

# End-point assessment plan for Advanced Beauty Therapist apprenticeship standard

Apprenticeship standard reference number	Apprenticeship standard level	Integrated end-point assessment
ST0211	3	No

## Contents

Introduction and overview .....	2
EPA summary table .....	3
Length of end-point assessment period .....	3
Order of assessment methods .....	4
Gateway .....	4
Assessment methods.....	7
Reasonable adjustments .....	15
Grading.....	16
Re-sits and re-takes.....	24
Roles and responsibilities .....	24
Internal Quality Assurance (IQA).....	26
Affordability.....	27
Professional body recognition .....	27
Mapping of knowledge, skills and behaviours (KSBs) .....	28

## Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the Advanced Beauty Therapist apprenticeship standard. It is for end-point assessment organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to Advanced Beauty Therapist apprentices, their employers and training providers.

Full time apprentices will typically spend 18 months on-programme (before the gateway) working towards the occupational standard, with a minimum of 20% off-the-job training. All apprentices must spend a minimum of 12 months on-programme.

The EPA period should only start, and the EPA be arranged, once the employer is satisfied that the apprentice is deemed to be consistently working at or above the level set out in the occupational standard, all of the pre-requisite gateway requirements for EPA have been met and can be evidenced to an EPAO.

For level 3 apprenticeships and above apprentices without English and mathematics at level 2 must achieve level 2 prior to taking their EPA.

The EPA must be completed within an EPA period lasting typically 3 months, after the EPA gateway.

The EPA consists of 3 discrete assessment methods.

The individual assessment methods will have the following grades:

### **Assessment method 1:** Knowledge Test

- Fail
- Pass

### **Assessment method 2:** Observation & Technology Demonstration

- Fail
- Pass
- Distinction

### **Assessment method 3:** Professional Discussion

- Fail
- Pass
- Distinction

Performance in the EPA will determine the overall apprenticeship standard grade of:

- Fail
- Pass
- Merit
- Distinction

## EPA summary table

<b>On-programme</b> (typically 18 months)	Training to develop the occupational standard's knowledge, skills and behaviours (KSBs) Compiling a portfolio
<b>End-point assessment gateway</b>	<ul style="list-style-type: none"> <li>• Employer is satisfied the apprentice is consistently working at, or above, the level of the occupational standard.</li> <li>• English and mathematics Level 2</li> </ul> <p>Apprentices must develop and submit the following:</p> <ul style="list-style-type: none"> <li>• A portfolio to underpin the professional discussion</li> <li>• A Treatment Log to underpin the observation and questioning, Component 2: Technology demonstration</li> </ul>
<b>End-point assessment</b> (which will typically take 3 months)	<p>Assessment method 1: Knowledge Test</p> <p>With the following grades:</p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> </ul> <p>Assessment method 2: Observation &amp; Technology Demonstration</p> <p>With the following grades:</p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul> <p>Assessment method 3: Professional Discussion</p> <p>With the following grades:</p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul>

## Length of end-point assessment period

The EPA will be completed within an EPA period lasting typically of 3 months, after the EPA gateway.

## Order of assessment methods

The assessment methods can be completed in any order. To ensure health and safety the independent assessor can terminate the Observation at any point should the apprentice put either themselves or others at risk.

## Gateway

The EPA period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

In addition to the employer's confirmation that the apprentice is working at or above the level in the occupational standard, the apprentice must have completed the following gateway requirements prior to beginning EPA:

English and mathematics at level 2.

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

For Knowledge Test:

- no specific requirements

For Observation & Technology Demonstration, the apprentice will be required to submit a treatment log (compiled during the on-programme period of the apprenticeship) which provides evidence of how they have used technologies named on the occupational standard for advanced facial technical (electrical or mechanical) therapy and advanced body technical (electrical or mechanical) therapy.

This should contain:

- evidence that relates to all 15 technologies covering:
  - advanced facial technical (electrical or mechanical) therapy using all of the following current applications:
    - Galvanic
    - micro-current
    - microdermabrasion
    - low intensity LED light (below 500mW)
    - skin warming devices
    - high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz)
    - lymphatic drainage equipment
  - advanced body technical (electrical or mechanical) therapy using all of the following current applications:
    - Galvanic
    - micro-current
    - microdermabrasion
    - low intensity LED light (below 500mW)

- skin warming devices
- high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz)
- electrical muscle stimulation
- lymphatic drainage equipment
- the treatment log will typically contain 15 discrete pieces of evidence
- evidence should be mapped against K15, K16, K19, S10 and S11
- evidence sources may include:
  - workplace documentation/records, for example workplace policies/procedures, records
  - witness statements
  - digital images
  - digital video clips (maximum total duration 5 minutes); the apprentice must be in view and identifiable at all times during video clips
 This is not a definitive list; other evidence sources are allowed
- the treatment log should not include any methods of self-assessment or self-reflection
- any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions
- the evidence provided should be valid and attributable to the apprentice; the treatment log should contain a statement from the employer and apprentice confirming this
- the treatment log of evidence must be submitted to the EPAO at the Gateway

The treatment log is not directly assessed. It underpins the Technology Demonstration and therefore should not be marked by the EPAO. EPAOs should review the treatment log in preparation for the technology demonstration but are not required to provide feedback on the treatment log itself. The treatment log of evidence can be electronic or paper-based (or a mixture of both).

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

- the portfolio of evidence should be compiled during the on-programme period of the apprenticeship
- it should contain evidence related to the KSBs that will be assessed by the professional discussion
- it will typically contain 7 discrete pieces of evidence
- evidence should be mapped against the KSBs mapped to the Professional Discussion
- evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested
- evidence sources may include:
  - workplace documentation/records, for example workplace policies/procedures, records
  - witness statements
  - digital images
  - digital video clips (maximum total duration 5 minutes); the apprentice must be in view and identifiable at all times during video clips.

This is not a definitive list; other evidence sources are allowed.

- It should not include any methods of self-assessment or self-reflection
- any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions

- the evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this
- the portfolio of evidence must be submitted to the EPAO at the gateway

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

# Assessment methods

## Assessment method 1: Knowledge Test

(This assessment method has 1 component.)

### Overview

The rationale for this assessment method is:

The Knowledge Test is an accurate way to test the apprentice's underpinning knowledge that may not naturally occur in other assessment methods. This method confirms competency against health and safety requirements which is essential to this occupation.

### Test Format

The test can be:

- computer based

It will consist of 44 questions.

These questions will consist of:

- Closed response questions (multiple-choice questions)

8 questions must cover Health and Safety and Legal requirements, of which 7 must be passed (K4, K5, K6).

