

0172-32 Level 3 Advanced Technical Extended Diploma in Animal Management (720)

Pathways:

**0172-030/031/531 Animal
Management (Year 1)**

0172-034/535 Zoos and Wildlife

**0172-036/537 Animal Management
and Science**

2023

Qualification Report

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Introduction

This document has been prepared by the Chief Examiner and Principal Moderator; it is designed to be used as a feedback tool for centres in order to enhance teaching and preparation for assessment. It is advised that this document is referred to when planning delivery and when preparing candidates for City & Guilds Technical assessments.

This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2023 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments:

Year 1 (P1/P2)

- 0172-031/531 Level 3 Technicals in Animal Management – Theory exam (1)
 - March 2023 (Spring)
 - June 2023 (Summer)
- 0172-030 Level 3 Technicals in Animal Management – Synoptic Assignment (1)

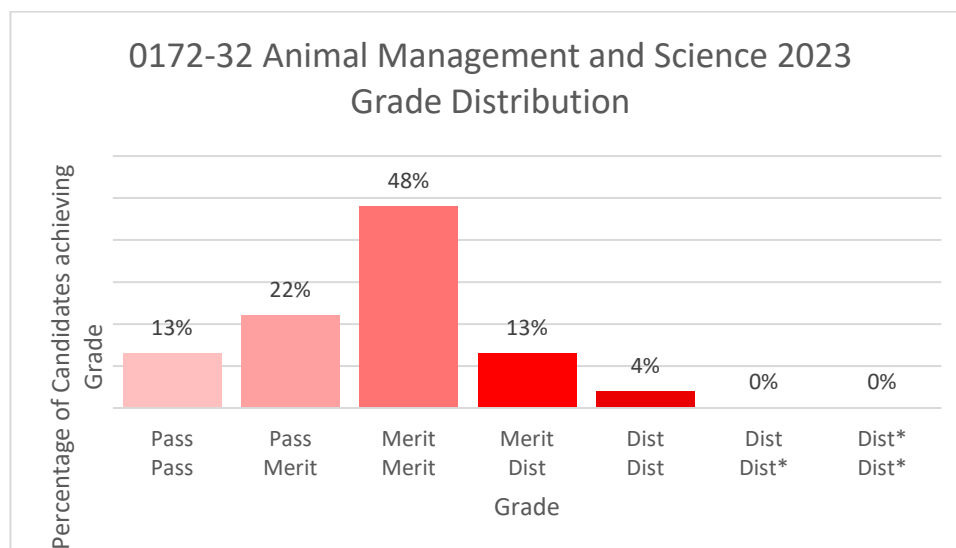
Year 2

- Animal Management and Science
- Zoos and Wildlife
 - 0172-535 Level 3 Technicals in Animal Management (Zoos and Wildlife) – Theory exam (2)
 - March 2023 (Spring)
 - June 2023 (Summer)
 - 0172-537 Level 3 Technicals in Animal Management (Animal Management and Science) – Theory exam (2)
 - March 2023 (Spring)
 - June 2023 (Summer)
 - 0172-034 Level 3 Advanced Technical Extended Diploma in Animal Management (Zoos and Wildlife) – Synoptic Assignment (2)
 - 0172-036 Level 3 Advanced Technical Extended Diploma in Animal Management (Animal Management and Science) – Synoptic Assignment (2)

Qualification Grade Distribution

0172-32 Level 3 Advanced Technical Extended Diploma in Animal Management (720) – Animal Management and Science

The grade distribution for this qualification is shown below:

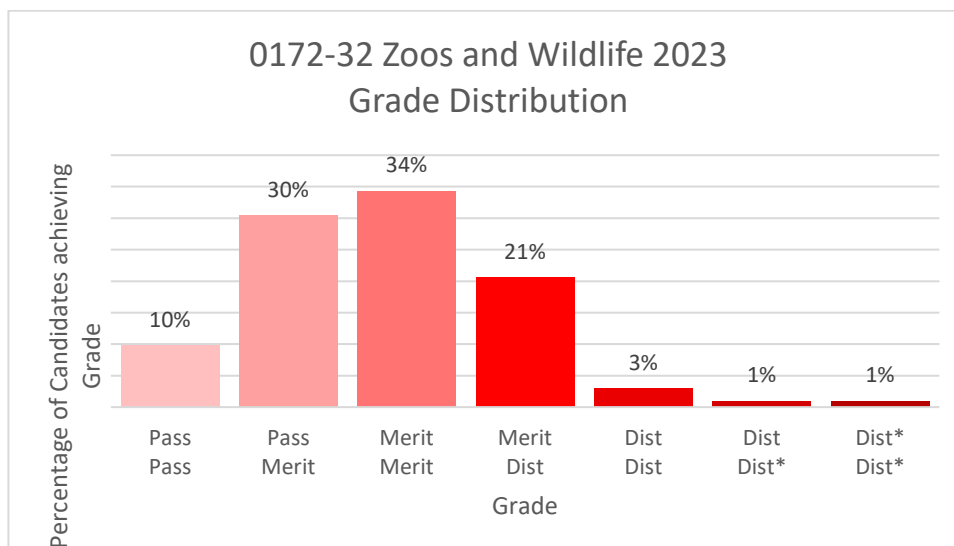


The data is based on the distribution as of 17 August 2023.

