



Apprenticeship On-Programme Qualification Specification

BT2D16 – VTCT Level 2 Diploma for Beauty
Professionals (Beauty Therapist)

603/3606/7

About VTCT (ITEC)

VTCT is a UK Government-approved awarding and assessment organisation which has awarded world-class qualifications since 1962. Through our strategic approach to sectors we support, we aim to advance education, research and the public dissemination of knowledge, by helping to introduce new initiatives into the education system, to improve the employability and career prospects of learners.

More than 1,900 approved centres now work with VTCT, and the ever-expanding list extends across the UK, Ireland, and internationally. We acquired the internationally recognised awarding organisation and examination board ITEC in 2016, adding to our global footprint. The qualifications suite offered by VTCT and ITEC spans a range of sectors including hairdressing and barbering, beauty therapy, complementary therapy, hospitality and catering, sport, active health and fitness, business, retail, and learning and development. Offering smarter support for brighter futures, with award-winning resources including: ManageAssess, Pivot Point, Smart End Point Assessment and Cengage.

For more information, please visit www.vtct.org.uk or contact our dedicated Customer Support Team via email; customersupport@vtct.org.uk or call +44 (0)23 8068 4500.

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1. Qualification at a glance

Qualification title	VTCT Level 2 Diploma for Beauty Professionals (Beauty Therapist)
Qualification number	603/3606/7
Product code	BT2D16
First registration date	1st October 2018
Age range	16-18, 19+
Total Qualification Time (TQT)	600
Guided Learning (GL) hours	391
Assessment	To be awarded this qualification, apprentices must successfully achieve the following assessments: <ul style="list-style-type: none">• External theory examinations• Practical observations• Portfolio of evidence
Grading	Pass/Fail
Entry requirements	None
Support materials	Apprenticeship On-Programme Qualification (On-programme assessment book)

2. About this qualification

2.1 Who is this qualification for?

This qualification is for apprentices undertaking the Beauty Therapist Professional Apprenticeship Standard. On completion of this qualification apprentices will be able to perform beauty therapy treatments and implement safe working practices which meet legal, industry and organisational requirements. The apprentices will be able to carry out, maintain and store detailed and confidential client consultations, enabling the choice of the most appropriate treatments and products and will be able to select, use and apply a range of beauty therapy techniques, tools and equipment to provide tools and equipment to provide:

- waxing services
- hand and nail treatments
- foot treatments
- facial skin care treatments
- eyelash and eyebrow treatments
- make-up application
- basic massage treatments (back, neck and shoulder)

Apprentices will maintain the standards of professional appearance and the salon/spa image, etiquette and required hygiene. Apprentices will be able to provide advice and recommendations on beauty treatments, appointments and service timings. Apprentices will also be able to facilitate the client journey, from appointments through completion of the services to handling payments whilst portraying the professionalism and values expected by the beauty therapy industry.

2.2 What does this qualification cover?

Apprentices must achieve all mandatory units which include:

- Provide waxing services
- Provide hand and nail treatments
- Provide foot treatments
- Provide facial treatments
- Provide eyelash and eyebrow treatments
- Provide make-up application
- Provide basic massage treatments

Apprentices will also develop the following transferable skills which are embedded across the units:

- Professionalism and values
- Safe working practices
- Core behaviours

Please refer to the on-programme assessment book for individual unit criteria and transferable skills.

2.3 What could this qualification lead to?

On completion of this qualification apprentices will be able to perform beauty therapy treatments and implement safe working practices which meet legal, industry and organisational requirements. Apprentices will progress towards taking the Beauty Therapist Professional Apprenticeship Standard End-point Assessment. On completion of this qualification apprentices can lead to additional qualifications at Level 3.

