

ST0636/AP02 Beauty and Make-Up Consultant Assessment Plan (Level 2)

Summary of End-Point Assessment

This document provides details of the End-Point Assessment (EPA) for the Beauty and Make-up Consultant Apprenticeship Standard (level 2).

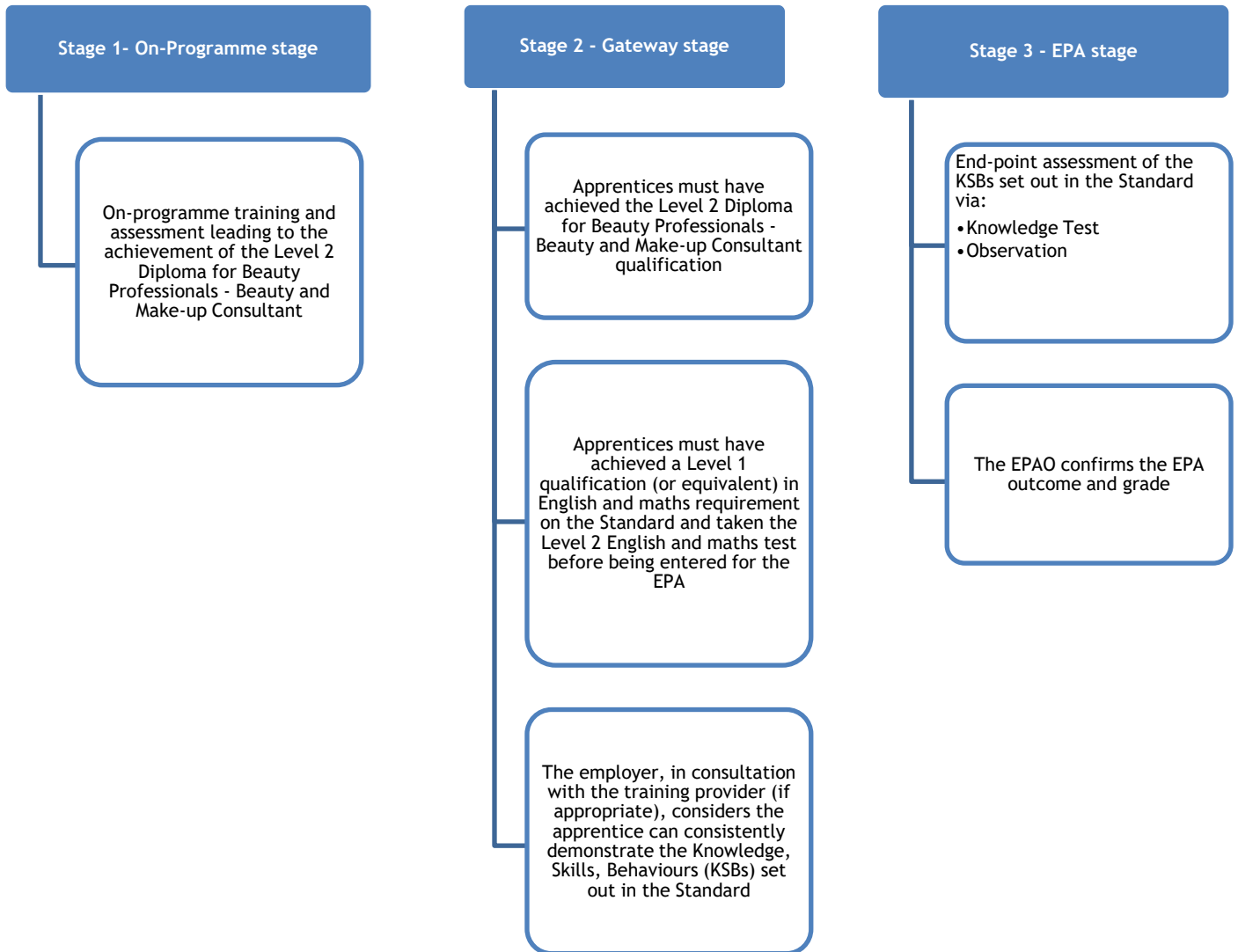
Successful completion of the EPA will lead to the achievement of the Beauty and Make-up Consultant Apprenticeship Standard.