Please note City & Guilds will only report qualification grades for candidates who have achieved all of the required assessment components, including Employer Involvement, optional units and any other centre assessed components as indicated within the Qualification Handbook. The grade distribution shown above could include performance from previous years.

0172-32 Level 3 Advanced Technical Extended Diploma in Animal Management (720) – Zoos and Wildlife

The grade distribution for this qualification is shown below:



The data is based on the distribution as of 17 August 2023.

Please note City & Guilds will only report qualification grades for candidates who have achieved all of the required assessment components, including Employer Involvement, optional units and any other centre assessed components as indicated within the Qualification Handbook. The grade distribution shown above could include performance from previous years.

Theory Exam – Year 1

0172-531/031 - Level 3 Animal Management – Theory Exam (1)

Grade Boundaries

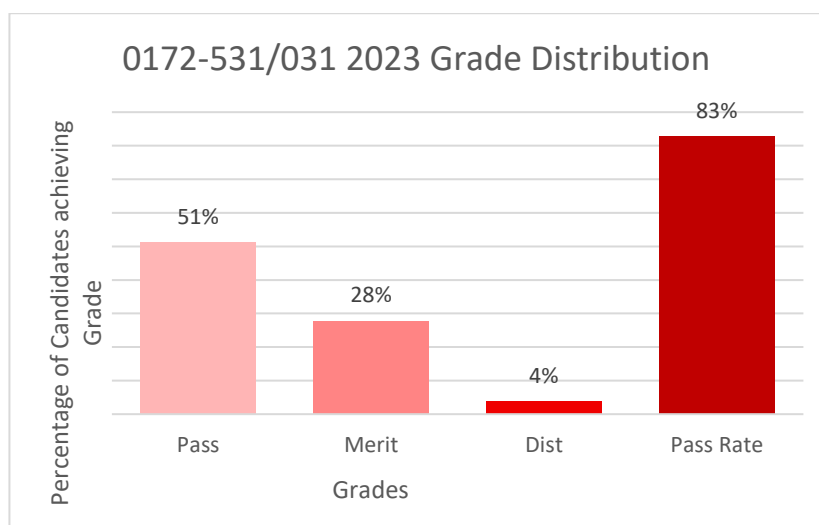
Assessment: 0172-531/031

Series: March 2023 (Spring)

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

Total marks available	60
Pass mark	25
Merit mark	35
Distinction mark	45

The graph below shows the approximate distributions of grades and pass rate for this assessment:



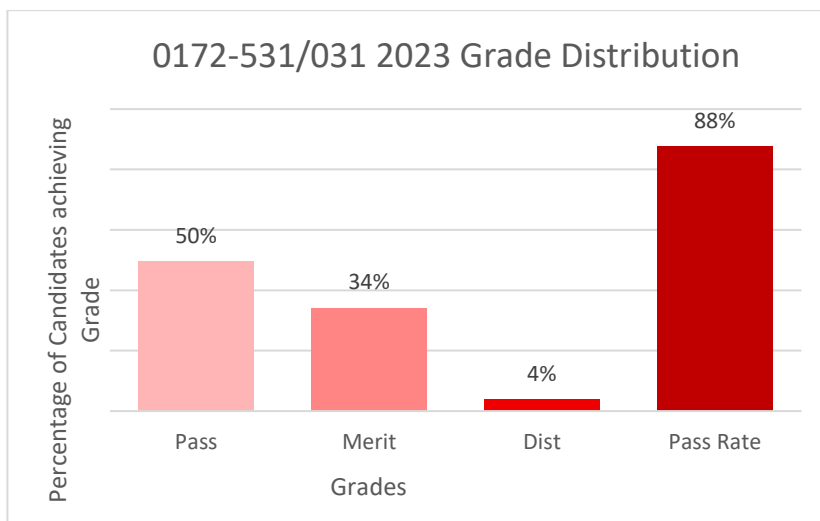
Assessment: 0172-531/031

Series: June 2023 (Summer)

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

Total marks available	60
Pass mark	26
Merit mark	36
Distinction mark	46

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Chief Examiner Commentary

0172-531/031 - Level 3 Animal Management – Theory Exam (1)

Series 1 (March)

Cohort performance has improved compared to the 2022 series, with an average mark of 30.9 which shows a considerable improvement compared to the equivalent 2022 series.

Candidates generally showed good recall in most key areas and were often able to gain marks in questions that required recall of knowledge. Although it is noted that there was an improvement in candidates' exam technique compared to the previous series, there are still areas to focus upon, particularly with lower achieving candidates who were unable to provide clear explanations or show retention of knowledge in their answers. Many candidates lost marks in questions requiring explanations or descriptions. Some candidates offered statements or lists of facts instead, therefore not giving sufficient explanations to demonstrate understanding.

Unit 303 – This unit focuses on **Animal Health and Husbandry**. Strengths for this unit were around notifiable diseases, although some candidates did miss out on marks here due to repeating explanations and providing a generalised discussion around the statement provided. Candidates also showed depth of understanding in the application of diagnostic tests. Many candidates were not able to recall key legislation, and many struggled to provide an understanding of the impact of parasites. Centres need to cover all the specification within their teaching to ensure candidates are familiar with terminology and are able to demonstrate the required levels of knowledge and understanding.

