

7863-032 Level 3 Diploma in Dog Grooming

June 2023

Theory Exam Examiner Report

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Introduction

This document is designed to be used as a feedback tool for centres to use in order to enhance teaching and preparation for assessment. It is advised that this document be referred to when preparing to teach and then again when candidates are preparing to sit examinations for the **City & Guilds Level 3 Diploma in Dog Grooming**.

This report provides general commentary on candidate performance and highlights common themes in relation to the aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat the **June 2023** examination series. It will explain aspects which caused difficulty and potentially why the difficulties arose, whether it was caused by a lack of knowledge, incorrect examination technique or responses that failed to demonstrate the required depth of understanding.

The document provides commentary on the following assessment;

0172-032 Level 3 Dog Grooming external synoptic exam (written)

Theory Exam – June 2023

Grade Boundaries and distribution

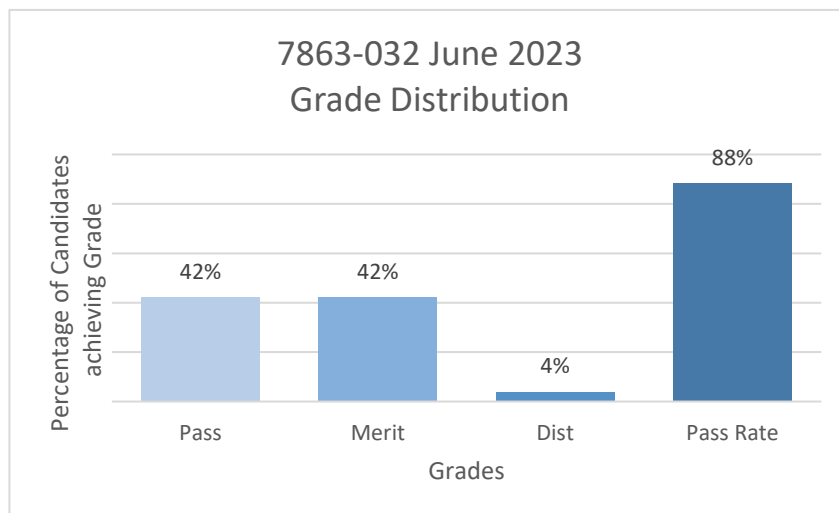
Assessment: **7863-032**

Series: **June 2023**

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Total marks available	90
Pass mark	45
Merit mark	60
Distinction mark	75

The graph below shows the approximate distribution of grades and pass rates for this assessment:



Examiner report

General Comments on Candidate Performance

Assessment component: 7863-032

June 2023

Candidate performance on this series was similar to that of previous series. Good recall was shown in key areas across the paper such as handling and restraint, implementing needs from the Animal Welfare Act 2006 and first aid. The Extended Response Question (ERQ) was somewhat lacking in the detail needed to gain strong marks, with candidates failing to link modifications needed to a groom, for a dog with a medical condition.

Generally, candidates used correct terminology although this is still an area of weakness for many.

Candidates often did not understand the command verbs ('state', 'explain', 'describe') and gave answers that did not fully relate to the questions asked. For example, when asked to explain, candidates often gave a list or statement and did not fully explain their answer – which limited the marks they would access for the question.

Unit 301 Health and safety, legislation and codes of practice for the dog grooming industry.

The purpose of this unit is for candidates to demonstrate their knowledge of animal welfare and associated legislations. Candidates generally demonstrated good recall of knowledge around animal welfare legislation and were able to describe how to implement the needs from the Animal Welfare Act 2006.

Many candidates struggled with exact phrasing from the Animal Welfare Act 2006 and some reverted back to the old legislation and talked about the five animal freedoms.

Overall candidates performed well on the first aid question with many candidates achieving full marks.

Unit 302 Preparing, styling and finishing a dog.

The purpose of this unit is for the candidate to demonstrate their knowledge, understanding and skills required to carry out styling and finishing techniques using various methods and equipment.

Candidates demonstrated good recall such as modifying handling and restraint techniques and handling a dog with an orthopaedic condition. Candidates performed variably with breed specific styling techniques, with some candidates not reading the question properly and describing a full groom as opposed to the head style that was asked for.

Many candidates omitted to include blade numbers used, and detail of specific trimming lines.

Unit 303 Health checking and handling a dog in a dog grooming environment.

The purpose of this unit is to allow candidates to demonstrate their knowledge, understanding and skills required to care for a dog within the grooming salon and show their understanding of basic anatomy and physiology and to be able to discuss methods to minimise risks and improve levels of welfare based on the individual requirements of the dog.

Candidates showed good recall knowledge on signs and symptoms for a specific condition and were able to state actions to be taken but many failed to explain their actions. Descriptions of key anatomical points were varied with some candidates failing to use correct terminology or

detail descriptions, for example for the hock, “the back leg”. Knowledge was demonstrated well for parasites and common breed predispositions.

Unit 304 Customer service and record keeping in a dog grooming environment.

The purpose of this unit is to allow candidates to demonstrate their knowledge of attending to clients and the importance of excellent customer service.

Candidates generally demonstrated good recall of knowledge focusing on the administration aspect of the dog grooming salon. Most candidates were able to state records kept but struggled to justify and explain reasons for keeping the records. Knowledge of payment methods was strong.

The extended response question (ERQ)

The ERQ is an open-ended question with a scenario that allows students to write a response that arrives at a conclusion based on their specific knowledge of the topic. It is designed for the candidate to demonstrate both the breadth and depth of knowledge.

The ERQ in this exam generated some good responses, but many candidates struggled with the holistic ‘joined-up’ approach expected. The question provided candidates with the opportunity to show their knowledge and understanding of the requirements for grooming a breed with a medical condition. Most candidate demonstrated knowledge of the breed, but many made no reference to the condition and how this may impact the groom and suitable style.

Higer performing candidates gave a clear discussion showing breadth and depth of knowledge, demonstrating knowledge of the topic, and giving reasons for actions. All key point were discussed and the impact of choices were fully supported with sound justification. Specialist terminology was used appropriately and correctly and candidates made links to relevant legislation in addition to taking into account good customer service.

Centres are advised to help candidates develop their use of technical terminology and with understanding the command words in the exam questions. Candidates would benefit from practising the Extended Response Question (ERQ) to improve on their justifications and making links between the key elements of their answer (in this case welfare, customer satisfaction, legislation and health and safety). Centres should also take care when teaching the Five needs, rather than the Five freedoms as these are outdated.

Past papers and marking schemes are available on the City and Guilds website which should be used for exam practice.

City & Guilds also offers a technical exam guide to support the work on the exam technique.

All documents are available to download from [Diploma in Dog Grooming qualifications and training courses | City & Guilds \(cityandguilds.com\)](https://www.cityandguilds.com/qualifications/dog-grooming)

Past papers and marking schemes: Documents – Level 3 – Assessment materials – Past Papers tabs

Exam guide: Documents – Level 3 – Assessment material