

Summary of End-Point Assessment

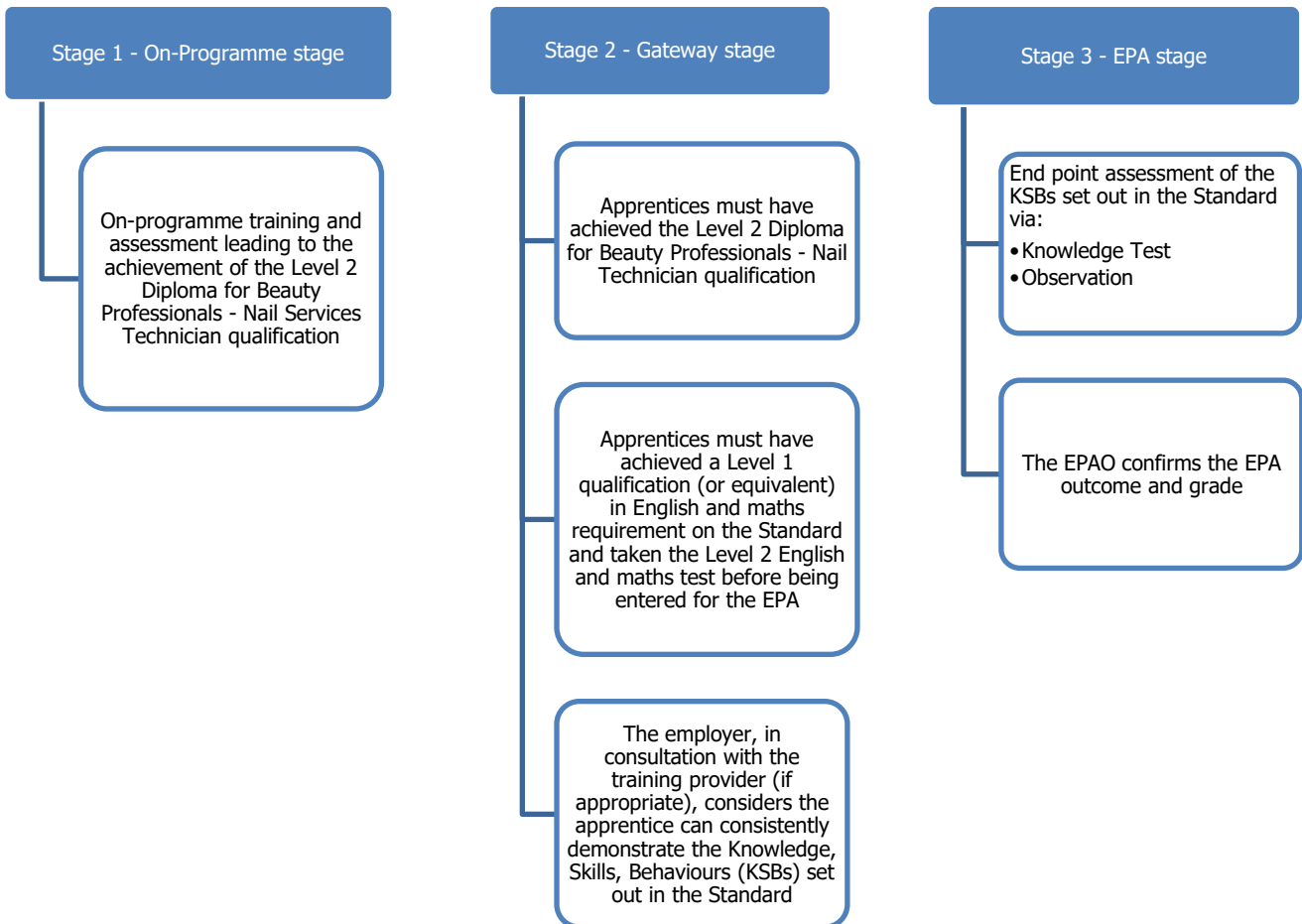
This document provides details of the End-Point Assessment (EPA) for the Nail Services Technician Apprenticeship Standard (Level 2).