Unit 304 – This unit focuses on **Animal Feeding and Nutrition**. Strengths for this unit were seen in food provision. This unit overall was not as successful for candidates, as it was hoped, in that many candidates lost marks due to a lack of knowledge of the function of nutrients and digestive processes. Many candidates were also unable to identify an incorrect diet for a specified common species and therefore were unable to discuss the impact of the of said diet. Centres should, again, ensure technical terminology is used frequently to allow candidates to become accustomed to specific terms and their meanings. Centres should cover the breadth of the specification to ensure candidates have a fair chance to gain sufficient marks.

Unit 305 – This unit focuses on **Animal Behaviour and Communication**. Overall candidates performed well in a number of questions and were able to show knowledge and understanding of avian courtship behaviours, and identification of behaviour types and learning techniques. Candidates did, however, struggle to pick up marks when explaining the impact of a specified season, but they were often able to provide breath of knowledge in this area. Candidates ought to focus on exam technique and practice providing the cause and effect within their answers.

The extended response question focused on considerations that should be made when assessing the suitability of a home for a specified animal. Many candidates provided simplistic explanations that were not necessarily linked to the given scenario, often offering lists of considerations with mostly basic explanations. Some candidates were able to provide explanations which showed the required level of understanding, allowing them to access higher marks. Where candidates did not achieve the higher band marks, they did not provide sufficient justifications for their considerations.

Series 2 – June 2023

Cohort performance in June 2023 shows improvement when compared to the March 2023 series, with an average mark of 35.4. This also shows a considerable improvement in comparison to the June 2022 series.

Candidates generally showed good recall in most key areas and were often gaining marks in questions that required recall of knowledge. However, many candidates were often unable to achieve higher end marks in questions requiring explanations or descriptions.

It is noted that whilst both 2023 series shows an improvement in candidates' exam technique compared to the previous series, there are still areas to focus upon, particularly with lower achieving candidates who were unable to provide clear explanations or show knowledge in their answers.

Unit 303 – This unit focuses on **Animal Health and Husbandry**. Strengths for this unit were seen in commonly administered vaccinations. Although some candidates were able to achieve full marks, those that did not were often unable to provide full responses showing the lack of breadth and depth of knowledge. Some candidates also showed depth of understanding in the application of DEFRA guidelines for notifiable diseases. Many candidates were not able to accurately recall signs of a specified disease. Centres should cover all the specification within their teaching to ensure candidates are familiar with terminology and are able to demonstrate the required levels of knowledge and understanding.

Unit 304 – This unit focuses on **Animal Feeding and Nutrition**. Strengths for this unit were around functions of nutrients. Although some candidates were able to achieve full marks, those that did not were often unable to provide a second function to the stated nutrient or they repeated the same answer. Many candidates also showed depth of understanding when explaining why a specified food type was appropriate for a chosen species and life stage. Candidates struggled to recall specific information relating to nutrition calculations. Centres should, again, ensure technical terminology is used frequently to allow candidates to become accustomed to specific terms and their meanings. Centres should cover the breadth of the specification to ensure candidates have a fair chance to gain sufficient marks.

Unit 305 – This unit focuses on **Animal Behaviour and Communication**. Overall candidates performed well in a number of questions and were able to show knowledge and understanding of feeding behaviours and interspecific communication. Candidates were not, however, able to pick up marks when stating the difference in behaviours between wild and domestic species. Some candidates missed out on marks due to lack of execution when providing the cause and effect within their answers.

The extended response question focused on considerations that should be made prior to putting a specified animal up for adoption. Many candidates provided simplistic explanations that were not fully linked to the given scenario, often offering basic explanations. Some candidates were able to provide explanations which showed the required level of understanding and valid links to the scenario, allowing them to access higher marks. Where candidates did not achieve the higher band marks, they did not provide sufficient justifications for their considerations.

City & Guilds has produced a technical exam guide to support the work on the exam technique, which is available to download from

<https://www.cityandguilds.com/qualifications-and-apprenticeships/land-based-services/animal-management/0172-technicals-in-animal-care-management-and-equine-care-management#tab=documents>

Centres opting for paper-based examinations should remind candidates that if their handwriting is illegible marks cannot be awarded.

Theory Exams – Year 2

0172-535 - Level 3 Animal Management – Theory Exam (2)