### Test administration

Apprentices must have 80 minutes to complete the test.

The test is closed book which means that the apprentice cannot refer to reference books or materials.

Apprentices must take the test in a suitably controlled environment that is a quiet space, free of distractions and influence, in the presence of an invigilator. The invigilator may be specialised software, if the test can be taken on-line or another external person employed by the EPAO. The EPAO is required to have an invigilation policy that will set out how the test/examination is to be carried out. This will include specifying the most appropriate ratio of apprentices to invigilators to best take into account the setting and security required in administering the test.

The EPAO is responsible for ensuring the security of testing they administer to ensure the test remains valid and reliable (this includes any arrangements made using online tools). The EPAO is responsible for verifying the validity of the identity of the person taking the test.

### Marking

Tests must be marked by independent assessors or markers employed by the EPAO following a marking guide produced by the EPAO. Alternatively, marking by computer is permissible where questions types allow this.

A correct response will be assigned 1 mark.

Any incorrect or missing answers must be assigned 0 marks

To pass the Knowledge Test 7 out of the 8 questions related to health and safety referred to above must be passed.

## Question and resources development

Questions must be written by EPAOs and must be relevant to the occupation and employer settings.

It is recommended that this be done in consultation with employers of this occupation. EPAOs should also maintain the security and confidentiality of their questions when consulting employers. EPAOs must develop 'question banks' and a test specification of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the questions they contain, are fit for purpose.

EPAOs must ensure that apprentices undertake a different knowledge test paper if they require a resit/retake.

## Required supporting material

As a minimum EPAOs will produce the following material to support this method:

- a test specification
- sample test and mark scheme
- live test and mark scheme
- analysis reports which show areas of weakness for completed tests and an invigilation policy.
- an invigilation policy.

## Assessment method 2: Observation & Technology Demonstration

(This assessment method has 2 components.)

### Overview

This assessment method has 2 components: an Observation and a Technology Demonstration.

For the observation (component 1) apprentices must be observed by an independent assessor completing work in their normal workplace (or in a venue agreed by the EPAO), in which they will demonstrate competency against the KSBs assigned to this assessment method. A minimum of two clients must be used during the observation, one of these clients must be existing. The EPAO will arrange for the observation to take place, in consultation with the employer.

The apprentice will perform the following:

1. one advanced manual therapy consultation (typically 15 minutes)
2. one advanced manual therapy (to include face, scalp and body) (typically one hour and 15 minutes)
3. two technical therapy consultations (one face, one body) (typically 30 minutes)
4. one advanced facial technical therapy treatment (typically one hour)
5. one advanced body technical therapy treatment (typically one hour)

The observation and questioning should take 4 hours. The independent assessor has the discretion to increase the time of the observation by up to 10% to allow the apprentice to complete the last task that is part of this component of the EPA.

One independent assessor may observe up to a maximum of 1 apprentice at any one time, to allow for quality and rigour.



For the technology demonstration and questioning (component 2) apprentices must be observed by an independent assessor demonstrating the remaining 11 of the 15 applications of a technical therapy (electrical or mechanical equipment) not observed in the main observation, using individual or multi use technology to demonstrate the outstanding parts of Knowledge and Skills assigned to this assessment method.

Technology demonstrations must be carried out over an assessment time of 1 hour and 30 minutes. The technology demonstration may not be split, other than to allow comfort breaks as necessary. The independent assessor has the discretion to increase the time of the technology demonstration by up to 10% to allow the apprentice to complete the last task that is part of this component of the EPA.

The apprentice will be expected to draw upon evidence in their treatment log during the technology demonstration.

The independent assessor may conduct and observe only one apprentice during this assessment component.

This assessment method is assessed holistically across the two components.

The rationale for this assessment method is:

The occupation involves practical activity best assessed through observation; it would be difficult to replicate the working environment in a valid way and employers would doubt the occupational competence of an individual not assessed in this way.

The technical demonstration component of this assessment method involves direct verification, under controlled conditions, of the apprentice's competence to apply and use the different types of technical therapy (electrical or mechanical equipment).

## Assessment method 2 component 1: Observation

The KSBs covered in this component are in black in Mapping of KSBs for Observation.

### Delivery

The observation must take 4 hours (see overview above for typical timescales). The observation and questioning may be split into discrete sections held over a maximum of 1 working day. The length of a working day is typically considered to be 7.5 hours. The independent assessor has the discretion to increase the time of the observation by up to 10% to allow the apprentice to complete a final task that they are working on or to complete the answer to a question.

In advance of the observation, apprentices must be provided with information on the format of the observation, including timescales.

The apprentice must ensure that existing client records are available.

The independent assessor must be unobtrusive whilst conducting the observation.

The following activities **MUST** be observed during the observation:

#### Manual Therapy treatment:

- one advanced manual therapy consultation to design a bespoke treatment plan (S1/K1)
- implement, perform and adapt one advanced manual therapy inclusive of a Swedish massage technique (to include face, scalp and body)

- provide detailed, written, post treatment advice and recommendations. The apprentice would be expected to use their organisation's documentation

### Face Technical Therapy

- one technical therapy consultation including designing a bespoke treatment plan (S1/K1)
- one advanced facial technical therapy treatment (electrical or mechanical) using two out of the seven current applications (S10/K15/S2/S3/S4/S5/S6/S7/S8)
  - Galvanic
  - micro-current
  - microdermabrasion
  - low intensity LED light (below 500mW)
  - skin warming devices
  - high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz)
  - lymphatic drainage equipment
- provide detailed, written, post treatment advice and recommendations. The apprentice would be expected to use their organisation's documentation

### Body Technical Therapy

- one technical therapy consultation including to design a bespoke treatment plan (S1/K1)
- one advanced body technical therapy treatment (electrical or mechanical) using two out of the eight current applications (S11/K16):
  - Galvanic
  - micro-current
  - microdermabrasion
  - low intensity LED light (below 500mW)
  - skin warming devices
  - high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz)
  - electrical muscle stimulation
  - lymphatic drainage equipment
- provide detailed, written, post treatment advice and recommendations. The apprentice would be expected to use their organisation's documentation

The observation should be conducted in the following way, to take account of the occupational context in which the apprentice operates:

- The employer and apprentice are responsible for providing suitable client(s) that allows the apprentice to demonstrate the KSBs mapped to this assessment method including being required to complete the treatments detailed in the observation and providing contingency clients if required
- Wherever practicable the EPAO, in liaison with the employer, must ensure the following factors have been considered before using clients for the observation and questioning:
  - the client availability related to the treatments required (the client must be available for the whole duration of the observation)
  - the client meeting the requirements of the EPA - if the client is not suitable for the purposes of the EPA then they must be substituted
  - health and safety requirements, restrictions and limitations

- the employer and apprentice are responsible for providing clients for contingency purposes (in the event of any factors rendering the observation and questioning void)
- If any health and safety risk becomes apparent during the observation, the apprentice must notify the independent assessor immediately, explaining the contributing factors and a contingency client should be utilised. The independent assessor would also be expected to pause the observation if any health and safety risk became apparent and recommence with a contingency client.

