

6004-032 Level 3 Complementary Therapies (2)

October 2017 Version 1.0

Guide to the examination

Who is this document for?

This document has been produced for centres who offer **City & Guilds Level 3 Advanced Technical Diploma in Complementary Therapies**. It gives all of the essential details of the qualification's external assessment (exam) arrangements and has been produced to support the preparation of candidates to take the exam/s.

The document comprises four sections:

1. **Details of the exam.** This section gives details of the structure, length and timing of the exam.
2. **Content assessed by the exam.** This section gives a summary of the content that will be covered in each exam and information of how marks are allocated to the content.
3. **Guidance.** This section gives guidance on the language of the exam, the types of questions included and examples of these, and links to further resources to support teaching and exam preparation.
4. **Further information.** This section lists other sources of information about this qualification and City & Guilds Technical Qualifications.

1. Details of the exam

External assessment

City & Guilds Technical qualifications have been developed to meet national policy changes designed to raise the rigour and robustness of vocational qualifications. These changes are being made to ensure our qualifications can meet the needs of employers and Higher Education. One of these changes is for the qualifications to have an increased emphasis on external assessment this is why you will see an external exam in each of our Technical qualifications.

An external assessment is an assessment that is set and/or marked by the awarding organisation (ie externally). All City and Guilds Technical qualifications include an externally set and marked exam. This must be taken at the same time by all candidates who are registered on a particular qualification. We produce an exam timetable each year. This specifies the date and time of the exam so you can plan your delivery, revision and room bookings/PC allocation in plenty of time.

The purpose of this exam is to provide assurance that all candidates achieving the qualification have gained sufficient knowledge and understanding from their programme of study and that they can independently recall and draw their knowledge and understanding together in an integrated way. Whilst this may not be new to you, it is essential that your learners are well prepared and that they have time to revise, reflect and prepare for these exams. We have produced a Teaching, Learning, and Assessment guide that is you should refer to alongside the present document ([Teaching, Learning and Assessment Guide](#)). If a learner does not pass the exam at their first attempt, there is only one opportunity to resit the exam, so preparation is essential.

Exam requirements of this qualification

Level 3 Complementary Therapies - Theory exam (2) (2 hours).

The exam is graded and a candidate must achieve at least a Pass grade in order to be awarded the qualification. (In addition to the exam, a synoptic assignment must also be completed and passed). You can find full details of the synoptic assignment in the *Qualification Handbook* and the *Synoptic Assessment Guide* -please see the link to the qualification page at the end of this document).

When does the exam take place?

This qualification involves a one year programme of study. The exam is offered on two fixed dates in March or June. The exact dates will be published at the start of the academic year in the *Assessments and Exam Timetable* <http://www.cityandguilds.com/delivering-our-qualifications/exams-and-admin>.

In order to effectively plan teaching and exam preparation, centres should know when the exam will be taking place and allocate teaching time accordingly. Section 2 of this document gives a summary of the content that needs to be covered in order to prepare learners for the exam and full details of this are given in the *Qualification Handbook*.

Form of exam

The exam for this qualification can be taken either on paper (6004-532) or online (6004-032).

Can candidates resit the exam?

Candidates may resit the exam once only. If a candidate fails the exam both on the first attempt and when resitting it, that candidate has failed the qualification and cannot achieve it in that academic year.

How the exam is structured

Each exam has a total of 60 marks available.

Each exam is made up of:

- approximately 12 -14 short answer questions
- 1 extended response question.

Multiple choice and short answer questions are used to confirm **breadth of knowledge and understanding**.

The extended response question is to allow candidates to demonstrate **higher level and integrated understanding** through written discussion, analysis and evaluation. This question also ensures the exam can differentiate between those learners who are 'just able' and those who are higher achieving.

More details about and examples of question types are given in Section 3 of this document.

Assessment Objectives

The exams are based on the following set of assessment objectives (AOs). These are designed to allow the candidate's responses to be assessed across the following three categories of performance:

- **Recollection** of knowledge.
- **Understanding** of concepts, theories and processes.
- **Integrated application** of knowledge and understanding.