Grade Boundaries

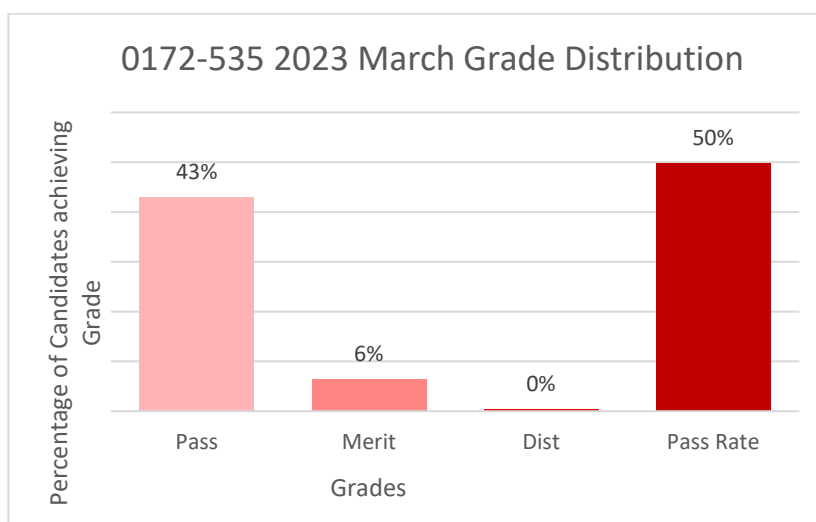
Assessment: **0172-535**

Series: **March 2023 (Spring)**

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

Total marks available	60
Pass mark	24
Merit mark	33
Distinction mark	42

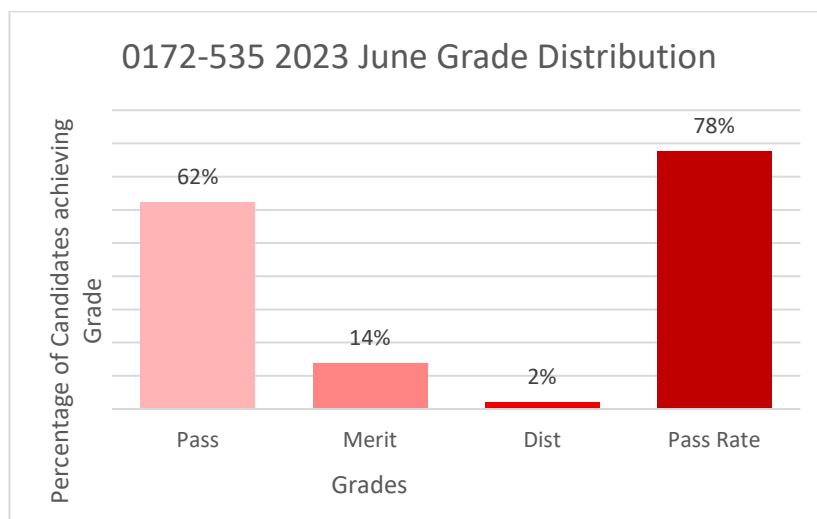
The graph below shows the approximate distributions of grades and pass rate for this assessment:



Below identifies the final grade boundaries for this assessment:

Total marks available	60
Pass mark	24
Merit mark	33
Distinction mark	42

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Chief Examiner Commentary

0172-535 - Level 3 Animal Management – Theory Exam (2)

Series 1 (March)

Overall candidate performance on this paper was lower than previously seen, with the average mark of 23.43 compared to March 2022 at 26.1 and March 2020 at 32.5.

Candidates provided somewhat good levels of recall in most areas; however, a lack of exam technique observed across the cohort lead to many candidates losing out on marks in this exam. Candidates generally failed to expand their answers for questions requiring explanations, often not providing detail that shows the depth of knowledge and understanding, which lead to achieving only partial marks. This was also evidenced in the questions that utilised technical terminology where candidates generally showed very little knowledge and/or understanding.

Unit 308 - This unit focuses on **Wildlife Ecology and Conservation**. Strengths were seen in questions relating to abiotic factors and evolution. Candidates showed weaknesses in questions which contained technical terminology and often missed out on marks due to inaccurate recall of different conservation techniques and understanding primary consumers.

Unit 310 - This unit focuses on **Exotic Animal Health and Husbandry**. Candidates demonstrated knowledge and understanding of the impact of biosecurity protocols. Again, candidates missed out on marks due to inaccurate recall of technical terminology and were therefore unable to accurately explain their answers. Candidates showed a varied achievement in questions relating to legislation.

Unit 316 - This unit focuses on **Zoological Collections**. Strengths were seen in questions relating to zoo ethics with many candidates providing both recall and understanding. Weaknesses were seen in questions requiring recall of technical terms. Candidates showed a varied achievement in questions relating to modern zoo roles.

The extended response question (ERQ) focused on visitor expectations and animal welfare and provided an opportunity for candidates of every level to present their knowledge and understanding. Overall, the candidates did not perform well, with very few accessing band 3. Candidates often made a good attempt at this question but then provided limited breadth and made little attempt to link the two considerations. Many candidates focussed solely on the five animal needs, which is one consideration of many expected to be discussed. There was very little evidence of holistic approach to the question and limited depth of understanding was shown. This resulted in candidates mostly achieving band 1 and 2.

Centres should ensure they train candidates to discuss a holistic approach applying different aspects of any given scenario to allow the candidate to gain higher marks. Candidates should answer the question offering the breadth and depth, explaining their reasons behind their comments and then either justify or appraise their own comments offering explanations or justifications for their answers. This will enable candidates to move towards the higher banding depending on the level of detail the candidates go into.

Series 2 – June 2023

Overall candidate performance on this paper was higher than previously seen, with the average mark of 27.56 in June 2023 compared to that of 23.43 in March 2023.

Candidates provided somewhat good levels of recall in most areas; however, a lack of exam technique observed across the cohort lead to many candidates losing out on marks in this exam. Candidates generally failed to expand their answers for questions requiring explanations, often not providing detail that shows the depth of knowledge and understanding, which lead to achieving only partial marks. This was also evidenced in the questions that utilised technical terminology where candidates generally showed very little knowledge and/or understanding.