A minimum of 9 questions must be asked during the observation and within the overall 4 hours permitted. These questions can come from a question bank, be generated by the assessor, or both. KSBs not directly observed can be covered via questioning.

KSBs observed and answers to questions must be documented by the independent assessor.

The independent assessor will make all grading decisions, this method is graded holistically based on both components.

### Questions and resources development

EPAOs must develop question banks of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they are fit for purpose. The questions relating to underpinning KSBs must be varied yet allow assessment of the relevant KSBs.

EPAOs will create and set open questions to assess related underpinning knowledge and skills.

### Other relevant information

There may be breaks during the observation to allow the apprentice to move from one location to another as required. All breaks must be invigilated.

### Support material

EPAOs will produce the following material to support this assessment method:

- Outline of the observation requirements
- Marking materials
- Assessment recording forms
- Question bank

### Venue

The observation can take place in:

- employer's premises
- suitable premises other than the employer's own premises
- a venue agreed with the EPAO

Specific venue requirements that must be in place include ensuring a realistic working environment:

The real work environment must meet the following principles:

- all end-point assessments must be carried out under realistic commercial conditions
- the space per working area conforms to current health and safety legislation and commercial practice
- the range of services, professional products, tools, materials and equipment must be current and available for use
- all byelaws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account

- all relevant large items of equipment e.g. therapist's chair, treatment couches must be provided
- the employer and apprentice are responsible for providing tools and equipment and the products they will be using if conducted at the employer's premises. If conducted at an EPAO venue, then the EPAO will be responsible for liaising with the employer and apprentice to ensure that tools and equipment and products are available.
- all equipment must be in good working order and legally compliant.

## Assessment method 2 component 2: Technology Demonstration underpinned by Treatment Log

The technology demonstration must last for 1 hour and 30 minutes and may be split to allow the apprentice to move from one location to another. The independent assessor has the discretion to increase the technology demonstration by up to 10% to allow the apprentice to complete a final task they are working on or to complete an answer to a question.

The apprentice will demonstrate the use of the following technical therapies (electrical or mechanical equipment) that were not used during the observation:

Five out of the seven advanced facial technical (electrical or mechanical equipment) therapy current applications:

- Galvanic
- micro-current
- microdermabrasion
- low intensity LED light (below 500mW)
- skin warming devices
- high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz)
- lymphatic drainage equipment

and

Six out of the eight advanced body technical (electrical or mechanical equipment) therapy current applications:

- Galvanic
- micro-current
- microdermabrasion
- low intensity LED light (below 500mW)
- skin warming devices
- high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz)
- electrical muscle stimulation
- lymphatic drainage equipment

The above activities MUST be observed during the technical therapy (electrical or mechanical equipment) technology demonstration as without these tasks it would seriously hamper the opportunity for the apprentice to demonstrate occupational competence in the knowledge and skills assigned to this assessment method.

Apprentices must be provided with both written and verbal instructions on the tasks they must complete, including the timescales they are working to.

The apprentice will demonstrate when and why they would use the technical therapy (electrical or mechanical equipment) techniques/current types during a treatment including:

- safety checks
- indicators for the technical therapy (electrical or mechanical) equipment
- settings
- timings
- what product they would use with each technology and why

A client is not required to be present during the technology demonstration. Demonstration of the technical therapies will be achieved through discussion and explanation of the techniques, and demonstration of the equipment involved.

EPAOs will create and set open questions to assess related underpinning knowledge and skills. The questions can be asked both during and after the technology demonstration. The independent assessor must ask a minimum of 11 scenario-based questions. Questioning must be completed within the total time allowed for the technology demonstration.

The treatment log must be present during the technology demonstration and the apprentice should refer to this and draw on its contents to further support their answers.

KSBs observed and answers to questions must be documented by the independent assessor.

The independent assessor will make all grading decisions, this method is graded holistically based on both components.

### Questions and resources development

EPAOs will create and set scenario-based questions to assess related underpinning knowledge and skills.

EPAOs will produce specifications to outline in detail how the technology demonstrations will operate, what it will cover and what should be looked for. It is recommended that this be done in consultation with employers. EPAOs should put measures and procedures in place to maintain the security and confidentiality of their specifications if employers are consulted. Specifications must be standardised by the EPAO.

EPAOs must develop question banks of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose. The questions relating to underpinning KSBs must be varied yet allow assessment of the relevant KSBs.

### Venue

Technology demonstrations must be conducted in one of the following locations:

- the employer's premises
- a suitable venue selected by the EPAO (e.g. a training provider's premises or another employer's premises)

The venue must:

- have all the technical equipment for the technical therapy (electrical or mechanical equipment) available (face and body) to use: (as detailed on page 12)
- a range of professional products, tools, materials and equipment, must be current and available for use
- all byelaws, 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 and apprentice are responsible for providing tools and equipment and the products they will be using
- all equipment must be in good working order

### Support material

EPAOs will produce the following material to support this assessment method:

- outline of the assessment method's requirements
- marking materials
- question bank

**Assessment method 3: Professional Discussion** (This assessment method has 1 component.)

### Assessment method 3 component 1: Professional Discussion

#### Overview

This assessment will take the form of a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. It will involve the questions that will focus on coverage of prior learning or activity.

The rationale for this assessment method is the occupation involves extensive practical activity; a professional discussion will allow some KSBs which may not naturally occur in every workplace or may take too long to observe to be assessed and the assessment of a disparate set of KSBs.

#### Delivery

The independent assessor will conduct and assess the professional discussion.

The professional discussion must last for 45 minutes. The independent assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete their last answer.

The independent assessors should ask sufficient questions to provide the apprentice with the opportunity cover the range of KSBs. This should be a minimum of 8 questions. The independent assessor must use the full time available for questioning to allow the apprentice the opportunity to evidence occupational competence at the highest level available.

The independent assessor must combine questions from the EPAO's question bank and those generated by themselves.

The professional discussion will be conducted as set out here:

- this is a 1:1 conversation between the apprentice and the independent assessor
- it is completed in an appropriate environment which is free from distractions and interruptions
- both parties may refer to the apprentice's portfolio to support the professional discussion

When completing the Professional Discussion, the apprentice will lead the professional discussion. The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the professional discussion.