In full, the assessment objectives covered by the exam for this qualification are:

Assessment objective	Mark allocation (approx %)
<i>The candidate..</i>	
AO1 Recalls knowledge from across the breadth of the qualification	33%
AO2 Demonstrates understanding of concepts, theories and processes from a range of learning outcomes.	47%
AO4 Applies knowledge, understanding and skills from across the breadth of the qualification in an integrated and holistic way to achieve specified purposes.	20%

Booking and taking the exam

All assessments for City & Guilds Technical Exams must be booked through Walled Garden. There is a deadline for booking exams, synoptic assessments and any other centre marked assessments, please refer to the time line to check these dates.

The exam must be taken under the supervision of an invigilator who is responsible for ensuring that it is conducted under controlled conditions. Full details of the conditions under which the exam must be taken can be found in the Joint Council for Qualifications (JCQ) document, [Instructions for Conducting Examinations \(ICE\)](#).

Special consideration

Candidates who are unable to sit the exam owing to temporary injury, illness or other indisposition at the scheduled time may qualify for special consideration. This is a post-examination adjustment that can, in certain circumstances, be made to a candidate's final grade. The Joint Council for Qualifications' guide to the special consideration process can be found at www.jcq.org.uk

To make a request for special consideration, please contact: policy@cityandguilds.com

Access arrangements

Access arrangements are arrangements that allow candidates with particular requirements, disabilities or temporary illness to take assessments, where appropriate, using their normal way of working. The Joint Council for Qualifications document, *Access Arrangements and Reasonable Adjustments* gives full details and can be downloaded [here](#).

For further information and to apply for access arrangements please see:

[Access arrangements - When and how applications need to be made to City & Guilds](#)

[Applying for access arrangements on the Walled Garden](#)

2. Content assessed by the exam

Complementary Therapies (2)

The exam assesses:

- **Unit 301: Principles and practices for complementary therapies**
- **Unit 304: Provide body massage for complementary therapies**
- **Unit 305: Provide aromatherapy for complementary therapies**
- **Unit 306: Provide reflexology for complementary therapies**

Each exam assesses a sample of the content of these units. This means that a single exam will **not** cover 100% of the unit content. The full range of content will be assessed over a number of examination series. Details of the coverage of a particular exam paper will **not** be released in advance of the exam itself. Centres should **not** make assumptions about what will be assessed by a particular exam based on what has been covered on previous occasions. In order to be fully prepared for the exam, learners **must** be ready to answer questions on **any** of the content outlined below.

The table below provides an overview of how the qualification's Learning Outcomes are covered by each exam and the number of **marks** available per Learning Outcome (ie **not** the number of *questions* per Learning Outcome). In preparing candidates for the exam, we recommend that centres take note of the number of marks allocated to Learning Outcomes and to assign teaching and preparation time accordingly.

In preparing candidates for the exam, centres should refer to the Qualification Handbook which gives full details of each Learning Outcome.

The following is a summary of only that qualification content which is assessed by the exam and **not** a summary of the full content of the qualification.

Unit	Learning outcome	Topics	Number of marks
301 Principles and practices for complementary therapies	LO1 Understand historical factors and theoretical background of complementary therapies	1.1: History and origins of complementary therapies 1.2: Theory of techniques used in: <ul style="list-style-type: none"> • body massage • aromatherapy • reflexology 1.3: Complementary and Alternative Medicines (CAM)	7
	LO2 Understand factors to consider when working within the complementary therapies industry	2.1: Legal obligations 2.2: Codes of practice and ethics relating to complementary therapies 2.3: Roles of professional organisations relating to complementary therapies	
	LO3 Understand the key aspects of professional clinical practice	3.1: Communication skills when dealing with clients and colleagues in maintaining professional practice 3.2: Assessment and treatment planning 3.3: Recording information and storing records 3.4: Referral procedures and protocols to use with clients and others involved in integrated healthcare	
304 Provide body massage for complementary therapies	LO1 Prepare for body massage treatments	1.3: Objectives and benefits of body massage treatment 1.4: Consultation techniques including: <ul style="list-style-type: none"> • communication and behaviours 	8