An Independent End-Point Assessor (IEPA) from an Assessment Organisation on the Register of End-Point Assessment Organisations (RoEPAO) will carry out the EPA. They will use two independent methods, which will assess competency against the Beauty and Make-up Consultant Apprenticeship Standard. These assessments will be a Knowledge Test and an Observation.

The IEPA will determine the overall grade (fail/pass/distinction) for the Apprenticeship.

There are three stages as detailed below:

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Assessment Overview

Assessment Method	Area Assessed	Assessed by	Grading
1. Knowledge Test	The Knowledge and Understanding within the Beauty and Make-up Consultant Apprenticeship Standard, as detailed in the knowledge test section	Online, administered by an organisation on the Register of End-Point Assessment Organisations (RoEPAO)	Fail/Pass/ Distinction
2. Observation	Knowledge, Skills and Behaviours (KSBs) from the Beauty and Make-up Consultant Apprenticeship Standard as detailed within the observation section (synoptic)	Independent End-Point Assessor (IEPA) from an organisation on the Register of End-Point Assessment Organisations (RoEPAO)	Fail/Pass/ Distinction

On-programme stage

On-programme training and assessment is carried out by achieving the Level 2 Diploma for Beauty Professionals - Beauty and Make-up Consultant qualification.

For full details of the contents of the Level 2 Diploma for Beauty Professionals - Beauty and Make-Up Consultant qualification, see the Occupational Brief documents which are available, free of charge at beautyprofessionalapprenticeship.co.uk

Gateway stage

Apprentices must have achieved the Level 2 Diploma for Beauty Professionals - Beauty and Make-up Consultant qualification and achieved the required level 1 qualification (or equivalent) in English and maths and taken the Level 2 English and maths test before being placed forward for the EPA.

For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3. British Sign Language qualifications are an alternative to English qualifications for those whom this is their primary language

This will be when the employer, in consultation with the training provider if appropriate, considers the apprentice is competent and can consistently demonstrate the KSB set out in the Standard.

The apprentice will have been on the Apprenticeship programme for a minimum of 12 months before taking the EPA.

Detailed explanation of the EPA

The EPA for the Beauty and Make-up Consultant Apprenticeship Standard will be assessed via two assessment methods: a Knowledge Test and an Observation.

Order and timings of the EPA

The end point assessment must be completed within a three month period, once the gateway requirements have been met.

The Knowledge Test must be successfully completed before the Observation. This can take place on a date prior to the Observation.

Knowledge Test

Each Knowledge Test will be assessed by multiple choice questions and will be available online and on-demand. The End-Point Assessment Organisation (EPAO) has the responsibility for scheduling the EPA (this means that there are no set dates for the test. The employer/training provider can pre-book the test for a day and time to suit the apprentice). Each question will have four options. The Knowledge Test will take 60 minutes and will be made up of 40 questions that will cover the Knowledge requirements of the Standard listed below:

1. The Knowledge Test will be on-screen and computer marked. All apprentices will complete their tests on-screen (unless individual assessment needs dictate a suitable alternative method, such as paper-based), away from the day to day pressures of work and in a 'controlled' environment, which may be on or off the employer's premises. Sufficient time (4 weeks) must be allowed for the marking and notification of results of the alternative method.
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 a best practice process.
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 who will identify a suitable person to invigilate the on-demand test.
5. The Knowledge Test will consist of 40 multiple choice questions with 1 mark allocated per question, each with 4 answers and will be a proportional sample produced from a bank of questions which cover all of the knowledge listed below. The question bank ratio would be 4-1. The question bank will be reviewed annually.
6. EPAOs must develop and maintain a knowledge test question bank of sufficient size to mitigate predictability.
7. EPAOs must ensure that apprentices have a different set of questions in the case of resits/retakes.
8. The results of the online Knowledge Test will be immediately available (unless the alternative method is used).
9. Any resits/retakes must be in line with requirements on page 13.

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Knowledge Test requirements

Title	The Apprentice will know and understand:
Professionalism and values	Beauty and Make-up Consultant legal, industry and organisational requirements relating to: <ul style="list-style-type: none"> • relevant product protocol guidelines • procedures • organisational requirements, customs and regulations dealing with diplomatic correctness, precedence and etiquette • time and self-management principles • equality and diversity • industry and organisational standards of appearance • The Sale of Goods and Services Act • Consumer Rights Act, GDPR and the Data Protection Act, and their application within the beauty retail and related industries • how to facilitate a positive customer journey • the types and uses of verbal and non-verbal communication • how to resolve customer problems and when to escalate to get a satisfactory outcome
Safe working practices	Legal, industry and organisational requirements relating to: <ul style="list-style-type: none"> • tools, equipment, materials and products • workplace cleaning requirements and waste disposal • supplier or manufacturer's instructions • customer preparation and protection • direct and indirect cross-infection • methods that promote environmental and sustainable working practices • how to reduce risk of injury to self and others: posture, personal hygiene, protection • health and safety legislation and practice
Instruct the use and application of skin care products and make-up	<ul style="list-style-type: none"> • Methods of demonstrating basic skin care and make-up application techniques and use of tools and equipment
Advise and demonstrate a range of beauty retail products tools and equipment for the: eyelashes and eyebrows Face, neck and skin Nails Advise and demonstrate promotional activities to customers	Fundamental knowledge of retail products tools and equipment and application methods for the: <ul style="list-style-type: none"> • eye and brow including: hair removal, eyebrow artistry and their effects, colour eyelashes. • face and skin including: The basic anatomy and physiology of the face and the structure and function of the skin • nails and skin including: The basic anatomy and physiology of hands and feet and the structure and function of the skin • Venue and legal requirements, promotion planning, selling skills, and budgeting

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Advise, demonstrate and sell beauty recommendations to customers

- Service and product promotion techniques, how to make a sale, buying signals. The principles of brand awareness, pricing structures. Principles of stock rotation and maintenance

Advise and demonstrate perfumery recommendations to customers

- History, origins, types, brands, skin reaction, the principles of blending fragrances, the psychological effects of fragrances and relationship to olfactory and limbic systems

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Observation

The apprentice will be observed by the IEPA completing a range of treatments/services on a number of customers to industry Standards and within commercial timings.

Observation:

Prior to the EPA the EPAO will inform the employer and apprentice of the range of services (as detailed in the next table) that must be demonstrated during the Observation. This is to allow for planning and to ensure the appropriate customers will be available.

1. The Observation must be conducted at a time that avoids seasonal periods or low levels of trading and reflects typical working conditions in a retail environment
2. The apprentice will be required to:
 - demonstrate **one** make-up look including **one** adaption
 - Advise and demonstrate a range of beauty retail products tools and equipment to customers:
 - **one** eyelash and eyebrow product/tools/equipment
 - **one** face, neck and skin product/tools/equipment
 - **one** nail product/tools/equipment
 - Carry out stock maintenance
 - recommend **one** appropriate fragrance choice
 - complete a presentation of **one** promotional activity of a specific beauty product and/or service
3. The number of customers used within the Observation will be dependent on a range of **factors**, such as:
 - The customer requirements and preferences for the services/treatments, (not all customer will require all services to be completed or may change their requirements)
 - The customer availability related to the services required. (the customer may not be available for some or the whole duration of the Observation)
 - The customer meeting the requirements of the EPA, (if the customer requirement are not fit for purpose)
 - Health and safety requirements, restrictions and limitations, (infections, infestations, contraindications)
4. The EPAO will inform the employer of the customer requirements
5. The employer and or training provider is responsible for providing a range of suitable customers that allows the apprentice to demonstrate the KSB required to complete the practical skills/service detailed in the Observation. Wherever practicable, the employer and/or training provider must ensure the **factors** have been considered before using customers for the Observation
6. The organisation on the Register of End-Point Assessment Organisations (RoEPAO) will inform the employer of the customer requirements
7. The employer and or training provider is responsible for providing customers for contingency purposes (in the event of any **factors** rendering the Observation void)
8. The apprentice will clarify with the IEPA at the start of the Observation the **factors** relating to the number of customers used
9. If any of the **factors** become apparent during the Observation the apprentice must notify the IEPA immediately, explaining the contributing **factors** and a contingency customer should be utilised.
10. The Observation will take minimum **3 ½ hours to a maximum 4 hours** (+10% at the discretion of the IEPA) in total, excluding breaks.
11. The Observation can take place at the employer's workplace such as a retail store, a realistic working environment or at a venue agreed with the EPAO
12. The Observation may be supplemented by questioning where clarification is required. The questions should pertain only to the Observation and the knowledge, skills and behaviours being tested in this method. Questioning must be completed within the total time allowed for the Observation. Knowledge, skills and behaviours observed and answers to the questions must be documented by the IEPA