Successful completion of the EPA will lead to the achievement of the Nail Services Technician 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 Nail Services Technician Apprenticeship Standard. This will include 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:



Assessment Overview

Assessment Method	Area Assessed	Assessed by	Grading
1. Knowledge Test	The Knowledge and Understanding within the Nail Services Technician Apprenticeship Standard as detailed in the Knowledge Test section	Online, administered by an End-Point Assessment Organisation on the Register of End-point Assessment Organisations (RoEPAO)	Fail/Pass/ Distinction
2. Observation	Knowledge, Skills and Behaviours (KSBs) from the Nail Services Technician Apprenticeship Standard as detailed within the Observation section (synoptic)	Independent End-Point Assessor (IEPA) from an End-point Assessment 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 - Nail Technician qualification.

For full details of the contents of the Level 2 Diploma for Beauty Professionals - Nail Services Technician 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 - Nail Technician 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 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 Nail Services Technician 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 11.

Knowledge Test requirements

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

Observation including a question and answer session

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

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/clients will be available.

Observation:

1. Will require the apprentice to work on a minimum of **two** customers/clients to complete:
 - **one** manicure
 - **one** pedicure
 - **one** gel polish
 - application of **two** nail art techniques
 - advised, demonstrated and recommend a minimum of two nail services/products
 - **one** nail enhancement system to create **one full set** of natural tips and overlays

the opposite polish must be used in the manicure to the pedicure, a dark polish finish or a French polish finish
2. The number of customers/clients used within the Observation will be dependent on a range of **factors**, such as:
 - The customer/client requirements and preferences for the services, (not all customers/clients will require all services to be completed or may change their requirements)
 - The customer/client availability related to the services required. (The customer/client may not be available for some or the whole duration of the Observation)
 - The customer/client meeting the requirements of the EPA, (if the customer/client requirement are not fit for purpose)-
 - Health and safety requirements, restrictions and limitations, (infections, infestations, contraindications)
3. The EPAO will inform the employer of the customer/client requirements
4. The employer and/or training provider is responsible for providing a range of suitable customers/clients 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/clients for the Observation-
5. 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)
6. The apprentice will clarify with the IEPA at the start of the Observation the **factors** relating to the number of customers/clients used-
7. 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/client should be utilised-
8. The Observation will take a minimum 4 ¾ hours to **maximum 5 hours** (+10% at the discretion of the IEPA) in total, excluding breaks-
9. The 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 EPAO-
10. 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-

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Skills, knowledge and behaviours for a Nail Services Technician to be assessed by the Observation

EPA Observation and question and answer session referenced to the Standard

Practical Skills/Service	A Nail Services Technician is able to:	A Nail Services Technician Knows and Understands:
Professionalism and values	Carry out and maintain nail service industry requirements for professionalism and demonstrate a passion for the industry: <ul style="list-style-type: none"> • show creativity • meet organisational and industry standards of appearance • work under pressure, observe time and self-management • demonstrate an appreciation of equality and diversity • complete services in a commercially viable time and to a high standard • provide advice and recommendations on the nail services aftercare and appointments • describe the range of products and services in the nail services industry • facilitate a positive customer journey and experience whilst maintaining confidentiality and consumer rights • demonstrate excellent verbal and non-verbal communication skills • deal with problems within the scope and responsibilities of the occupation swiftly, seeking assistance from a senior member of staff when required 	<ul style="list-style-type: none"> • Nail services industry, legal and organisational requirements • the types of products and services in the nail services and related industries
Safe working practices	Meet industry, legal and organisational requirements: <ul style="list-style-type: none"> • maintain effective, hygienic and safe working methods • meet health 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 • ensure personal hygiene and protection meets industry, organisational and local authority requirements • correctly use Personal Protective Equipment 	<ul style="list-style-type: none"> • Nail service industry, legal and organisational requirements: • health and safety legislation and practice