		<ul style="list-style-type: none"> • contra-indications • referral procedures • body types, characteristics and posture • skin types and conditions 	
		1.5: Products, tools and equipment	
	LO2 Provide body massage treatments	2.1: Philosophy of massage including: <ul style="list-style-type: none"> • History and developments • Massage techniques 	
		2.2: Benefits, effects and adaptations of body massage	
305 Provide aromatherapy for complementary therapies	LO1 Prepare for aromatherapy treatments	1.3: Objectives and benefits of aromatherapy 1.4: Consultation techniques including: <ul style="list-style-type: none"> • communication and behaviour • contra-indications • referral procedures • body types, characteristics and posture • skin types and conditions 	12
	LO2 Provide aromatherapy treatments	1.5: Products, tools and equipment	
		2.1: History, philosophy and role of aromatherapy and other massage traditions	
		2.2: Methods of extraction and sourcing of essences and fixed carrier oils	
		2.3: Significant chemical constituents of essences	

		2.4: Percentage dilutions and blending techniques 2.5: Therapeutic properties and effects	
306 Provide reflexology for complementary therapies	LO1 Prepare for reflexology treatments	1.3: Objectives and benefits of reflexology 1.4: Consultation techniques including: <ul style="list-style-type: none"> • Communication and behaviour • Contra-indications • Referral procedures • Factors to consider 1.5: Products, tools and equipment	9
	LO2 Provide reflexology treatments	2.1: Philosophy of reflexology including: <ul style="list-style-type: none"> - History and developments" - treatment techniques 	
304/305/306 Provide body massage for complementary therapies / Provide aromatherapy for complementary therapies / Provide reflexology for complementary therapies	LO1 Prepare for body massage treatments / Prepare for aromatherapy treatments / Prepare for reflexology treatments	1.1: Health and safety working practices 1.2: Environmental conditions	12
	LO3 Provide advice, evaluate and reflect upon body massage treatments / 3. Provide advice, evaluate and reflect upon aromatherapy treatments / 3. Provide advice, evaluate and reflect upon reflexology treatments	3.1: Models of reflective practice 3.2: Give advice and recommendations including: <ul style="list-style-type: none"> • contra-actions • aftercare and homecare advice in line with current legislation 3.3: Utilise reflective practice and evaluation 3.4: Record the results of a reflexology treatment	

		Total marks for sections:	48 marks
		Integration across units*:	12 marks
		Total marks for exam:	60 Marks

* *Integration across units*. These marks relate to Assessment Objective 4). These marks are awarded to differentiate between levels of performance by candidates taking the exam. The marks are given for how well a candidate has applied their knowledge, understanding and skills from across the units that make up the qualification in an integrated way to meet the requirements of the exam questions.

3. Guidance

Vocabulary of the exam: use of 'command' verbs

The exam questions are written using 'command' verbs. These are used to communicate to the candidate the type of answer required. Candidates should be familiarised with these as part of their exam preparation.

The following guidance has been produced on the main command verbs used in City & Guilds Technicals exams.

A more detailed version of this table, which also includes the command verbs used in the assignments is published in *City & Guilds Technical Qualifications Teaching, Learning and Assessment* guide.

Command verb	Explanation and guidance
Analyse	Study or examine a complex issue, subject, event, etc in detail to explain and interpret, elements, causes, characteristics etc
Calculate	Work out the answer to a problem using mathematical operations
Compare (... and contrast) (or describe the similarities/differences)	Consider and describe the similarities (and differences) between two or more features, systems, ideas, etc
Define	Give the meaning of, technical vocabulary, terms, etc.
Describe	Give a detailed written account of a system, feature, etc (..the effect of...on...) the impact, change that has resulted from a cause, event, etc (..the process..) give the steps, stages, etc
Differentiate between	Establish and relate the characteristic differences between two or more things, concepts, etc
Discuss	Talk/write about a topic in detail, considering the different issues, ideas, opinions related to it
Distinguish between	Recognise and describe the characteristic differences between two things, or make one thing seem different from another
Evaluate	Analyse and describe the success, quality, benefits, value, etc (of an end product, outcome, etc)
Explain	Make (a situation, idea, process, etc) clear or easier to understand by giving details, (..how..) Give the stages or steps, etc in a process, including relationships, connections, etc between these and causes and effects.
Give example(s) illustrate/	Use examples or images to support, clarify or demonstrate, an explanation, argument, theory, etc