A qualified beauty therapist works in one of the largest, trusted, professional and continually expanding industries within the Hair and Beauty Sector. The work environment can be varied in size, style and ambience, from a cruise ship, through to small bespoke salons or luxury high-end beauty salon and spas. Beauty Therapists work independently or as part of a team supported by a manager when completing treatments as a key part of a beauty business. They demonstrate a willingness to learn, have an enquiring and curious mind and are enthusiastic about their chosen career. In addition they exhibit a good work ethic and demonstrate drive and commitment to learn and maintain continual professional development. They deliver essential one-to-one Beauty Therapy treatments whilst maintaining the organisation's image, financial viability and reputation. They complete all duties and treatments within the scope of the occupational role in accordance with legal, industry and organisational requirements and within commercially viable times. They act with professionalism, without supervision and observe safe working practices to a high level of precision.

2.4 Who supports this qualification?

This qualification has been developed through the beauty sector "Trailblazers" apprenticeship standards. VTCT in collaboration with other awarding organisations, employers and the Institute for Apprenticeships have developed a beauty apprenticeship which ensures that apprentices who complete the qualification meet business needs in terms of Knowledge, Skills and Behaviours (KSBs). Full details on awarding organisations and employers who have contributed to this qualification can be found on the Institute for Apprenticeships website;

<https://www.instituteforapprenticeships.org/apprenticeship-standards/beauty-professional/>.

3. Qualification structure

To be awarded the VTCT Level 2 Diploma for Beauty Professionals (Beauty Therapist) apprentices must achieve all mandatory units.

The minimum TQT required to achieve this qualification is 600.

Product code	Unit title	Level	GL	Unit reference number
Mandatory units				
UBT259	Provide waxing services	2	61	T/617/2197
UBT260	Provide hand and nail treatments	2	53	A/617/2198
UBT261	Provide foot treatments	2	53	F/617/2199
UBT262	Provide facial treatments	2	68	K/617/2200
UBT263	Provide eyelash and eyebrow treatments	2	45	M/617/2201
UBT264	Provide make-up application	2	41	T/617/2202
UBT265	Provide basic massage treatments	2	70	A/617/2203
Transferable skills – embedded within all of the above units				
Professionalism and values				
Safe working practices				
Core behaviours				

3.1 Transferable skills

Professionalism and values
Skills embedded within the units:
Carrying out and maintaining beauty therapy legal, industry and organisational requirements for professionalism and demonstrating a passion for the industry
Meeting organisational and industry standards of appearance
Working under pressure, observing time management and self-management
Providing advice and recommendations on the beauty services/treatments, products, aftercare and appointments
Completing services/treatments in a commercially viable time and to a high standard
Demonstrating an appreciation of equality and diversity
Describing the range of services/treatments and products in the beauty therapy industry
Maintaining client confidentiality and rights to support the client journey
Demonstrating excellent verbal and non-verbal communication skills
Dealing with problems within the scope and responsibilities of the occupation, swiftly seeking assistance from a senior member of staff when required
Knowledge embedded within the units:
Beauty therapy industry, legal and organisational requirements
Procedures, guidelines, codes of practice, ethics, equality and diversity and quality assurance systems
Time and self-management principles
Beauty therapy duties, standards of appearance, personal hygiene, etiquette, housekeeping
Commercially viable times for the completion of services/treatments
Continuing professional development
Consumer Rights Act, the Data Protection Act and GDPR
The role of the reception and associated areas
How to complete a sale and handle payments from clients
How to make appointments for salon services, the types of products and treatments in beauty therapy and related industries, client confidentiality and rights, the client journey (from meet and greet to advice and support)
The importance of aftercare advice and recommendations
Verbal and non-verbal communication skills
How to deal with problems within the scope and responsibilities of the occupation, swiftly seeking assistance from a senior member of staff

Safe working practices

Skills embedded within the units:

Meeting legal, industry and organisational requirements: maintaining effective, hygienic and safe working methods

Meeting health and safety considerations

Adhering to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

Maintaining the client's modesty, privacy and comfort

Minimising risks of cross-infection, injury or fatigue

Promoting environmental and sustainable working practices

Ensuring personal hygiene and protection meets industry, organisational and local authority requirements

Using, storing and disposing of personal protective equipment correctly

Knowledge embedded within the units:

Legal, industry and organisational requirements

Use of tools, equipment, materials and products

Workplace housekeeping: cleaning, disinfection, sterilisation, waste disposal

Supplier or manufacturers' instructions

Protection of self and client

Direct and indirect cross-infection

Contra-indications and contra-actions

Methods that promote environmental and sustainable working practices

How to recognise and reduce the risk of injury to self and others by maintaining correct posture

Health and safety legislation and practice

Core behaviours

These behaviours ensure that clients receive a positive impression of both the organisation and the individual and meet industry standards of behaviour for a beauty professional:

Personal and professional ethics: demonstrate a commitment to quality, maintain honesty, integrity and confidentiality

Flexible and positive attitude: adapt positively to changing work priorities and patterns when new tasks need to be completed or requirements change

Maintain client care principles and practices: show clients respect at all times and in all circumstances, demonstrate client empathy, sensitivity and awareness

3.2 Transferable skills matrix

Unit	Transferable skills	Learning outcome
UBT259	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT260	Professionalism and values	LO1, LO2, LO3, LO4, LO5, LO6
	Safe working practices	LO1, LO2, LO3, LO4, LO5, LO6
	Core behaviours	LO1, LO2, LO3, LO4, LO5
UBT261	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT262	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT263	Professionalism and values	LO1, LO2, LO3, LO4, LO5, LO6, LO7, LO8, LO9, LO10, LO11, LO12, LO13
	Safe working practices	LO1, LO2, LO3, LO4, LO5, LO6, LO7, LO8, LO9, LO10, LO11, LO12, LO13
	Core behaviours	LO1, LO2, LO3, LO4, LO5, LO6, LO7, LO8, LO9, LO10, LO11, LO12, LO13
UBT264	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4
UBT265	Professionalism and values	LO1, LO2, LO3, LO4
	Safe working practices	LO1, LO2, LO3, LO4
	Core behaviours	LO1, LO2, LO3, LO4

4. Guidance on assessment

4.1 Centre assessor requirements

This qualification is assessed and quality assured by centre staff. They will set work to improve practical skills, knowledge and understanding. For practical elements, apprentices will be observed by centre assessors. All work must be collected in a portfolio of evidence and cross-referenced to requirements listed in the on-programme assessment book.

The on-programme assessment book is the apprentice's property and must be in their possession when they are being assessed or quality assured. It must be kept safe, in some cases the centre will be required to keep it in a secure place. The apprentice will complete the book in conjunction with the assessor(s) to show achievement of all learning outcomes, assessment criteria and ranges.

<p>Assessor qualifications</p>	<p>The centre assessor must hold, or be working towards a valid assessor qualification or equivalent such as:</p> <ul style="list-style-type: none"> • D32 Assess candidate performance* • D33 Assess candidate using differing sources of evidence* • A1 Assess candidate performance using a range of methods* • A2 Assess candidate performance through observation* • Level 3 Award in Assessing Competence in the Work Environment • Level 3 Award in Assessing Vocationally Related Achievement • Level 3 Certificate in Assessing Vocational Achievement • Learning and Development Unit 9D – Assess workplace competence using direct methods • Learning and Development Unit 9DI – Assess workplace competence using direct and indirect methods <p>* Holders of A1, A2, D32 or D33 qualifications must work to the reviewed National Occupational Standards for Learning and Development.</p>
<p>Occupationally competent</p>	<p>The centre assessor must hold a regulated qualification in Beauty Therapy at Level 3 or equivalent.</p> <p>The assessor must have sufficient operational experience within the beauty therapy industry that can be evidenced, is current and relevant to the qualification. Experience could be gained through time in a role in the beauty industry which could include, but is not limited to:</p> <ul style="list-style-type: none"> • Beauty Therapist • Senior Beauty Therapist/Specialist • Salon manager • Trainer • Lecturer • Verifier
<p>Familiar with the qualification</p>	<p>The centre assessor must have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be able to interpret current working practices, technologies and products within the area of work and be committed to upholding the integrity of the qualification.</p>

Credible	<p>The centre assessor should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.</p> <p>A minimum of 50 hours CPD is required per annum of which 30 hours should be applied practical skills in a salon (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD lies with the individual, not the centre they work for.</p>
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For information on the roles, responsibilities, authorities and accountabilities of assessors refer to VTCT's Centre Handbook and Approval Criteria, which can be downloaded from the VTCT website.