The independent assessor will make all grading decisions.

## Venue

The professional discussion should take place in a quiet room, free from distractions and influence.

The professional discussion can take place in any of the following:

- employer's premises
- a suitable venue selected by the EPAO (for example a training provider's premises)

## Other relevant information

A structured question bank must be developed by EPAOs. The 'question bank' must be of sufficient size to prevent predictability and the EPAO must review it regularly (at least once a year) to ensure that it, and its content, are fit for purpose. The questions relating to the underpinning KSBs, must be varied yet allow assessment of the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

Independent assessors must be developed and trained by the EPAO in the conduct of professional discussion and reaching consistent judgement.

EPAOs will produce the following material to support this assessment method:

- outline of the assessment method's requirements
- marking materials
- question bank

## Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments for this apprenticeship standard. This should include how an apprentice qualifies for reasonable adjustment and what reasonable adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this assessment plan.

## Weighting of assessment methods

All assessment methods are weighted equally in their contribution to the overall EPA grade.

## Grading

### Assessment method 1: Knowledge Test

KSBs	Fail	Pass
K4 K5 K6 K7 K18 K36 K37 K38 K39 K40 K41 K42 K43 K44 K45 K46 K47 K48	Does not meet the pass criteria  Marks of 30 or below will result in a fail	The apprentice must achieve a set mark of 31/44 plus of correct answers.  The test must include 8 questions (two per knowledge) for K3, K4, K5 and K6 (Health and Safety Legislation and Legal requirements). Of these 8 questions 7 must be passed in order to pass the knowledge test.

The following grade boundaries apply to the test:

Grade	Minimum score	Maximum score
Pass	31	44
Fail	0	30

### Assessment method 2: Observation and Technology Demonstration.

Fail: Does not meet pass criteria

KSBs	Pass - The apprentice meets all of the criteria below:	Distinction - The apprentice meets all of the pass criteria and all of the distinction criteria below
K1 K2 K3 K8 K9 K10 K11 K12 K13 K14	<b>Consultation</b>  Designs the client's treatment plan to gain informed client consent and takes account factors that affect the treatment including	Evaluates the client's lifestyle and suitability for treatment, interprets and analyses this information to maximise the treatment,



<p><b>K15 K16</b>  <b>K17 K19</b>  <b>K20 K21</b>  <b>K22 K23</b>  <b>K24 K25</b>  <b>K26 K27</b>  <b>K28 K29 S1</b>  <b>S2 S3 S4</b>  <b>S5 S6 S7</b>  <b>S8 S9 S10</b>  <b>S11 S12</b>  <b>S13 S14</b>  <b>S15 S16</b>  <b>S17 S18</b>  <b>S19 S20</b></p> <p><b>B2 B4</b></p>	<p>body and skin type, condition and characteristics, posture, lifestyle and health</p> <p>Designs the client's treatment plan to improve the condition of the client's physical appearance and emotional welfare</p> <p>Carries out client risk assessment to establish suitability and indicators for treatment, taking into account contra-indications</p> <p>Advises on expected and adverse contra-actions during or after the treatment and the impact of the environment and lifestyle factors has on the ageing process</p> <p>Explains what remedial action should be taken if the client experiences discomfort or contra-actions</p> <p>Communicates using the correct terminologies according to client needs to build and maintain their trust</p> <p>Carries out, interprets and records tests (including allergy and sensitivity) pre, post and during treatments</p> <p>Selects and prepares products, tools and equipment to suit the treatment objectives and plan</p> <p>Explains aftercare and post treatment costs to the client to maximise the benefits of the treatment, reduce the risk of adverse effects or contra-actions and takes into account the client's needs</p>	<p>treatment combinations, benefits and aftercare recommendations</p> <p>Responds to different clients by adapting their style of communication using the correct terminologies to build and maintain their trust</p>
	<p><b>Perform manual therapies on face, scalp and neck</b></p> <p>Performs and adapts advanced manual therapies, inclusive of Swedish massage, showcasing the following techniques to meet the treatment objectives, client's physical characteristics:</p> <ul style="list-style-type: none"> <li>• effleurage</li> <li>• petrissage</li> <li>• tapotement</li> </ul>	<p>In performing and adapting advanced manual therapies interprets how the client, muscle and skin react to modify pressure depth, rhythm and sequence of the manual therapy</p>

	<ul style="list-style-type: none"> <li>• vibration and friction</li> <li>• deep tissue</li> <li>• light touch</li> <li>• lymphatic drainage and pressure point massage</li> <li>• advanced techniques using the forearm, wrist and elbow</li> </ul> <p>Performs and adapts advanced therapies to meet the client's psychological characteristics and treatment objects</p> <p>Selects, uses and adapts the products, tools, equipment and treatment duration to suit the client's skin type, body type, body condition, sensitivity and tolerance</p>	
	<p><b>Perform facial technical (electrical or mechanical) therapy treatments</b></p> <p>Performs and adapts an advanced facial technical (electrical or mechanical) therapy treatment to improve and maintain the client's needs and expectations</p> <p>Uses the appropriate advanced facial technical electrical or mechanical techniques/current types to meet the client's needs from the following: galvanic; micro-current; microdermabrasion; low intensity LED light (below 500mW); skin warming devices; high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz); lymphatic drainage equipment</p> <p>Explains the effects of different technology therapy equipment, their uses, restrictions and benefits when used individually or in combination to meet the client's needs</p>	<p>In performing and adapting facial technical (electrical or mechanical) therapy treatments, interprets how the client, muscle and skin reacts to modify the application, settings and duration of the therapy treatment</p> <p>Justifies in technical detail the treatment rationale, duration and sequence for the combinations or individual application of techniques to maximize and meet the treatment objectives</p>
	<p><b>Perform body technical (electrical or mechanical) therapy treatments</b></p> <p>Performs and adapts an advanced body technical (electrical or mechanical) therapy treatments to meet the client's needs and expectations</p> <p>Demonstrates and adapts a range of advanced body technical electrical or</p>	<p>In performing and adapting body technical (electrical or mechanical) therapy treatments, interprets how the client, muscle and skin reacts to modify the application, settings and duration of the therapy treatment</p> <p>Justifies in technical detail the treatment rationale, duration and sequence for the combinations or individual application of</p>