Give a rationale	Provide a reason/reasons/basis for actions, decisions, beliefs, etc
Identify	Recognise a feature, usually from a document, image, etc and state what it is
Justify	Give reasons for, make a case for, account for, etc decisions, actions, conclusions, etc, in order to demonstrate why they suitable for or correct or meet the particular circumstances, context
Label	Add names or descriptions, indicating their positions, on an image, drawing, diagram, etc
List	Give as many answers, examples, etc as the question indicates (candidates are not required to write in full sentences)
Name	Give the (technical) name of something
Propose	Present a plan, strategy, etc (for consideration, discussion, acceptance, action, etc).
Select	choose the best, most suitable, etc, by making careful decisions
State	Give the answer, clearly and definitely
Summarise	Give a brief statement of the main points (of something)

Question types

The following explains, and gives examples of, types of questions used in City & Guilds Technical exams. In preparing candidates to take the exam, it is recommended that you familiarise them with the requirements of each question type so that they can be effective and make best use of the time available when sitting the exam.

- An effective candidate will gauge the type and length of response required from the question and the number of marks available (which is given for each question on the exam paper).
- Short answer questions may not require candidates to write in complete sentences. Extended response questions will require a more developed response.
- Candidates should read the exam paper before attempting to answer the questions and should allocate time proportionate to the number of marks available for each question or section.

Question type:	Example question	Mark Scheme:
<p>Short answer questions (restricted response)</p> <p>These are questions which require candidates to give a brief and concise written response. The number of marks available will correspond to the number of pieces of information/examples and the length of response required by the question.</p>	<p>State three professional organisations associated with reflexology.</p> <p>(3 marks)</p>	<p>1 mark each for any of the following, to a maximum of 3 marks:</p> <ul style="list-style-type: none">• Reflexology forum.• International Federation of Reflexologists.• Complementary Therapists Association.• Federation of Holistic Therapists.• Complementary and Natural Healthcare Council (CNHC).

Extended response questions

Extended response questions are those that require the candidate to write a longer written response using sentences and paragraphs. These usually require candidates to discuss, explain, etc. a topic in some detail. The question is often based on a short case study, scenario or other prompt. The level of detail should be gauged from the question and the number of marks available.

Example question

The information provided in the table below is a case study of a client who has come into the clinic to discuss a treatment plan. The client would like to book a course of six treatments over 6 weeks.

Discuss the treatment options available, recommending a justified treatment plan for the **first** session with the client.

(12 marks)

Name:	Brenda
Gender:	Female
Age:	35
Height:	5' 2" / 1.59cm
Weight:	10 stone / 64kgs
Medical history:	Has heavy periods and a lot of PMT which causes water retention bloating in the stomach and headaches. Has been trying for a baby.
Medication:	Anti-inflammatory just before and during periods.
Comments:	Has a stressful office job as well as a busy home life looking after the household with a young toddler and a husband who runs his own business. Brenda finds it hard to relax and chill out as there always seems to be something to do and doesn't get time for herself.
Physical body observations:	Early stages of kyphosis, fluid retention around the lower leg and ankles, feet look a little puffy as well. Skin appears dry with some small areas of eczema around the elbows, wrists and hands.

Answer:

Indicative content

Treatment plan

- Consider all three treatments:
 - Massage - treatment to focus on relaxing muscles in back and stretching the pectorals, all over relaxation , concentrating on lower legs with lymphatic drainage
 - Aromatherapy - Consideration of suitable blends, 2% blend.
 - Reflexology - focus on relaxation, PMT, water retention, fertility.
- Suitable use of products.
- Time considerations.
- Treatment adaptations.
- Frequency of treatment.
- Consideration made to the areas of eczema.

Band 1 (1 – 4 marks)

Treatments proposed are not clearly justified. Aromatherapy treatment blend showed little relevance to the client's needs.