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EPA Observation and question and answer session referenced to the Standard			
Practical Skills/service	A Nail Services Technician is able to:	A Nail Services Technician Knows and Understands:	Range of techniques, resources, products, tools and equipment required
Provide manicure services	<p>Assess customer's/client's requirements and provide manicure services using nail products and equipment to include:</p> <ul style="list-style-type: none"> • one manicure including finish using either a: <i>(the opposite polish must be used in 'Provide pedicure services')</i> <ul style="list-style-type: none"> ○ dark polish or ○ French polish 	<ul style="list-style-type: none"> • Methods of assessing client requirements • The techniques, products, tools and equipment used to complete a manicure- 	<p>a. From the range, apprentices must show that they have:</p> <ul style="list-style-type: none"> • Assessed all the client's requirements by: <ul style="list-style-type: none"> ○ questioning ○ listening ○ visual ○ manual ○ written • provided advice and recommendations throughout the service
Provide pedicure services	<p>Assess customer's/client's and provide pedicure services using nail products and equipment to include:</p> <ul style="list-style-type: none"> • one pedicure including finish using either a: <i>(the opposite polish must be used in 'Provide manicure services')</i> <ul style="list-style-type: none"> ○ dark polish or ○ French polish 	<ul style="list-style-type: none"> • Methods of assessing client requirements • The techniques, products, tools and equipment used to complete a pedicure- 	<p>a. From the range, apprentices must show that they have:</p> <ul style="list-style-type: none"> • Assessed all the client's requirements by: <ul style="list-style-type: none"> ○ questioning ○ listening ○ visual ○ manual ○ written • provided advice and recommendations throughout the service
Provide gel polish services for nails	<p>Consult, plan, prepare and provide gel polish services on customers/clients. Maintain and remove gel polish on customers/clients to include:</p> <ul style="list-style-type: none"> • remove and apply one gel polish finish, this can be either a: <ul style="list-style-type: none"> ○ dark polish or ○ French polish 	<ul style="list-style-type: none"> • The techniques, tools and equipment used to apply, maintain and remove gel polishes- 	<p>a. From the range, apprentices must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques <ul style="list-style-type: none"> ○ questioning ○ listening ○ visual ○ manual ○ written • provided advice and recommendations throughout the service

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<p>Provide basic nail art services</p>	<p>Consult, plan, prepare and provide nail art services on customers/clients to include:</p> <ul style="list-style-type: none"> The application of a minimum of two nail art techniques 	<ul style="list-style-type: none"> The techniques, tools and equipment used to create nail art- 	<p>a. From the range, apprentices must show that they have:</p> <ul style="list-style-type: none"> used all the consultation techniques <ul style="list-style-type: none"> questioning listening visual manual written correctly applied a minimum of 2 nail art techniques <ul style="list-style-type: none"> transfers wraps glitters embellishments marbling striping dotting freehand provided advice and recommendations throughout the service
<p>Advise, demonstrate and sell nail products and services to customers</p>	<p>Advise, demonstrate, recommend methods and sell products for enhancing the appearance of the nails and hands with customers to include:</p> <ul style="list-style-type: none"> recommending a minimum of two nail products/services - Demonstration of product knowledge, brand guidelines, customer communication and selling skills Must include appropriate questioning and sales techniques make and advise on bookings 	<ul style="list-style-type: none"> The range of nail services The advantages and disadvantages of nail enhancements systems and maintenance- Retail products, tools and equipment for the nails and skin- Specialist nail products and services Booking systems 	<p>a. From the ranges below the apprentices must show they have:</p> <ul style="list-style-type: none"> Advised, demonstrated and recommended a minimum of two of the following: <ul style="list-style-type: none"> nail care products nail maintenance services or products nail polish skin and or hand care products specialist skin and or nail products additional services gift with purchase demonstrated product knowledge including: <ul style="list-style-type: none"> price feature actions benefits precautions ingredients brand guidelines

<p>Provide a nail enhancement system</p> <p>Consult, plan, prepare and provide nail enhancement services including natural nail overlays, tips and overlays, maintenance and removal of nail enhancements on customers/clients to include:</p> <ul style="list-style-type: none"> • one nail enhancement system to create one full set of natural tips and overlays • full tips with well • manually blended application • pink and white (French finish) 	<ul style="list-style-type: none"> • The different types of tools and equipment and how to use them 	<ul style="list-style-type: none"> • provided clear communication and have used all customer communication techniques <ul style="list-style-type: none"> ○ questioning - open and closed questions ○ listening ○ visual ○ manual • used the appropriate questioning techniques <ul style="list-style-type: none"> ○ Open questions (encouraging the conversation and finding out about customer tastes) ○ Reducing questions (use with comparison products: “do you prefer this fragrance, or that fragrance?”) ○ Closed questions (getting agreement from the customer on their choice) ○ Active listening • used the appropriate sales techniques <ul style="list-style-type: none"> ○ traffic stopping ○ overcoming objections ○ responded to buying signals ○ in-store and online promotions ○ effective product placement ○ attractive product displays ○ link selling of matching products to customer’s purchase ○ current/seasonal displays <p>a. From the range, apprentices must show that they have:</p> <ul style="list-style-type: none"> • used all the consultation techniques <ul style="list-style-type: none"> ○ questioning ○ listening ○ visual ○ manual ○ written • provided advice and recommendations throughout the service
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Behaviours

The following behaviours underpin the delivery of services in the nail services sector:

These behaviours ensure that customers/clients receive a positive impression of both the organisation and the individual:

1. **Personal and professional ethics:** demonstrates a commitment to quality, maintains honesty, integrity and confidentiality
2. **Flexible and positive attitude:** Adapts positively to changing work priorities and patterns when new tasks need to be completed or requirements change.
3. **Maintain customer care principles and practices:** shows customers/clients respect at all times and in all circumstances, demonstrates 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 re-sits of 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 retaking a new EPA.

Apprentices who achieve a pass grade cannot re-sit 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 Nail Technician 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 resit can be taken at the earliest opportunity.

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

Quality Assurance

Internal Quality Assurance

Independent End-Point Assessor (IEPA)

EPAO is responsible for ensuring IEPA meet the following criteria:

Role purpose	Definition
Occupationally competent	<p>The IEPA must:</p> <ul style="list-style-type: none"> • Ideally hold a Nail Services level 3 qualification • Have equivalent experience of working at this level and sufficient ‘hands-on’ operational experience within the relevant sector 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 Nail Services Technician in a commercial Beauty salon or Beauty retail environment.</p>
Familiar with the EPA	The IEPA must have an in-depth knowledge of the EPA and the grading criteria required. They must be committed to upholding the integrity of the Standard.
Credible	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 should provide sufficient evidence to demonstrate current practical competence and continual professional development as a Nail Services Technician on an annual basis.
Accountability	The IEPA will be accountable to the EPAO which has contracted their services
Independence	EPAs 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.
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 against different apprentices’ performance. • Complete reports as required • Provide clear feedback to apprentices and the EPAO. • Conduct those 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 annual (as a minimum) Standardisation activities as required by the EPAO.

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Independent End Point Assessment Organisation (EPAO) responsibilities

EPAO responsibilities

The EPAO will:

- 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:
 - 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:
 - 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 Assessor (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.

External Quality Assurance

Ofqual will provide the external quality assurance of the Nail Services Technician 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:

A **fail apprentice** lacks the skills for running a nail services appointment system within expected service times. Working practice is haphazard with a lack of professional image, safe working practices and approach to client/customer relations showing in their work. Shows a minimum understanding of nail products and services and communication and consultation skills are weak with little attention paid to customer/client requirements, satisfaction or comfort.

A **pass apprentice** meets all the KSBs detailed within the standard and is capable of managing and running a nail services appointment system within expected service times. They work safely and hygienically at all times and demonstrate a professional approach, maintaining honesty and integrity, demonstrating a commitment to quality and maintaining confidentiality. Consistently shows clients/customers respect and in all circumstances, demonstrates empathy, sensitivity and awareness. They competently complete nail services consultations, using a range of nail services techniques, methods, tools and products to achieve agreed outcomes. Their nail services product and treatment advice is comprehensive, and evidences knowledge and understanding that includes how to use treatments, products and services to enhance the client's/customer's appearance. They adapt positively to changing work priorities and patterns when new tasks need to be completed or requirements change. Client comfort and satisfaction are maintained throughout all services.

A **distinction apprentice**, in addition to meeting the pass criteria, the apprentice performs at a significant level above that expected within their job role, consistently exceeding requirements across the areas of the standard being assessed and is backed up with evidence of a full depth of understanding that is used to shape and influence service outcomes appropriately. Client/customer comfort and satisfaction are considered throughout all services, continually going the extra mile to meet each client's/customer's needs 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.

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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 nail bars/salon/spas with existing “real work” environments within the beauty sector.

Likely volumes

669 Apprenticeships issued on the existing framework Nail Service in 2016-17. We are presuming this number will stand with the availability of the new Apprenticeship Standard and the new content and flexibility it provides to employers.

2018-19	2019-20	2020-21	2021-22
300	350	400	450