Skills, Knowledge and Behaviours for a Beauty and Make-up Consultant requirements

EPA Observation referenced to the Standard Practical Skills/Service	A Beauty and Make-up Consultant is able to:	A Beauty and Make-up Consultant knows and understands:
Professionalism and values	Carry out and maintain organisational and beauty retail industry duties and requirements for professionalism: <ul style="list-style-type: none"> • meet organisational and industry standards of appearance • maintain expected image and etiquette • implement equality and diversity protocols • work under pressure; observe time management and self-management • maintain and manage a work area • complete services in a commercially viable time and to a high standard • demonstrate a passion for the beauty retail industry • facilitate a positive customer journey and experience whilst maintaining confidentiality and consumer rights • communicate effectively with customers, recognising when to apply different verbal and non-verbal communication skills • solve problems quickly and effectively as they emerge within the scope of your responsibilities; and seek assistance from a senior member of staff when required 	Beauty and Make-up Consultant legal, industry and organisational requirements relating to: <ul style="list-style-type: none"> • relevant product protocol guidelines • pricing, incentives and promotional structures • industry and organisational standards of appearance
Safe working practices	Meet legal, industry and organisational requirements: <ul style="list-style-type: none"> • Maintain effective, hygienic and safe working methods and safety considerations • adhere to workplace, supplier's or manufacturer's instructions for the safe use of equipment, materials and products • maintain the customer's modesty, privacy and comfort • minimise risks of cross-infection, injury or fatigue • promote environmental and sustainable working practices 	Legal, industry and organisational requirements relating to: <ul style="list-style-type: none"> • health and safety legislation and practice

- ensures personal hygiene and protection meets industry and organisational requirements

EPA Observation referenced to the Standard

Practical Skills/
Service

Instruct the use and application of skin care products and make-up

A Beauty and Make-Up Consultant is able to:

Consult, prepare, plan and deliver basic skin care and make-up application and instruction, and evaluate the success of skin care and make-up instruction with customers to meet individual customer needs, occasions and skin type/condition to include:

- one make-up look:
 - minimal make-up
 - natural make-up
 - intense make-up
 - special occasion make-up
- an adaption of the initial look to create a further look

A Beauty and Make-Up Consultant knows and understands:

- How to tailor skin care and make-up instruction to meet individual customer needs, occasions and skin type/condition

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

- From the ranges below the apprentices must show they have:
 - used all consultation techniques
 - questioning
 - listening
 - visual
 - manual
 - written
- During the skin care and make-up application to create the make-up looks the apprentice must show that they have taken account of the customers basic skin type and condition by:
 - correctly identifying the customer's skin type
 - oily
 - dry
 - combination
 - correctly identifying the customer's skin condition
 - sensitive
 - dehydrated
 - mature
 - used a minimum of three skin care products
 - cleansing
 - toning
 - moisturising
 - primers
 - used a minimum of four tools
 - disposable items

- sponges
- brushes
- tweezers
- spatulas
- correctly and appropriately used a **minimum of nine** make-up products
 - foundations
 - concealers
 - face powders
 - highlighters
 - shaders
 - bronzers
 - cheek colour
 - eyebrow products
 - eye colour products
 - eye liners
 - mascaras
 - lip liners
 - lip colour products
- used **all instructional** techniques
 - skills demonstration
 - use of visual aids
 - verbal explanation
 - use of written instructions and recommendations
- used **all techniques to evaluate**
 - questioning
 - listening
 - visual/image
 - manual
 - the effects of lighting
- provided **advice, demonstration and recommendations on all**
 - tools and equipment
 - facial/skin care products for the face and neck
 - eye and brow products