Massage treatment did not take into account the physical observations or client's lifestyle. Using the information provided in the case study very little consideration was made to the client's lifestyle or physical conditions to tailor the reflexology treatment to meet the client's needs. Little reference was made to possible contra-actions and healing crisis; no detail given to the causes and advice. Advice and recommendations is basic and not totally tailored to suit the client's needs. No links made between the effects and benefits of treatments and the client's objectives.

To access the higher marks within the band, the candidate has made some attempt to justify their massage techniques and blend choice. Has specified reflexes that needed extra attention, but this is not always accurate or relevant to the client in the case study. The candidate gave homecare advice and recommendations that was very general and specifically related to the client's needs

Example band 1 response

I would recommend that Brenda should receive a mix of aromatherapy and reflexology. Finding a good essential mix for Brenda should give her help with MT and bloating. Also her headaches and stress. I would give her some oils to take home for a burner for her stress and recommend that she takes time out for herself. Maybe once her child is in bed. Even a bath with some relaxing oils in that may also help with any period pains ad puffy ankles and dry skin.

During her aromatherapy treatments I would take more time massaging the oils into her dry problem areas on the skin her eczema. I would also do a little bit of deep tissue around the neck and shoulders due to her kyphosis. It could be causing tension and lead to more problems. I would recommend that she look up and do self-research about postural exercises to try and stop it from getting worse. Suggest she looked into eating healthier balanced diet.

Reflexology is known to have helped people conceive. For her very first treatment, I would suggest Breda had an aromatherapy massage with oils that help with PMT, dry skin conditions and stress relief. Taking care around the stomach if she is on at the time of treatment and making sure her feet and ankles aren't sore or tender to touch. If not I would spend a little longer on her legs and feet trying to reduce the water retention. I would send her home with extra from the blend of oils for a bat the next day making sure she took time to relax and distress to benefit more from the massage.

I would ask her to look into meditating for a couple of minutes a day. I would also recommend Cathy to go and see her doctor about going through the menopause so he could help with her hot flushes.

Band 2 (5 – 8 marks)

Treatment plan proposed is mostly relevant and accurate with some justification. Aromatherapy treatment blend demonstrated some relevance to the client and their needs. Massage treatment had some connection to the physical observations and client's lifestyle. Reflexology treatment demonstrated moderate consideration to the client's lifestyle and physical conditions based on the information provided in the case study. Some reference made to possible contra-actions but little detail of causes or advice. Advice and recommendations is generic and some evidence is seen that tailors this to the client's needs and future treatment recommendations. Few links are made between the effects and benefits of treatments and the client's objectives.

To access the higher marks within the band, the candidate has shown some ability to justify their choice of blend and massage adaptations. Has specified reflexes that need to be worked and identified some that needed extra attention. In the main this was accurate and relevant to the client's needs. Conclusion made is balanced and supported

The candidate discussed homecare advice and recommendations that was specific but did not fully take into account the client's needs.

Example band 2 response

BODY MASSAGE -Effleurage to relax client, increase blood and lymph flow. Petrissage movements such as kneading around the spine on thoracic region to help ease the symptoms of kyphosis. Petrissage movements on lower legs to aid in waste excretion from muscles and to increase relaxation. Tapotment to stretch tendons and help prevent fluid retention. Carrier oils - avocado 5ml with evening primrose 30ml to nourish the eczema on elbows, wrists and hands.

AROMATHERAPY -Ylang Ylang - Aphrodisiac to increase sexual desire as trying for a baby can dampen the passion of intercourse. Lavender - Sedative to aid relaxation of mind and body, tonic to elevate mind, body and soul, antispasmodic to relax physically for when she goes to sleep as stress can often make sleeping difficult. Cicatrisant will help with the eczema scarring if she scratches it and perforates the skin.

Analgesic that will deaden the pain of the periods Bergamot - Antidepressant which will aid in the production of dopamine and serotonin. Carrier oils - again avocado oil and evening primrose as they are both very nourishing to the skin. Use 5ml of avocado and 30ml of evening primrose.