4.2 Internal quality assurance

Centres must have an internal quality assurer (IQA) to ensure assessment decisions are consistently applied between assessors, and that apprentice work is to the required standard. Each assessor's work must be checked and confirmed by the IQA. Assessment decisions must be standardised to ensure that all apprentices' work has been assessed to the same standard and is fair, valid and reliable.

Evidence of internal quality assurance must be recorded, retained and made available for the external quality assurer (EQA).

Assessor qualification	<p>The IQA must hold, or be working towards a valid assessor qualification or equivalent such as:</p> <ul style="list-style-type: none"> • D34 Internally verify the assessment process* • V1 Conduct internal quality assurance of the assessment process* • Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice • Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice • Learning and Development Unit 11 – Internal Quality Assurance <p>* Holders of D34 or V1 qualifications must work to the reviewed National Occupational Standards for Learning and Development.</p>
Occupationally competent	<p>The IQA must hold a regulated qualification in Beauty Therapy at Level 3 or equivalent.</p> <p>The IQA must have sufficient operational experience within the beauty therapy industry that can be evidenced, is current and relevant to the qualifications. This must be of sufficient depth to be effective and reliable when verifying judgements about assessors' assessment processes and decisions.</p>
Familiar with the qualification	<p>The IQA must have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.</p>
Credible	<p>The IQA should have access to, and be engaging with, continuous professional development activities in order to keep up to date with</p>

	<p>developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.</p> <p>A minimum of 50 hours CPD is required per annum of which 30 hours should be applied practical skills in a salon (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD lies with the individual, not the centre they work for.</p>
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For information on the roles, responsibilities, authorities and accountabilities of IQAs, and internal quality assurance more generally, refer to VTCT’s Centre Handbook and Approval Criteria, which can be downloaded from the VTCT website.

4.3 External quality assurance

An external quality assurer (EQA), appointed by VTCT, will visit the centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. Between visits EQAs are available to offer advice and guidance on any aspect of quality assurance, via telephone or email; additional quality assurance visits can be arranged.

Random sampling is arranged between the centre and the EQA. The EQA will choose a sample of named apprentices to cover a variety of skills, knowledge, units and assessors. Through the sampling process the EQA will seek to assure that all assessment decisions made at the centre are consistent, fair, valid, and reliable. The EQA will also seek to confirm that all assessments conducted meet national standards.

5. Assessment

5.1 Summary of assessment methods

This qualification comprises internal and external assessments. Apprentices must achieve the assessments detailed in the table below.

Unit product code	External theory examination	Practical observations	Supporting Evidence
UBT259	✓	✓	✓
UBT260	✓	✓	✓
UBT261	✓	✓	✓
UBT262	✓	✓	✓
UBT263	✓	✓	✓
UBT264	✓	✓	✓
UBT265	✓	✓	✓

5.2 External assessment

5.2.1 Theory examinations

Theory examinations will be set and marked by VTCT. The theory exams will consist of multiple choice questions. Questions will vary year on year and will cover all learning outcomes within those units that are externally examined. Each theory exam has a pass mark of 70%.

Examinations must be undertaken by apprentices under controlled examination conditions in accordance with VTCT's policies and procedures for external assessment.

Overview of theory examinations:

Unit product code	1 x External theory examination for knowledge and understanding	1 x Overarching anatomy and physiology external theory examination (Maps to all anatomy and physiology criteria across mandatory units)
UBT259	✓	✓
UBT260	✓	
UBT261	✓	
UBT262	✓	
UBT263	✓	
UBT264	✓	
UBT265	✓	

5.2.2 Retaking external examinations

Apprentices who fail to achieve the required Pass mark are permitted to re-sit after having sufficient teaching and additional study time. There is no limit to the number of retakes an apprentice can carry out. External examinations will be subject to rotation by VTCT. Re-sits are subject to charges as stated in the VTCT Service Fees.

5.2.3 Reasonable adjustments and special considerations

A reasonable adjustment is an adjustment made to an assessment for a qualification that is approved or set in place before an assessment activity takes place; it constitutes an arrangement to give the apprentice access to the qualification.

Information on the reasonable adjustments and special considerations allowed for the external examinations within this qualification can be found in the document library on the Linx2Exchange section of the VTCT website.

5.3 Internal assessment

5.3.1 Practical observations

Apprentices must carry out practical tasks which must be observed and marked by centre assessors. Assessors will observe the performance of practical tasks and must judge apprentices' performance against specified assessment criteria stated in the Apprenticeship On-programme Qualification assessment book. The assessor will sign off an outcome when all the criteria have been completely achieved.

The practical assessment must take place in a real or realistic working environment on a real or realistic client.

Practical assessments should be administered towards the end of the period of learning when apprentices are suitably prepared. Centres may determine the precise timing of practical assessments to suit local needs. Where evidence is not naturally occurring during practical observations, supplementary evidence may be used where specified within the Apprenticeship On-programme Qualification assessment book.

5.3.2 Realistic working environment (RWE)

Apprentices should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:

- Providers must develop realistic management procedures that incorporate a 'salon image' and sales and marketing policy to attract the type and number of clients needed to ensure the requirements of the qualification can be met and achieved
- All on-programme assessments must be carried out under realistic commercial pressures and on clients, not other apprentices within the same cohort. Clients used should vary in age and ethnicity
- All services/treatments performed must be completed in a commercially acceptable timescale
- Apprentices must be able to achieve a realistic volume of work
- The space per working area must conform to current health and safety legislation and commercial practice

- The range of services/treatments, professional products, tools, materials and equipment must be current and available for use
- A reception facility where clients are greeted, payment is taken and general enquiries and appointments can be made. A payment facility must be available
- A retail facility must be provided, stocked with products that relate to the clients' needs and complements the services/treatments offered
- All by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account

5.3.3 Simulation

Simulation is not acceptable for any units within this qualification.

5.3.4 Witness statements

A witness statement can be made by someone present while the apprentice was performing an activity on-the-job and may be used to support the assessment process.

Witness testimony should only be used as an additional method of assessment when all observations have been carried out by an assessor.

Where witnesses are used:

- Evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony
- Any relationship they have with an apprentice must be declared to the assessor to determine the value of the testimony provided
- They must be fully briefed and clear about the purpose of their testimony, it will only be regarded as supporting/supplementary evidence and the final decision regarding the apprentice's ability to meet the evidence requirements will be the responsibility of the on-programme assessor

Those who could fulfil the role of a witness for this qualification could include (this list is not exhaustive):

- Therapist
- Salon Manager
- Receptionist
- Trainer
- Marketing director
- Client

5.3.5 Portfolio of evidence

As part of this qualification apprentices are required to produce a portfolio of evidence which contains assessed evidence covering all the assessment criteria and range (where appropriate) in each unit, these can be found within the Apprenticeship On-programme Qualification assessment book. A portfolio of evidence will confirm the knowledge, understanding and skills the apprentice must achieve.

The portfolio of evidence will be marked pass or fail by the centre lecturer/assessor and sampled by the EQA.

The portfolio of evidence may contain the following forms of assessed evidence (this list is not exhaustive):

- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task-based controlled assessment
- Witness statements

All evidence should be documented and cross-referenced to unit outcomes. Oral questions and professional discussions should be recorded where outcomes are not naturally occurring.

5.3.6 Authentication of apprentice work

The units in this qualification require evidence to be produced for assessment under direct supervision and controlled conditions, however some units require apprentices to produce evidence without supervision.

Where this is the case, centres must be confident that apprentices' work is authentic. In such cases, apprentices must complete a Declaration of Authenticity to confirm that the work produced is their own. This must be countersigned by an assessor. A Declaration of Authenticity form is available to download from the VTCT website.

Centres must ensure that all apprentice evidence is available to the EQA.

The authentication of apprentice evidence is the responsibility of the centre.

Document History

Version	Issue Date	Changes	Role
v1	08/03/2019	First published	Head of Qualifications and Processing