<p>Advise, demonstrate and sell a range of beauty retail products tools and equipment to customers for the:</p>	<p>Identify the targets for sales and creation of prospective sales, inform and gain the customer's commitment to purchasing the additional services/products</p> <p>Advise and demonstrate a range of beauty retail products tools and equipment to customers:</p>	<ul style="list-style-type: none"> pricing structures and product ranges 	<ul style="list-style-type: none"> make-up products <p>From the ranges below the apprentices must show they:</p> <p>a. identify the targets for sales and create prospective sales by:</p> <ul style="list-style-type: none"> using the appropriate questioning techniques <ul style="list-style-type: none"> open questions (encouraging the conversation and finding out about customer tastes) reducing questions (use with comparison products: "do you prefer this fragrance, or that fragrance?") closed questions (getting agreement from the customer on their choice) active listening using a minimum of three sales techniques <ul style="list-style-type: none"> traffic stopping overcoming objections responded to buying signals in-store and online promotions effective product placement attractive product displays link selling of matching products to customer's purchase current/seasonal displays <p>b. advise and demonstrate a range of beauty retail products, perfume products, tools and equipment including:</p>
<p>eyelashes and eyebrows</p>	<p>one eyelash and eyebrow product/tool/equipment including: methods used to enhance the appearance of the eyes and brows including: hair removal, eyebrow artistry and their effects, colour eyelashes</p>	<ul style="list-style-type: none"> The advice customers require to select, attach, maintain and remove semi-permanent and temporary eyelash products 	
<p>face, neck and skin</p>	<p>one face, neck and skin product/tool/equipment including: methods used to improve and maintain the condition of the face and neck, including facial and specialist skin care products</p>	<ul style="list-style-type: none"> specialist skin care products 	

nails	one nail product/tool/equipment including: methods used to enhance the appearance of the nails and hand, feet and skin, including specialist nail products	<ul style="list-style-type: none"> specialist nail products 	<ul style="list-style-type: none"> demonstrate appropriate product knowledge including: <ul style="list-style-type: none"> price feature actions benefits precautions ingredients brand guidelines
Advise and demonstrate perfumery recommendations to customers	Evaluate and establish customers' fragrance preferences and recommend an appropriate fragrance choices	<ul style="list-style-type: none"> types, brands 	<ul style="list-style-type: none"> provide clear communication and have used all customer communication techniques <ul style="list-style-type: none"> questioning - open and closed questions listening visual manual
	Carry out stock maintenance		<ul style="list-style-type: none"> c. Carry out stock maintenance. <ul style="list-style-type: none"> Completed stock maintenance for a product range
Completes promotional activities	<p>Plan, prepare, implement and evaluate promotional activities to support beauty retail sales:</p> <ul style="list-style-type: none"> completing a presentation of one promotional activity of a specific beauty product and/or service: the resources required <ul style="list-style-type: none"> the objective of the promotional activity 	<ul style="list-style-type: none"> Selling skills 	<ul style="list-style-type: none"> a. From the range, the apprentice must show that they have: <ul style="list-style-type: none"> undertaken a minimum of one presentation of promotional activity <ul style="list-style-type: none"> demonstrations displays brand campaign used a minimum of three types of resources <ul style="list-style-type: none"> products to be promoted tools and equipment promotional literature - leaflets samples of promotional products promotional material; posters, banners, dummy boxes counter appointment book

- identified a **minimum of one objective** for the promotional activity:
 - to enhance the organisation's or company's image
 - to increase business
 - to promote a range of products
 - to promote a particular service
 - to target a particular group of customers

Behaviours

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

Retakes/Resits

The Knowledge Test must be successfully completed, and a minimum pass grade achieved before the Observation takes place.

An apprentice is allowed to retake the Knowledge Test and/or the Observation 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 EPA.

Apprentices who achieve a pass grade cannot retake the EPA simply to achieve a higher grade.

An apprentice who fails a retake due to extenuating circumstances (e.g. illness) would be allowed to have an extra retake.

The apprentice will not be given their full grade until the EPA is completed.

If an apprentice fails the Knowledge Test or Observation part of the EPA they will not be able to retake the EPA until they have completed a period of further learning and the employer and training provider (if applicable) is confident the apprentice is competent and can consistently demonstrate the KSBs set out in the Beauty and Make-up Consultant Apprenticeship Standard. There will be no restriction put on the grade that the apprentice can achieve when completing a retake.

The apprentice's employer will need to agree that a re-sit/re-take is an appropriate course of action. Apprentices should have a supportive action plan to prepare for the re-sit/re-take.

If an apprentice fails the EPA for reasons out of their control (as determined by the EPAO) e.g. temporary illness, accident, or domestic crisis arising at the time of the assessment, a retake can be taken at the earliest opportunity.

EPAOs must ensure that apprentices undertaking a re-sit or retake are given a different knowledge test paper.

Quality Assurance

Internal Quality Assurance

Independent End-Point Assessor (IEPA)

The EPAO is responsible for ensuring the IEPA meets the following criteria:

Role purpose	Definition
Occupationally competent	<p>The IEPA must:</p> <ul style="list-style-type: none"> Ideally hold a relevant level 2 qualification plus sufficient ‘hands on’ operational experience of working as a Beauty and Make-Up Consultant that: <ul style="list-style-type: none"> Can be evidenced Is current and must be sector specific to the Standard Must be of sufficient depth to be effective and reliable when verifying judgements about assessment processes and decisions <p>Sufficient means a minimum of 5 years’ current, hands-on experience of working as a Beauty and Make-up Consultant in a retail environment</p>
Familiar with the EPA	
Credible	<p>The IEPA should have access to, and be engaging with, continuous professional development activities that meet industry requirements in order to keep up to date with developments and any issues relevant to the EPA. The IEPA must provide sufficient evidence to demonstrate current practical competence and continual professional development as a Beauty and Make-up Consultant on an annual basis</p>
Accountability	<p>The IEPA will be accountable to the EPAO which has contracted their services</p>
Independence	<p>EPAOs can only be conducted by an IEPA who has not been involved with training the apprentice and who is not connected to the training provider, college or employer. Any conflicts of interest must be declared</p>
IEPA duties	<p>The main duties of an IEPA are to:</p> <ul style="list-style-type: none"> Use professional judgement to grade whether apprentices have reached the standard of KSBs required by the Standard Make sound judgements and apply grading criteria accurately and consistently Ensure grading decisions are fair, valid, consistent and reliable against set grading criteria to differentiate different apprentices’ performance. Complete reports as required Provide clear feedback to apprentices and the EPAO. Conduct themselves professionally meeting Industry guidelines, codes of practice and ethics at all times, including observing relevant policies such as health and safety, safeguarding, equality and diversity Undertake a training programme to prepare for the role of IEPA. Complete Standardisation activities as required by the EPAO

Independent End-Point Assessment Organisation (EPAO) responsibilities

<p>EPAO responsibilities</p>	<p>The EPAO will:</p> <ul style="list-style-type: none"> • Be registered on the ESFA’s Register of End-Point Assessment Organisations (RoEPAO) • Be an accredited Awarding Organisation via Ofqual • Run annual (as a minimum) standardisation activities for all IEPAs. • Provide initial and ongoing training for all IEPAs • Ensure End-Point Assessments are fair, valid, reliable and consistent, by: <ul style="list-style-type: none"> ○ Maintaining a selection and appointment process that ensure all IEPA meet the requirements ○ Ensuring the requirements for the real work environment are met ○ Ensuring that all IEPA grade decisions are made in line with the grading requirements by: <ul style="list-style-type: none"> ▪ Maintaining records of training for all IEPA. ▪ Carrying out regular performance reviews for the IEPA and maintain records. ▪ Implementing a sampling strategy for all IEPA; sampling strategy may be based on risk, depending on the IEPA experience and outcome of performance reviews ▪ Carrying out training and standardisation activities with all IEPAs on an annual basis, as a minimum • Ensure all Independent End-Point Assessors (IEPA) will be risk rated depending on experience and other influencing factors. Sampling of the IEPA will be determined by the Lead Independent End-Point Assessor’s (LIEPA) via the sampling strategy. The LIEPA must sample the full range of assessment methods for all IEPA’s. The outcome of the sample will inform future sampling strategies used by the LIEPA and will be adjusted according to the risk rating, in line with the LIEPA sampling strategy • Will maintain an appeals and complaints procedure in accordance with Ofqual regulatory criteria
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External Quality Assurance

Ofqual will provide the external quality assurance of the Beauty and Make-up Consultant Apprenticeship Standard.

Grading

Each assessment method will be graded **Fail/Pass/Distinction**.

To achieve a pass in the Knowledge Test the apprentice must achieve a set percentage of 70- 84% of correct answers. The apprentice must achieve a higher set percentage of 85% or more of the correct answers to gain a distinction in the assessment.

The grading for the Observation will be based on the descriptors below:

Observation:

- A **fail apprentice** lacks the skills for running a beauty and make-up consultancy counter with minimal adherence to brand guidelines and/or organisation requirements. Working practice is haphazard with a lack of professional image, safe working practices and approach to customer relationships shown in their work. Communication, consultation and brand recognition skills are weak with little attention paid to customer satisfaction or comfort
- A **pass apprentice** is capable of running a Beauty and Make-up Consultancy counter in accordance with brand guidelines and organisational requirements. They work safely and hygienically at all times and demonstrate a professional image and approach to customer relationships and their work. They demonstrate a commitment to quality and maintain confidentiality to customers and their work. They competently complete customer consultations, using a range of techniques, methods, tools, products and services to achieve an agreed look to the satisfaction of the customer, whilst promoting and demonstrating a range of products and creating opportunities for a sale. They have the ability to adapt positively to changing work priorities and patterns when new tasks are needed to be completed or the customer requirements change. Their product, service and brand recognition is comprehensive and shows evidence of knowledge and understanding of product ranges, maximising sales, promotions and incentives and customer purchasing signals. They show customers respect consistently and in all circumstances, demonstrating customer empathy, sensitivity and awareness. Customer comfort and satisfaction is maintained throughout all consultancy services
- A **distinction apprentice**, in addition to meeting the pass criteria, performs at a significant level above that expected within their job role, consistently exceeding requirements across the areas of the standard being assessed. They are confident, organised in their approach to work and demonstrate a constant attention to detail in all aspects of their work. Their beauty, retail product and service advice goes beyond the basic, and is backed up with evidence of a full depth of understanding of link selling and promotions. They can combine their brand and product knowledge, whilst acknowledging customer purchasing signals to provide 'up selling' via enhanced selling techniques. Customer comfort and satisfaction are the priority throughout all services, continually going the extra mile to meet customers' requirements so that the service experience exceeds expectations

The overall Apprenticeship grade

The overall grade will be based on the grades achieved in the two End-Point Assessment methods; Knowledge Test and Observation.

- To achieve a pass an apprentice must achieve a pass in both the Observation and the Knowledge Test. If either of the End-Point Assessments are not achieved, the apprentice would not achieve the Apprenticeship overall.

- To achieve a distinction an apprentice must achieve a distinction in both the Observation and the Knowledge Test. If a pass is achieved in one assessment and a distinction is achieved in the other, the apprentice would achieve a pass overall.

Implementation

Affordability

Up to 6 apprentices can be assessed at one time by the IEPA during the Observation, helping to reduce costs. Apprentices can complete the EPA on an individual basis, or as part of a group.

Consistency and volumes

The EPAO will ensure the EPA is delivered consistently across the country. They will utilise retail environments with existing “real work” environments within the retail beauty sector.

Volumes:

We are expecting 400 learners in year 1, with this increasing in subsequent years in line with current retail standards as a preferred standard for the beauty retail sector.