REFLEXOLOGY - reflexes to focus on would be the brain as it will relax her mentally, will aid in the secretion of the follicle stimulating hormone which stimulates the release of the egg. Luteinising hormone that will secrete oestrogen and progesterone to help with conception and slow down the development of kyphosis. Ovaries and fallopian tubes to help the process of fertilising the egg. By thumb walking the fallopian tubes it will aid the movement of the egg as it travels down to the uterus. By massaging the ovaries it will stimulate the release of an egg. Uterus to stimulate the menstrual cycle, making it less painful and helping the body to excrete the menstrual blood which will in turn relieve the bloating of the stomach.

AFTERCARE ADVICE - Take home the three oils that I have used in the treatment so that she can self-medicate when she feels stressed or irritable. Use them in an oil burner that fixes onto the light so that the whole room can fill with the scents.

She also needs to design a time management sheet so that she can work out when she has free time to spend by herself, for herself. Even though we as humans are social creatures we still need time to be alone to bring ourselves back down to equilibrium. Use avocado oil to self-medicate on the eczema patches as it will nourish the skin. She also needs to find herself a hobby so that her mind can focus on something else and be a tool of escapism from her stressful life.

Band 3 (9 – 12 marks)

Thorough and comprehensive plan, that is relevant accurate and in most parts justified. Aromatherapy treatment blend was relevant and considered the client's needs and characteristics. Massage treatment was connected and took into account the physical observations and client's lifestyle. Reflexology treatment linked with full consideration to the client's lifestyle and physical conditions based on the information provided in the case study. Detailed reference was made to possible contra-actions and healing crisis; thorough detail given to the causes and advice. Advice and recommendations are detailed and all aspects are tailored to the client's needs to include future treatment recommendations and referrals. Clear links are made between the effects and benefits of treatments and the client's objectives. The candidate has come to a well-balanced conclusion, which is fully substantiated.

To access the higher marks within the band, the candidate has given fully justified reasons for their choice of blend and massage adaptations. Shows full understanding of points /zones to be worked on to include those that need extra attention and also included limitations that may be present. The information was accurate and clearly linked to the client in the case study. The candidate has discussed, in detail, homecare advice and recommendations to include product use that could enhance the overall effectiveness of the treatment plan and is tailored to the client's needs.

Example band 3 response

Aromatherapy massage – To encourage lymphatic drainage in areas of water retention, lower legs and ankles. Abdominal massage to soothe and ease bloating. Care taken around thoracic area for tight muscles or areas of tenderness due to kyphosis. Effleurage to relax client, increase blood and lymph flow. Petrissage movements such as kneading around the spine on thoracic region to help ease the symptoms of kyphosis. Tapotment to stretch tendons and help prevent fluid retention.

Psychologically – Brenda will be able to relax more, finding the massage time, her own space, being able to gather her thoughts and mentally prepare herself for the next day's event. An evening treatment will be better so she can wind down and prepare her body for sleep at the end of the day. This will reduce stress and relaxation will reduce headaches. As Brenda has heavy periods I would avoid essential oils with properties like lavender I would choose an almond oil carrier oil as it is an emollient and soothes dry skin.

Bergamot (Citrus Bergamia) – 2 drops for its anti-depressant qualities to lift her mood and its antispasmodic properties for soothing bloating pain and heavy periods.

Ylang Ylang – 3 drops for its tonic, cephalic properties to give focus on busy days and improve memory. Rose – 3 drops for its sedative properties to relax mind and body. A 2% blend will be used with 8 drops of oil in total for a 20ml carrier oil. I will also recommend an oil blend of roman chamomile

and Ylang Ylang to use at home for relaxation, sedative and cephalic properties – on a light ring or oil burner in the evening. A compress for boating could also be applied

When needed with bergamot. Meditation could be considered for future benefit in order to relax in the evening due to her hectic lifestyle.

Reflexology – Reflex points to concentrate on would be reproductive system to stimulate ovaries, digestive system to stimulate peristalsis and encourage digestion. Pireal gland to encourage relaxation and stimulate body clock and help Brenda's plan for another baby. Fallopian tubes – Clear these so ovum fertilised egg can travel smoothly to uterus.