	<p>mechanical techniques/current types from the following technologies, in combination or independently to meet the treatment objectives:</p> <p>galvanic; micro-current; microdermabrasion; low intensity LED light (below 500mW); skin warming devices; high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz); electrical muscle stimulation, lymphatic drainage equipment</p> <p>Explains the effects of different technology therapy equipment, their uses, restrictions and benefits when used individually or in combination to meet the client's needs</p>	<p>techniques to maximize and meet the treatment objectives</p>
	<p><b>Client preparation and care</b></p> <p>Prepares the client for treatment, whilst maintaining client's discretion, modesty and privacy</p> <p>Uses and adapts products, equipment, tools and treatment duration to suit the client's skin type and characteristics, body type, body condition, sensitivity and tolerance</p> <p>Maintains client comfort and care by checking the client's wellbeing before, during and after the treatment and allowing sufficient post-treatment recovery time</p> <p>Resolves problems that occur during treatments and explains who they would approach for advice if a problem occurred and at what stage in the treatment this should happen</p> <p>Ensures the finished result is to the client's satisfaction and meets the agreed treatment objectives</p>	<p>Consistently and attentively empathises and optimises client comfort, checking the client's wellbeing before, during and after the treatment, recognising and reacting to client's behaviours and allowing sufficient post-treatment recovery time</p>
	<p><b>Post treatment and aftercare</b></p> <p>Provides detailed, written, post treatment advice and recommendations which</p>	<p>Evaluates the client's treatment and provides extensive comprehensive, written, post treatment advice and recommendations,</p>

	<p>include post treatment follow- up procedures, time intervals between treatments and homecare routines /treatments</p> <p>Provides aftercare products and advices how to avoid activities that may cause contra-actions or that reduce treatment benefits</p> <p>Explains how they would deal with adverse contra-actions that may occur, how to deal with them and what advice to give to clients</p> <p>Evaluates the treatment outcome in order to inform further treatment recommendations</p> <p>Explains how they would resolve and report organisational operational problems</p>	<p>tailored to the client's needs to maximise the treatment benefits</p>
	<p><b>Risk assessment</b></p> <p>Performs, implements and completes risk assessment protocols in relation to the environment, treatment and client risk</p> <p>Explains how they would liaise with non-health care and health care practitioners when required</p>	
	<p><b>Health &amp; safety and procedures</b></p> <p>Carries out the treatments in compliance against organisational operations to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance</p> <p>Ensures the client's records are completed, signed, maintained and stored accurately (manual or electronic methods) in accordance with legal and organisational operations</p>	<p>Utilises and adapts posture to maximise the pressure, depth and rhythm of manual therapy treatments</p>

	<p>Maintains safe and effective methods of working in accordance with organisational operations to maintain personal hygiene</p> <p>Follows organisational policy to maintain client confidentiality</p> <p>Positions the client to meet the needs of the treatment and ensuring own posture and working methods minimise fatigue and the risk of injury to self and client</p> <p>Ensures environmental conditions are suitable for the client and the treatment keeping the work area clean and tidy</p> <p>Uses working methods that minimise the risk of cross-infection, promoting environmental and sustainable working practices and disposed of waste materials to meet legal requirements</p>	
	<p><b>Professionalism</b></p> <p>Demonstrates a pride in work, integrity, respect, flexibility and adaptability whilst maintaining professional ethics</p> <p>Communicates effectively, choosing the most appropriate way of communicating with clients</p>	<p>Acts independently to add value to areas of their work which is above and beyond expectations</p>

## Assessment method 3: Professional Discussion

Fail: Does not meet pass criteria

KSBs	Pass - The apprentice meets all of the criteria below:	Distinction - The apprentice meets all of the pass criteria and all of the distinction criteria below
<p><b>K30</b> <b>K31</b> <b>K32</b> <b>K33</b> <b>K34</b> <b>K35</b> <b>S21</b> <b>S22</b> <b>S23</b> <b>S24</b> <b>S25</b> <b>S26</b> <b>B1</b> <b>B3</b></p>	<p><b>Promotion and Business Growth</b></p> <p>Explains how they promote and sell products suitable for advanced manual and technical therapy services and treatments to include, link selling and long-term treatment planning including lifestyle and health guidance</p> <p>Explains how they promote sales and additional treatments to enhance the client experience and overall treatment results</p> <p>Explains how they adjusted their performance to meet targets within an agreed timescale by reviewing and recording progress</p> <p>Explains how they develop and maintain salon procedures to safely control work operations and how they have implemented the management of salon business systems and processes including:</p> <ul style="list-style-type: none"> <li>▪ successful business planning,</li> <li>▪ financial effectiveness,</li> <li>▪ promotional and marketing activities,</li> <li>▪ team development,</li> <li>▪ salon operations and supporting client service improvements,</li> <li>▪ problem solving practice</li> </ul> <p>Explains how they have applied time and self-management principles</p> <p>Explains how they have worked collaboratively, contributed ideas</p> <p>Explains how they met challenges and led by example</p>	<p>Evaluates how they recognised and adjusted their performance to meet and exceed targets to generate continuous business improvement and self-growth in an agreed timescale by reviewing and recording progress</p> <p>Acts independently to promote change in the organisation or industry based on their collaboration/ideas</p>

	Explains how they acted as an ambassador for the organisation and industry	
	<b>Supervision</b> Explains strategies used to supervise, coordinate and organise individual and team activities, whilst maintaining good working relationships with individuals and team members	
	<b>Professionalism</b> Accepts responsibility and proactively plans their work  Takes pride in their work and aims for excellence	
	<b>Continuous Professional Development</b> Explains how they have managed their own continuing professional development (CPD) incorporating research, professional practice and progression	

### Overall EPA grading

All EPA methods must be passed for the EPA to be passed overall.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Knowledge Test	Observation and technology demonstration	Professional Discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Merit
Pass	Pass	Distinction	Merit
Pass	Distinction	Distinction	Distinction

## Re-sits and re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

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

An apprentice who fails one or more assessment methods, and therefore the EPA in the first instance, will be required to re-sit or re-take the failed assessment method(s) only. The apprentice can use the same portfolio and/or Treatment Log in the event of a resit / retake.

Any assessment method re-sit or re-take must be taken during the typical EPA period, otherwise the entire EPA must be taken again, unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to merit/distinction or merit to distinction.