Unit 308 - This unit focuses on **Wildlife Ecology and Conservation**. Strengths were seen in questions relating to essential resources and legislation. Candidates showed weaknesses in questions which contained technical terminology.

Unit 310 - This unit focuses on **Exotic Animal Health and Husbandry**. Candidates demonstrated knowledge of the signs of a specified disease. Candidates missed out on marks due to poor exam technique in questions that required understanding. Weakness within the cohort was seen in the question relating to consequences of a specified situation, candidates were able to achieve the lower end marks in this question but many missed opportunities to access higher end marks due not providing succinct explanations.

Unit 316 - This unit focuses on **Zoological Collections**. Strengths were seen in questions relating to emergency protocols and zoo mission statements, with many candidates providing both recall and understanding. Whilst candidates often showed accurate recall of appropriate physical enrichment, weaknesses were seen when candidates were required to explain potential problems of this in an enclosure.

The extended response question (ERQ) focused on care responsibilities and conservations efforts, this ERQ provided an opportunity for candidates of every level to present their knowledge and understanding. Overall, the candidates performed fairly well, although very few accessed band 3. Candidates often made a good attempt at this question but provided limited breadth and made little attempt to link the two considerations. Candidates often focused on care considerations and the conservation aspect was very much an add on comment rather than an included discussion. There was very little evidence of holistic approach to the question and limited depth of understanding was shown, resulting in the majority of candidates achieving marks in band 1 or the bottom of band 2.

Centres should ensure they train candidates to discuss a holistic approach applying different aspects of any given scenario to allow the candidate to gain higher marks. Candidates should answer the question offering the breadth and depth, explaining their reasons behind their comments and then either justify or appraise their own comments offering explanations or justifications for their answers. This will enable candidates to move towards the higher banding depending on the level of detail the candidates go into.

Centres are advised to help candidates develop their use and understanding of technical terminology across the qualification.

Candidates are also strongly advised to practice examination techniques when preparing for this exam to fully understand the requirements of the question before attempting to answer, particularly those that require candidates to demonstrate reasoning. Explain type of questions require candidates to demonstrate reasons and justifications to support the statements or cause and effect.0172-32 Level 3 Advanced Technical Extended Diploma in Animal Management (720)
– Animal Management and Science

Grade Boundaries

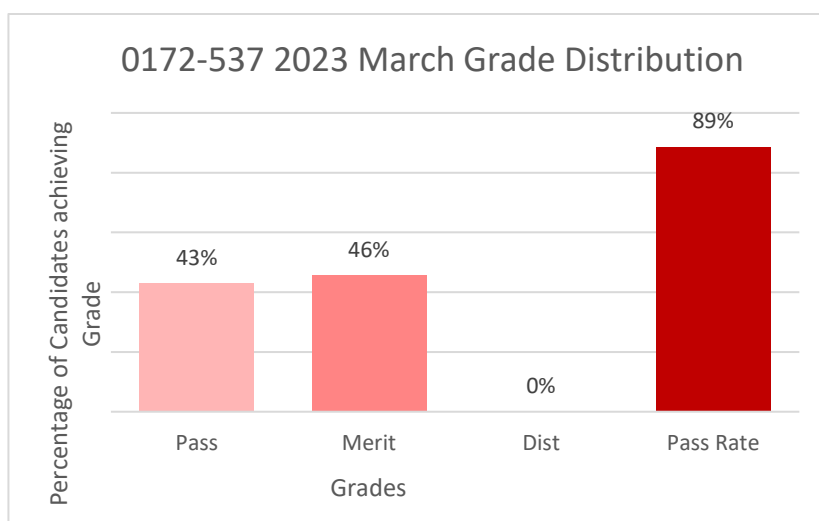
Assessment: 0172-537

Series: March 2023 (Spring)

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

Total marks available	40
Pass mark	18
Merit mark	23
Distinction mark	29

The graph below shows the approximate distributions of grades and pass rate for this assessment:

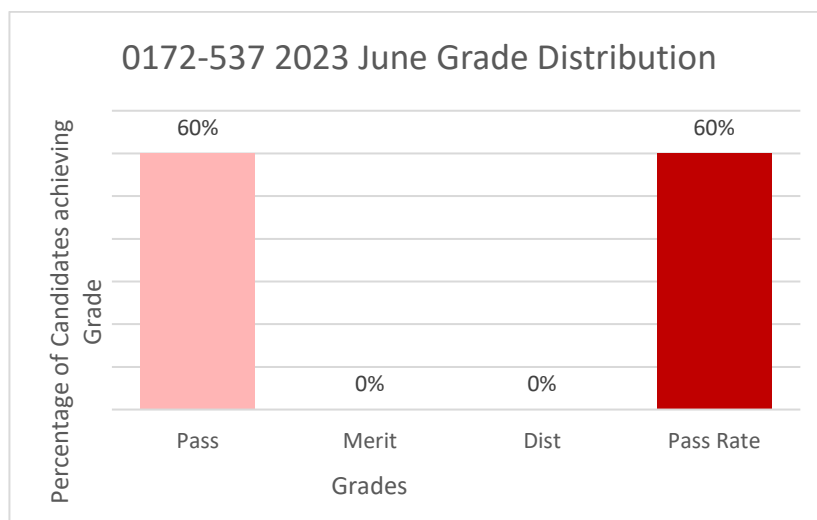


Assessment: 0172-537
Series: June 2023 (Summer)

Below identifies the final grade boundaries for this assessment:

Total marks available	40
Pass mark	19
Merit mark	24
Distinction mark	30

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



Chief Examiner Commentary

0172-537 - Level 3 Animal Management – Theory Exam (2)

Series 1 (March)

Candidate performance has improved compared to the equivalent 2022 series.

Candidates provided somewhat good levels of recall in most areas; however, a lack of exam technique caused many candidates to lose out on marks in this exam. Candidates generally failed to expand their answers for questions requiring explanations, often not providing detail that shows the depth of their knowledge and understanding, which lead to achieving only partial marks. This was also evidenced in the questions that utilised technical terminology where candidates generally showed very little knowledge and/or understanding.

Unit 311 - This unit focuses on **Pet Store Design and Management**. Questions relating to this unit were generally answered well, with candidates demonstrating knowledge of safety equipment and showing an understanding of the use of biosecurity protocols. Weakness within the cohort was seen in the question relating to the topic of aquatic housing requirements, where some candidates were able to achieve the lower end marks in this question but many missed opportunities to access higher end marks due not providing a succinct explanation.

Unit 327 - This unit focuses on **Kennel and Cattery Management**. Strengths for questions relating to this unit were seen in candidates understanding how to implement customer service in a given scenario, and animal behaviour. Candidates showed a varied achievement on the topic of legislation and struggled with providing their understanding of a specified kennel design.

The extended response question (ERQ) provided an opportunity for candidates to demonstrate their knowledge and understanding of the impact on licensing and store design. There was a varied performance observed, with some candidates accessing band 1 providing generic design considerations for the pet store expansion. These candidates often struggled to expand on their statements too. A fair number of candidates were able to discuss different design layouts, legislation, licencing requirements and possible implications on the current pet store. Candidates that achieved within band 2 and higher were able to provide a planned and more considered approach to the question discussing relevant examples of the impact of disease with valid links and some justification.

Series 2 – June 2023

Candidate achievement is lower than the March 2023 and the June 2022 series. The June 2023 series had a lower number of candidates, five in total in comparison to the June 2022 series where 11 candidates sat.

Candidates provided somewhat good levels of recall in most areas; however, a lack of exam technique caused many candidates to lose out on marks in this exam.

Unit 311 - This unit focuses on **Pet Store Design and Management**. Questions relating to this unit were generally answered well, with candidates demonstrating knowledge of planning animal housing and showing an understanding of the sourcing animals. Weakness within the cohort was seen in the question relating to legislation. Some candidates were able to achieve the lower end marks in this question but many missed opportunities to access higher end marks due not providing a succinct explanation.

Unit 327 - This unit focuses on **Kennel and Cattery Management**. Strengths for questions relating to this unit were seen in candidates understanding kennel design, and animal behaviour. Candidates showed a varied achievement on the topic of breed specific requirements and application of first aid.

The extended response question (ERQ) provided an opportunity for candidates to demonstrate their knowledge and understanding of the changes a business, in the given scenario, needs to make to ensure success. There was a varied performance observed, with most candidates accessing band 1 providing basic considerations to influence success, these candidates often struggled to expand on their statements. The remaining candidates achieved band 2 by providing valid considerations with superficial explanations.

Centres are advised to help candidates develop their use and understanding of technical terminology across the qualification.

Candidates are also strongly advised to practice examination techniques when preparing for this exam to fully understand the requirements of the question before attempting to answer, particularly those that require candidates to demonstrate reasoning. Explain questions require candidates to demonstrate reasons and justifications to support the statements or cause and effect.

City & Guilds has produced a technical exam guide to support the work on the exam technique, which is available to download from

<https://www.cityandguilds.com/qualifications-and-apprenticeships/land-based-services/animal-management/0172-technical-in-animal-care-management-and-equine-care-management#tab=documents>

Centres should remind candidates that if their handwriting is illegible marks cannot be awarded.

Synoptic Assignment (Year 1)

0172-030 - Level 3 Animal Management – Synoptic assignment (2)

Grade Boundaries

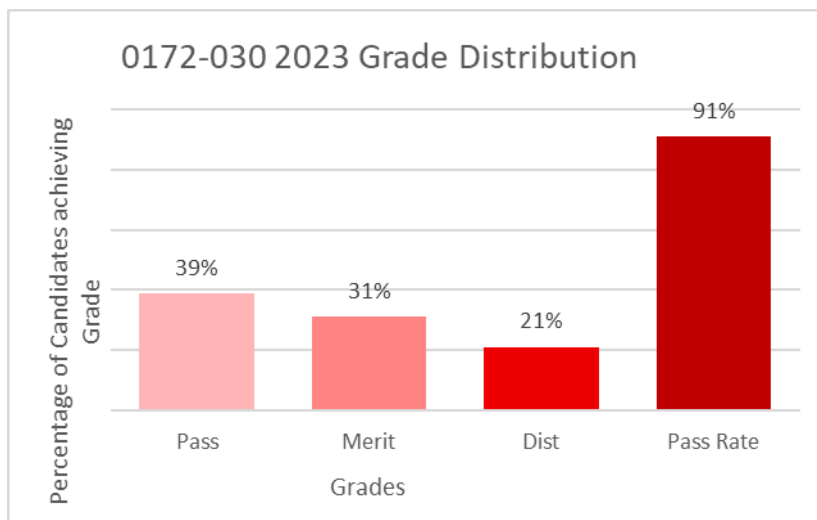
Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Assessment: 0172-030

Series: 2023

Total marks available	60
Pass mark	25
Merit mark	34
Distinction mark	43

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Principal Moderator Commentary

There were four tasks in this synoptic assignment covering a range of topics such as Animal Health, Animal Husbandry, and Animal Behaviour.

Task 1 required candidates to produce an advice sheet on Sarcoptic Mange to include signs, symptoms, treatment and biosecurity. All candidates were able to produce an advice sheet, with some candidates producing a detailed advice sheet that went into the disease in detail, whilst others gave a brief overview. As candidates had access to research, this task was expected to perform well. Centres should ensure that candidates have covered all the unit content in sufficient detail to allow them to utilise their knowledge and understanding effectively to cover all elements within the topic.

Task 2 required candidates to carry out a daily husbandry routine. Some candidates demonstrated high levels of knowledge and understanding. Some candidates were not able to carry out the routine with sufficient detail and skill. It was noted that many centres are still not following recommended practice when capturing evidence for the practical tasks. Centres are reminded that they are required to provide commentary that reflects the quality of the candidate's performance rather than the detail of what the candidate is doing throughout the task. Centres should also provide the required detail when describing the quality of the candidate's performance. For example, if noting that the candidate is dextrous and fluid in their approach and can problem solve, centres should indicate how the candidate is demonstrating dexterity or fluidity and how they are able to solve problems.

Task 3 expected candidates to carry out an evaluation of their performance. Many candidates commented on what they did and why they did it rather than how effective they were. Many candidates also provided a brief report on how their routine should be adapted whilst others gave a more in-depth report with clear justifications.

Task 4 focussed on carrying out a behavioural observation and reporting the animal's behaviour. Most candidates performed the observation well. It has been noted that some centres permitted interaction with the animals (eg taking a dog on a walk) during the observation, which influences the readings of the animal's behaviour. When studying animal's behaviour, it is imperative that the observer should not affect the behaviour in any way. Some candidates observed the animal when they were either resting or hiding (out of sight). The assignment brief clearly states that centres should give candidates every opportunity to capture a range of behaviours at the time of observation. Centres are also reminded that candidates must use forms provided by City & Guilds and that alternative centre-devised forms are not permitted.

Synoptic Assignments – Year 2

0172-034 - Level 3 Animal Management – Synoptic assignment (1)

Grade Boundaries

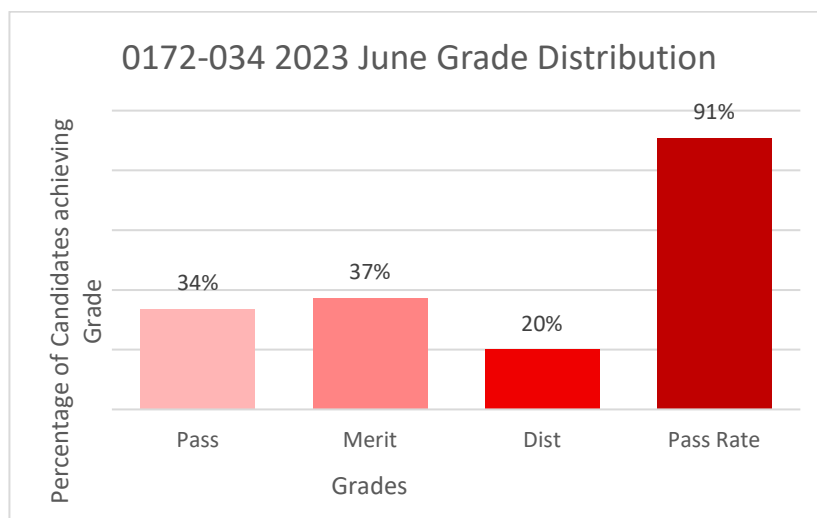
Below identifies the final grade boundaries for this assessment:

Assessment: **0172-034**

Series: **2023**

Total marks available	60
Pass mark	25
Merit mark	34
Distinction mark	43

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Principal Moderator Commentary

The cohort showed a similar performance to 2022.

There were three tasks in total covering a range of topics such as using a breeding strategy, enclosure design, animal welfare, health and safety, and handling and restraint.

The first task involved candidates producing a report on the natural breeding strategy for their allocated animal. Many candidates produced a detailed report, with some candidates focusing on natural breeding strategies in the wild and some focussing on natural breeding strategies in captivity, both of which were acceptable. Centres should ensure that candidates have covered all of the unit content in sufficient detail to allow them to utilise their knowledge and experience effectively to cover all elements within the topic in a synoptic manner.