Body Massage – Client is endomorph as she is 10 stones and 5 feet 2 inches which is too large for her size. She will have soft fat, wide hips, short limbs and low muscle mass. I would give her an energising outcome to boost her mood, stimulate lymph flow and blood flow eradicating toxins and easing water retention.

Treatment time- Aim for morning appointment if possible with help from family and partner. It will set the client up positively for the day and boost energy levels and mood.

After care advice - Speak with doctor for tests to ensure she does not have Endometriosis and that is the cause of the heavy period and struggle with pregnancy. Family Yoga should be considered as it will strengthen her core, improve posture, strengthen chest muscles, take pressure off kyphosis, so Brenda can take her toddler but still relax and enjoy time together. Bach flower remedies may help with stress

Regular aromatherapy treatments recommended and consideration made to the areas of eczema.

DIET - Avoid heavy salt intake to reduce water retention and drink more water. Oestrogen boosting foods such as broccoli can help with fertility. Maintain a well-balanced diet, fish, vegetables and chicken. Also limit meat intake and focus on as much natural foods.

Examination technique

Candidates with a good understanding of the subject being assessed can often lose marks in exams because they lack experience or confidence in exams or awareness of how to maximise the time available to get the most out of the exam. Here is some suggested guidance for areas that could be covered in advance to help learners improve exam performance.

Before the exam

Although candidates cannot plan the answers they will give in advance, exams for Technical qualifications do follow a common structure and format. In advance of taking the exam, candidates should:

- be familiar with the structure of the exam (ie number and type of questions).
- be aware of the amount of time they have in total to complete the exam.
- have a plan, based on the exam start and finish time for how long to spend on each question/section of the exam.
- be aware of how many marks are available for each question, how much they should expect to write for each question and allow most time for those questions which have the most marks available.

At the start of the exam session

At the start of the exam, candidates:

- should carefully read through the exam paper before answering any questions.
- may find it helpful, where possible, to mark or highlight key information such as command words and number of marks available on the question paper.
- identify questions which require an extended written answer and those questions where all or part of the question may be answered by giving bullets, lists etc rather than full sentences.

Answering the questions

Candidates do not have to answer exam questions in any particular order. They may find it helpful to consider, for example:

- tackling first those questions which they find easiest. This should help them get into the 'flow' of the exam and help confidence by building up marks quickly and at the start of the exam.
- tackling the extended answer question at an early stage of the exam to make sure they spend sufficient time on it and do not run out of time at the end of the exam.

Candidates should avoid wasting time by repeating the question either in full or in part in their answer.

Candidates should **always** attempt every question, even questions where they may be less confident about the answer they are giving. Candidates should be discouraged however, from spending too long on any answer they are less sure about and providing answers that are longer and give more detail than should be necessary in the hope of picking up marks. This may mean they have less time to answer questions that they are better prepared to answer.

Extended answer questions

Before writing out in full their answer to extended questions, candidates may find it helpful to identify the key requirements of the question and jot down a brief plan or outline of how they will answer it. This will help clarify their thinking and make sure that they don't get 'bogged down' or provide too much detail for one part of the question at the expense of others.

Towards the end of the exam

Candidates should always set aside time at the end of the exam to read back through and review what they have written in order to make sure this is legible, makes sense and answers the question in full.

If a candidate finds they are running out of time to finish an answer towards the end of the exam, they should attempt to complete the answer in abbreviated or note form. Provided the content is clear and relevant, examiners will consider such answers and award marks where merited.

Further guidance on preparing candidates to take the exam is given in the City & Guilds publication, [Technical Qualifications, Teaching, Learning and Assessment](#) which can be downloaded free of charge from City & Guilds website.

4. Further information

For further information to support delivery and exam preparation for this qualification, centres should see:

City & Guilds

Qualification homepage: <https://www.cityandguilds.com/qualifications-and-apprenticeships/beauty-and-complementary-therapies/complementary-therapies/6004-complementary-therapies#tab=documents> which includes:

- *Qualification handbook*
- *Synoptic assignment*
- *Sample assessments*

Technical Qualifications, Resources and Support: cityandguilds.com/techbac/technical-qualifications/resources-and-support

Joint Council for Qualifications

Instructions for Conducting Examinations: www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations