type
 - oily
 - dry
 - combination
- Correctly identified the client's skin condition
 - mature
 - dehydrated
 - sensitive

Element 1 - Technical skills

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

The apprentice must show they have:

- Create **one** make-up look correctly and appropriately using a **minimum of five** types of make-up products
 - 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

Element 1 - Holistic grading criteria

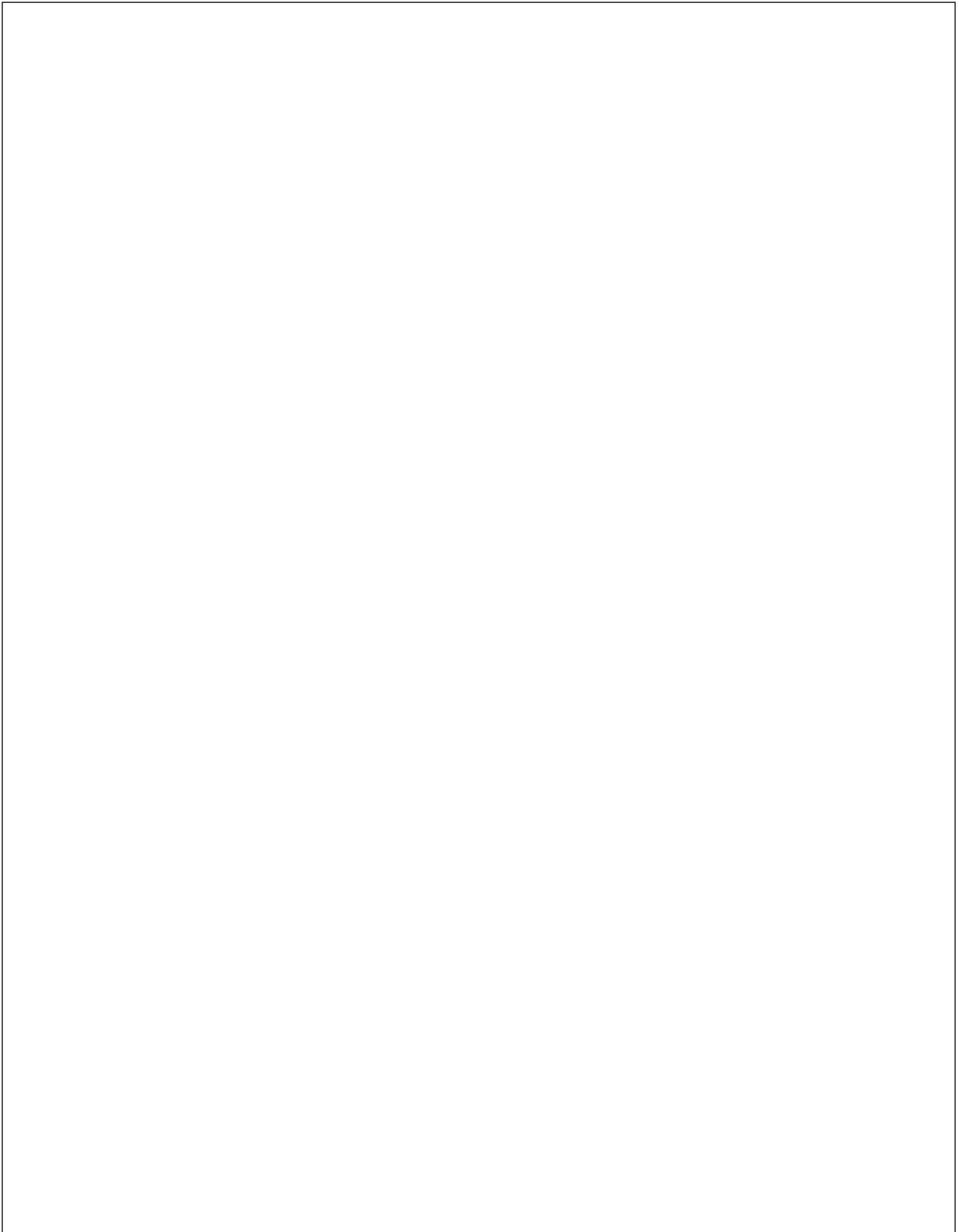
5 - Provide make-up application

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

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

Provide make-up application	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice paid undue care to hygienic and safe working practices throughout the service. The apprentice did not prepare themselves or the working area appropriately or sufficiently. The apprentice did not adequately prepare the client for the make-up application. There was a lack of analysis of the skin, resulting in incorrect products, tools and equipment being selected. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity and fluidity during the service. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the service outcomes – examples include; uneven application of the foundation and inappropriate colour choices for the make-up look and client characteristics.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice ensured they had a professional appearance and prepared the working area thoroughly. The client was prepared for the service which included the apprentice analysing the client's skin type and condition. Appropriate products, tools and equipment were selected and prepared to meet the client's treatment objectives. The apprentice demonstrated consistent dexterity and fluidity throughout the service. The apprentice used techniques to ensure client comfort throughout the service. Correct techniques were used for make-up application for example, blending, contouring etc. were used by the apprentice. The apprentice selected appropriate colours and tones to meet the make-up look required for the client.</p>

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Element 1 - Technical skills

6 - Provide basic massage treatments

The apprentice will be assessed providing a basic massage treatment.

Provide basic massage treatments to include:

- One back, neck and shoulder massage treatment to include
 - effleurage
 - petrissage
 - tapotement

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

The apprentice must show they have:

- Used **all** consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- Covered **all** treatment areas
 - back
 - neck
 - shoulders
- Correctly used **all** massage techniques
 - effleurage
 - petrissage
 - tapotement
- Provided advice and recommendations throughout the treatment

Element 1 - Holistic grading criteria

6 - Provide basic massage treatments

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

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

Provide basic massage treatments	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice paid undue care to hygienic and safe working practices throughout the treatment. The apprentice did not adequately prepare the client for the massage treatment and pre-treatment tests were not carried out. There was a lack of analysis of the treatment area and needs of the client, resulting in incorrect products, tools and equipment being selected. The apprentice demonstrated incorrect preparation and use of products, tools and equipment. The apprentice demonstrated inadequate dexterity and fluidity during the service. The apprentice failed to use techniques to ensure client comfort. An adverse reaction on the client was caused as a result of the apprentice's poor technique. The apprentice did not meet the treatment outcomes – examples include; selecting inappropriate massage techniques for the client characteristics.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice ensured they had a professional appearance and prepared the working area thoroughly. The client was prepared for the treatment which included the apprentice analysing the treatment area and the needs of the client, and carrying out pre-treatment tests. Appropriate products, tools and equipment were selected and prepared to meet the client's treatment objectives. The apprentice demonstrated consistent dexterity and fluidity throughout the treatment. The apprentice used techniques to ensure client comfort throughout the treatment.</p>

Element 2 - Ways of working

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

Ways of working – Assessed throughout all End-point Assessment Services/Treatments
Provide waxing services
Provide hand, nail and foot treatments
Provide facial treatments
Provide eyelash and eyebrow treatments
Provide make-up application
Provide basic massage treatments

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

Element 3 - Customer service

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

Customer service – Assessed throughout all End-point Assessment Services/Treatments
Provide waxing services
Provide hand, nail and foot treatments
Provide facial treatments
Provide eyelash and eyebrow treatments
Provide make-up application
Provide basic massage treatments

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

End-point Assessment overall grade record

Element 1 - Technical skills	F	P
Provide waxing services	<input type="checkbox"/>	<input type="checkbox"/>
Provide hand, nail and foot treatments	<input type="checkbox"/>	<input type="checkbox"/>
Provide facial treatments	<input type="checkbox"/>	<input type="checkbox"/>
Provide eyelash and eyebrow treatments	<input type="checkbox"/>	<input type="checkbox"/>
Provide make-up application	<input type="checkbox"/>	<input type="checkbox"/>
Provide basic massage treatments	<input type="checkbox"/>	<input type="checkbox"/>

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

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

Overall grade:

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