The second task required candidates to produce a written proposal for the new enclosure, including changes for breeding, and was covered in varying detail. Some candidates provided a list of what their enclosure could include, showing basic knowledge, whilst others gave a detailed explanation of why the elements of their design were essential for the needs of the animal demonstrating depth of knowledge and understanding. Some candidates produced a design that was not fit for purpose either due to the elements within the enclosure or their choice of enclosure. This meant that they had to improvise their enclosure set up for the secondary part of the task. Centres are reminded to follow the tutor guidance for tasks. For this particular task, tutors were required to set parameters that allowed candidates to produce a naturalistic proposal within a realistic budget and timeframe. The same consideration applied to the link between tasks to ensure the set parameters are fully considered by candidates.

Task three involved candidates producing a risk assessment and then carrying out a demonstration of handling and restraint. Some candidates were able to give a detailed demonstration followed by an explanation of how their handling would be adapted, whilst others demonstrated a lack of confidence or knowledge and understanding during this task. Centres are reminded that candidates should be familiar with the animal used in assessment to avoid any disadvantage. Centres are also reminded that candidates must use forms provided by City & Guilds and that alternative centre-devised forms are not permitted. Some centres offered their own versions which did not have the same level of detail and therefore may have disadvantaged candidates.

A number of practical observation (PO) forms indicated that candidates did not always fully explain the reason for their actions or for their equipment choice. Other notes described candidates as skills not practised and that some were lacking confidence. It is vital that candidates become practiced in animal handling and the use of tools and equipment to enable them to deal with practical tasks set within the assignment.

Centres are reminded that they are required to provide commentary that reflects the quality of the candidate's performance rather than the detail of what the candidate's is doing throughout the task. Centres should also provide the required detail when describing the quality of the candidate's performance. For example, if noting that the candidate is dextrous and fluid in their approach and can problem solve, centres should indicate how the candidate is demonstrating dexterity or fluidity and how they are able to solve problems.

0172-036 - Level 3 Animal Management – Synoptic assignment (1)

Grade Boundaries

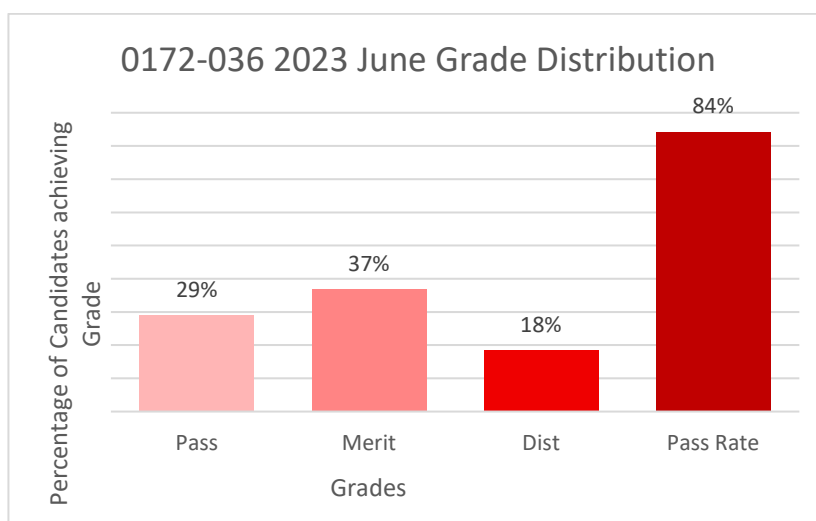
Below identifies the final grade boundaries for this assessment:

Assessment: **0172-036**

Series: **2023**

Total marks available	60
Pass mark	24
Merit mark	33
Distinction mark	43

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Principal Moderator Commentary

Candidate performance is similar to the previous series.

The assignment consisted of three tasks covering a range of topics such as kennel and cattery admittance procedures, kennel design and settling in procedures, use of a light microscope, structures and functions within blood, and customer service.

The first task involved candidates cleaning and setting up a kennel for a dog with a known condition of stress, and then justifying their decisions in a report. Many candidates were able to discuss the needs of the animal in detail and provide a justified response, however there were some candidates that focussed on accommodating the animal without discussing how this linked to known condition. Many candidates discussed kennel design in some detail, but some offered a wider range of resources to alleviate stress. Centres should ensure that candidates have covered all of the unit content in sufficient detail to allow them to utilise their knowledge and experience effectively to cover all elements within the topic.

The second task required candidates to produce a guide on staining a blood smear and then using a given smear describe the structures observed and the functions of the structures. Most candidates were able to produce a basic guide and identify the structures with some accuracy. Some candidates produced a detailed guide, demonstrating high levels of knowledge and understanding and were then able to clearly identify the structures and discuss their function in great detail as well operate the microscope confidently. Centres are reminded that they are required to provide commentary that reflects the quality of the candidate's performance rather than the detail of what the candidate is doing throughout the task. Centres should also provide the required detail when describing the quality of the candidate's performance. For example, if noting that the candidate is dextrous and fluid in their approach and can problem solve, centres should indicate how the candidate is demonstrating dexterity or fluidity and how they are able to solve problems.

The final task around dealing with an upset customer had a mixed performance. Some candidates were able to complete the report but not always fully explaining the reason for their actions or able to link back to the synoptic brief or a quarantine kennels. Some candidates clearly linked back to the synoptic brief explaining why the owner could not see the dog but offered alternatives to make the owner feel more at ease.