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

## Roles and responsibilities

Role	Responsibility
Apprentice	<ul style="list-style-type: none"> <li>participate in development opportunities to improve their knowledge skills and behaviours as outlined in the standard</li> <li>meet all gateway requirements when advised by the employer</li> <li>understand the purpose and importance of EPA and undertake EPA</li> </ul>
Employer	<ul style="list-style-type: none"> <li>support the apprentice to achieve the KSBs outlined in the standard to their best ability</li> <li>determines when the apprentice is working at or above the level outlined in the occupational standard and is ready for EPA</li> <li>select the EPAO</li> <li>confirm arrangements with EPAO for the EPA (who, when, where) in a timely manner</li> <li>ensure apprentice is well prepared for the EPA</li> <li>should not be involved in the delivery of the EPA</li> </ul>
EPAO	<p>As a minimum EPAOs should:</p> <ul style="list-style-type: none"> <li>understand the occupational role</li> </ul>



	<ul style="list-style-type: none"> <li>• appoint administrators/invigilators and markers to administer/invigilate and mark the EPA</li> <li>• provide training and CPD to the independent assessors they employ to undertake the EPA</li> <li>• provide adequate information, advice and guidance documentation to enable apprentices, employers and providers to prepare for the EPA</li> <li>• deliver the end-point assessment outlined in this EPA plan in a timely manner</li> <li>• prepare and provide all required material and resources required for delivery of the EPA in-line with best practices</li> <li>• use appropriate assessment recording documentation to ensure a clear and auditable mechanism for providing assessment decision feedback to the apprentice</li> <li>• have no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest</li> <li>• maintain robust internal quality assurance (IQA) procedures and processes, and conducts these on a regular basis</li> <li>• conform to the requirements of the nominated external quality assurance body</li> <li>• organise standardisation events and activities in accordance with this plan's IQA section</li> <li>• organise and conduct moderation of independent assessors' marking in accordance with this EPA plan</li> <li>• have, and operate, an appeals process</li> <li>• arrange for certification upon successful achievement of the EPA</li> </ul>
Independent assessor	<p>As a minimum an independent assessor should:</p> <ul style="list-style-type: none"> <li>• understand the occupational standard and end-point assessment plan</li> <li>• deliver the end-point assessment in-line with the EPA plan</li> <li>• comply to the IQA requirements of the EPAO</li> <li>• be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest</li> <li>• satisfy the criteria outlined in this EPA plan</li> <li>• hold or be working towards an independent assessor qualification e.g. A1 and have had training from their EPAO in terms of good assessment practice, operating the assessment tools and grading</li> <li>• have the capability to assess the apprentice at this level</li> </ul>

	<ul style="list-style-type: none"> <li>attend the required number of EPAOs standardisation and training events per year (as defined in the IQA section)</li> </ul>
Training provider	<p>As a minimum the training provider should:</p> <ul style="list-style-type: none"> <li>work with the employer to ensure that the apprentice is given the opportunities to develop the KSBs outlined in the occupational standard and monitor their progress during the on-programme period</li> <li>advise the employer, upon request, on the apprentice's readiness for EPA prior to the gateway</li> <li>Plays no part in the EPA itself</li> </ul>

## Internal Quality Assurance (IQA)

Internal quality assurance refers to the requirements that EPA organisations must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPAOS must employ independent assessors who meet the following requirements:

- maintain a relevant level 3 beauty qualification
- are working currently as an advanced beauty therapist and have 'hands on' operational experience of working in the industry for the last three years in a commercial salon
- are competent to deliver the end-point assessment
- maintain an in-depth knowledge of the EPA and the grading criteria required, evidenced through CPD and assessor training
- are committed to upholding the integrity of this Apprenticeship Standard
- have training at a sufficient depth to be effective and reliable when verifying judgements about assessment processes and decisions
- have access to, and be engaging with, continuous professional development in order to keep up to date with industry
- attend at least 1 standardisation event each year for this Apprenticeship Standard

EPAOs must:

- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time
- operate induction training and standardisation events for independent assessors when they begin working for the EPAO on this apprenticeship standard, before they deliver an updated assessment method for the first time, and at least once a year on an on-going basis
- ensure independent assessors attend standardisation for this Apprenticeship Standard at least once per year

## Affordability

Affordability of the EPA will be aided by using at least some of the following practice:

- computer based knowledge test
- using an employer's premises

## Professional body recognition

Professional body recognition is not relevant to this occupational apprenticeship.

# Mapping of knowledge, skills and behaviours (KSBs)

## Assessment method 1: Knowledge Test

Knowledge
<b>K4</b> organisational operational requirements to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance complying with the Health and Safety at Work act including associated regulations and directives, Local Government ( Miscellaneous Provisions) act, Environmental protection act, legal, local rules, Industry codes of practice, insurance guidelines relating to advanced manual and technical therapy treatments for the safe use of products, tools and equipment
<b>K5</b> how to securely store, maintain and manage, business, colleague and client information in line with legal, organisational Data Protection regulations in relation to confidentiality
<b>K6</b> the legal significance of gaining signed, informed consent from the client prior to carrying out the treatment, the legal requirements for providing treatments to minors. The age at which an individual is classed as a minor and how this differs nationally. The requirement for the clients consent before taking photographs and why it is advisable to take photographs of the treatment area pre and post-treatments and how they should be taken
<b>K7</b> methods recording personal, lifestyle, medical and treatment information accurately using manual or electronic methods
<b>K18</b> the principles of electrical current types used in the facial and body technical therapies inclusive of the electromagnetic spectrum and wavelength, its boundaries, limitations and uses
<b>K36</b> the organisation of the body and the structure and functions of cells, tissues, organs and systems: anatomical regions and related terms, structure of a cell and division, functions of a cell, structure and types of tissues and pathologies related to the cells and tissues, organs and systems of the human body
<b>K37</b> the structure and function of the skin, nails and hair: anatomical structure and functions of the skin, anatomical structure and functions of the nail, anatomical structure and functions of the hair, pathologies related to the skin, nails and hair
<b>K38</b> the structure and functions of the skeletal system: classification and structure of the skeletal system, functions of the skeletal system, location of bones of the skeleton, types of joints and movement, pathologies of the skeletal system
<b>K39</b> the structure and functions of the muscular system: classification and structure of the muscular system, functions of the muscular system, location and action of the primary muscles of the face and body, pathologies of the muscular system
<b>K40</b> the structure and functions of the cardiovascular system: structure of the cardiovascular system, composition and functions of the blood, primary blood vessels of the body, pathologies of the cardiovascular system
<b>K41</b> the structure and functions of the lymphatic system: structure and functions of the lymphatic system, structure and functions of the lymphatic organs, location of lymphatic nodes and ducts, pathologies related to the lymphatic system

<b>K42</b> the structure and functions of the nervous system: structure and functions of the central and autonomic nervous systems, pathologies of the nervous systems
<b>K43</b> the structure and functions of the respiratory system: structure and functions of the respiratory system, pathologies of the respiratory system
<b>K44</b> the structure and functions of the digestive system: structure and functions of digestive system, processes of digestion, pathologies of the digestive system
<b>K45</b> the structure and functions of the endocrine system: structure and functions of the endocrine system, common pathologies of the endocrine system
<b>K46</b> the structure and functions of the renal and reproductive systems: structure and functions of the renal system, structure and functions of the reproductive system, key stages of the human reproductive cycle
<b>K47</b> the anatomical systems, their interdependence and the effects on each of the systems independently and combined when completing advanced manual, technical therapies
<b>K48</b> the anatomical physiology and factors that affect normal and abnormal hair growth inclusive of the hair growth cycle and hair type

## Assessment method 2: Observation and Technology Demonstration

Knowledge
<b>K1</b> how to perform advanced consultations for advanced manual and technical therapies to design bespoke treatment plans which include: the factors that can affect the treatment, completion of an in-depth client lifestyle profile; body and skin analysis including type, condition and characteristics; postural analysis and the identification of any postural faults, characteristics, body shapes, lifestyle and health guidance; solutions for improving the condition of the clients' physical appearance and emotional welfare; specific client risk assessment to establish suitability and indicators for treatment; recognition and management of contra-indications that would prevent or restrict the treatment, the associated risks and the necessary action to take; the types of advice that needs to be provided on expected and possible adverse contra-actions during or after the treatment; recognition and management of expected and adverse contra-actions, the type of remedial action to take if the client experiences discomfort or contra-actions ;referral of clients to other non-health care and health care practitioners and the situations in which this would be required
<b>K2</b> how to use effective communication methods and strategies to: gain accurate, relevant and detailed information, inform treatment design, build and maintain the clients trust, explain treatment procedure/process, use of visual aids to assist the client's understanding, explain the use and purpose of photographs, explain any physical/equipment sensation and noise, ascertain the clients pain threshold, explain aftercare and post treatment cost such as: costs, time, number of treatments, healing rate and client commitment, provide advice to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions, support the retention of clients, take into account client's diverse needs, inclusive of psychological state

<b>K3</b> when and how to carry out, interpret and record tests (pre-treatment, post treatment and during treatment) (allergy, sensitivity)
<b>K8</b> how to maintain safe and effective methods of working in relation to: specific legislation and responsibilities for health and safety related to manual and technical therapies; personal hygiene, protection and presentation; the position the client and therapist and how this can affect the desired outcome and reduce fatigue and the risk of injury; the different types of work-related injuries associated with manual and technical therapies; the necessary environmental conditions for treatments, such as heating and ventilation and why these are important; methods of cleaning, disinfection and sterilization; methods of working safely and hygienically to avoid direct and indirect cross-infection; the hazards and risks associated with manual and technical therapies and how these can be minimized; environmental and sustainable working practices; the legal requirements for waste disposal; safeguarding; lone working; inoculations in relation to personal protection (blood and air)
<b>K9</b> how to prepare a client for advanced manual and technical therapies and why it is important to maintain client's discretion, modesty and privacy
<b>K10</b> methods of checking and maintaining client comfort, care and well-being and the importance of agreeing a realistic treatment that meets the client's needs. The importance of ensuring the client has post-treatment recovery time
<b>K11</b> how and when to perform, implement and complete risk assessment protocols in relation to the environment, treatment and client risk. How specific client risk assessment can affect the outcome and treatment recommendations provided
<b>K12</b> how to create an advanced treatment plan that meets legal and organisational operations
<b>K13</b> the correct use and adaptation of advanced manual therapy techniques, inclusive of Swedish massage, to meet a variety of treatment objectives. The procedures and reasons for establishing suitability for treatment by using appropriate testing methods. How to select and utilise advanced manual therapies equipment, media and techniques to achieve maximum benefits for the client. How other parts of the body can be utilised for advanced manual therapies and the benefits of incorporating those techniques in treatment applications
<b>K14</b> the physical and psychological effects of advanced manual therapies, the effects of advanced manual therapies on individual systems of the body, the selection, use and effects of advanced manual therapies mediums, products and equipment for current advanced manual therapies. How to complete bespoke advanced manual therapy treatment plans. How the advanced manual therapies techniques, sequence, depth and pressure can be adapted to suit different client physical characteristics
<b>K15</b> how to design, implement, perform and adapt advanced facial technical (electrical or mechanical) therapy treatments, singularly or as a course to improve and maintain facial contour and muscle condition and increase lymphatic drainage, to improve face, neck and shoulder skin condition, to meet the client's needs and expectations. To include the following advanced facial technical electrical or mechanical techniques/current types: galvanic, micro-current, microdermabrasion, low intensity LED light (below 500mW), skin warming devices, high frequency, radio frequency, lymphatic drainage equipment
<b>K16</b> how to design, implement, perform and adapt advanced body technical (electrical or mechanical) therapy treatments, singularly or as a course to improve and maintain body contour and muscle tone, increase lymphatic drainage and improve skin condition to meet the client's needs and expectations. To include the following advanced body technical (electrical or mechanical) techniques/current types: galvanic, micro-current, low intensity LED light (below 500mW), high

frequency, radio frequency, skin warming devices, high/radio frequency, electrical muscle stimulation and lymphatic drainage equipment
<b>K17</b> the types of treatments that could be given before, in conjunction with or after other treatments
<b>K19</b> the effects of different technical therapy equipment, their uses, restrictions and benefits when used individually or in combination (singular or as courses of treatment)
<b>K20</b> the possible expected or adverse contra-actions which may occur, how to deal with them and what advice to give to clients
<b>K21</b> the different types of products, tools and equipment that can be used for advanced technical therapies, created, their uses, benefits, purpose, effects, suitability, limitations and restrictions
<b>K22</b> how to select, use and adapt the products, tools, equipment and treatment duration to suit the client's skin type, body type, body condition, sensitivity and tolerance
<b>K23</b> the environmental and lifestyle factors that impact the human body, systems and their effects on the ageing process
<b>K24</b> problems that may occur during treatment, how to resolve them, when and who to approach for advice and support
<b>K25</b> how to adapt advanced manual therapy treatments to suit different treatment objectives and treatment areas. The areas of the face, scalp and body characteristics needing particular care when undertaking advanced manual therapy treatments
<b>K26</b> how to ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives
<b>K27</b> the types of post treatment advice and recommendations to include: post treatment and follow-up procedures; aftercare products; avoidance of activities that may cause contra-actions or that reduce treatment benefits; time intervals between treatments; present and future products and homecare routines/ treatments (link selling and long-term treatment planning inclusive of lifestyle and health guidance)
<b>K28</b> how to evaluate the treatment outcome in order to inform further treatment recommendations
<b>K29</b> how to recognise the difference between contra-actions and those which are a result of poor practice

## Skills

- S1** perform advanced consultations for advanced manual and technical therapies to design bespoke treatment plans to include: factors that affect the treatment; in-depth client lifestyle profiling; body and skin analysis including type, condition and characteristics; postural analysis and the identification of any postural faults, characteristics, body shapes, lifestyle and health guidance; solutions for improving the condition of the clients' physical appearance and emotional welfare; specific client risk assessment to establish suitability and indicators for treatment; the recognition of any contra-indications and take the necessary action; advice on expected and adverse contra-actions during or after the treatment; taking appropriate remedial action if the client experiences discomfort or contra-actions
- S2** communication skills, to build and maintain clients' trust, by providing and collating accurate and relevant information, explaining the treatment procedure at each stage in the process

<b>S3</b> establish suitability for treatment by completing appropriate tests including: allergy, sensitivity
<b>S4</b> works in compliance against organisational operations to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance
<b>S5</b> ensure the client's records are completed, signed, maintained and stored accurately (manual or electronic methods) in accordance with legal and organisational operations
<b>S6</b> maintain safe and effective methods of working in accordance with organisational operations to meet legal, local rules, industry requirements, treatment protocols, manufacturers' instructions and guidance by: maintaining personal hygiene, protection and presentation; maintaining client confidentiality and discretion before, during and after the treatments; positioning the client to meet the needs of the service; ensuring own posture and working methods minimise fatigue and the risk of injury to yourself and client; ensuring environmental conditions are suitable for the client and the treatment; keeping work area clean and tidy (products, tools and equipment); using working methods that minimise the risk of cross-infection; promoting environmental and sustainable working practices; disposal of waste materials to meet legal requirements
<b>S7</b> prepare the client for treatment, whilst maintaining client's discretion, modesty and privacy. Maintain client comfort and care by checking the client's wellbeing before, during and after the treatment and allowing sufficient post-treatment recovery time
<b>S8</b> perform, implement and complete risk assessment protocols in relation to the environment, treatment and client risk. Liaise with non-health care and health care practitioners when required
<b>S9</b> implement, perform and adapt advanced manual therapies, inclusive of Swedish massage (face, scalp and body), singularly or as a course to meet client's physical and psychological characteristics, treatment objectives (relaxing, wellbeing, uplifting, detoxifying and stimulating) needs and expectations. To include: effleurage, petrissage, tapotement, vibration and friction; deep tissue, light touch, lymphatic drainage and pressure point massage; advanced techniques using the forearm, wrist and elbow; choice of massage mediums
<b>S10</b> implement, perform and adapt advanced facial technical (electrical or mechanical) therapy treatments, singularly or as a course to improve and maintain facial contour and muscle condition and increase lymphatic drainage, to improve face, neck and shoulder skin condition, to meet the client's needs and expectations. To include the following advanced facial technical electrical or mechanical techniques/current types: galvanic; micro-current; microdermabrasion; low intensity LED light (below 500mW); skin warming devices; high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz); lymphatic drainage equipment
<b>S11</b> implement, perform and adapt advanced body technical (electrical or mechanical) therapy treatments, singularly or as a course to improve body skin condition, improve body contour and muscle condition and increase lymphatic drainage to meet the client's needs and expectations. To include the following advanced body technical electrical or mechanical techniques/current types: galvanic; micro-current; microdermabrasion; low intensity LED light (below 500mW); skin warming devices; high/radio frequency (range 3khz- 300GHz (including high frequency 3khz -30mhz); electrical muscle stimulation, lymphatic drainage equipment
<b>S12</b> select and prepare the relevant products, tools and equipment to suit the treatment objectives and plan
<b>S13</b> use and adapt the products, equipment, tools and treatment duration to suit the client's skin type and characteristics, body type, body condition, sensitivity and tolerance



<b>S14</b> advise on the environmental and lifestyle factors that impact the human body, systems and their effects on the ageing process
<b>S15</b> resolve problems that may occur during treatments, and refer when required
<b>S16</b> adapt advanced manual therapies treatments to suit different treatment objectives and treatment areas
<b>S17</b> ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives
<b>S18</b> identify, resolve and report organisational operational problems within the scope of responsibility
<b>S19</b> provide detailed, written, post treatment advice and recommendations to include: post treatment and follow- up procedures, aftercare products, avoidance of activities that may cause contra-actions or that reduce treatment benefits, time intervals between treatments, present and future products, homecare routines /treatments
<b>S20</b> evaluate the treatment outcome in order to inform further treatment recommendations

<b>Behaviours</b>
<b>B2</b> Professionalism: demonstrates a pride in work, integrity, respect, flexibility and adaptability whilst maintaining professional ethics
<b>B4</b> Effective communicator: choose the most appropriate way of communicating with clients; be helpful and courteous at all times; adapt behaviour in response to each client and situation

### Assessment method 3: Professional Discussion

<b>Knowledge</b>
<b>K30</b> the principles of promoting and selling products, services and treatments to include: the benefits of promoting products and services, communication skills and behaviours that support the promotion and selling of products, services and treatments, promotion and sales techniques to enhance the client experience and overall treatment results; the sales cycle, retail and trades legislation
<b>K31</b> different types of promotional activities that can be used to increase sales and how to promote sales and additional products, services and treatments to new and existing clients
<b>K32</b> how to adjust performance to meet targets consistently and within the agreed timescale by reviewing and recording progress
<b>K33</b> how to develop and maintain salon procedures to safely control work operations, the management of salon business systems and processes including: successful business planning, financial effectiveness, promotional and marketing activities, team development, salon operations,, supporting client service improvements, problem solving, practice time and self-management principles
<b>K34</b> supervisory strategies used to coordinate and organise individual and team activities, whilst maintaining good working relationships with individuals and team members

**K35** what constitutes continuing professional development (CPD) within beauty industry and broader sector. Why and how to access CPD and the importance of keeping up to date

### Skills

**S21** promote and sell products suitable for advanced manual and technical therapy services and treatments to include: link selling and long-term treatment planning to include: lifestyle and health guidance

**S22** promote sales and additional treatments to enhance the client experience and overall treatment results

**S23** adjust performance to meet targets consistently and within the agreed timescale by reviewing and recording progress

**S24** develop and maintain salon procedures to safely control work operations, the management of salon business systems and processes including, successful business planning, financial effectiveness, promotional and marketing activities, team development, salon operations and supporting client service improvements, problem solving practice. Apply time and self-management principles

**S25** supervise, coordinate and organise individual and team activities, whilst maintaining good working relationships with individuals and team members

**S26** manage own continuing professional development (CPD) incorporating research, professional practice and progression

### Behaviours

**B1** Ownership of work accepts responsibility, is proactive, and plans their work, takes pride in their work and aims for excellence

**B3** Salon and industry ambassador - Works collaboratively, contributes ideas and challenges appropriately, leads by example, acting as an ambassador for the organisation and industry