

# 7863-032 Level 3 Diploma in Dog Grooming

June 2024

## Theory Exam Examiner Report

# Contents

|  |   |
|--|---|
| Introduction.....                      | 3 |
| Theory Exam – June 2024.....           | 4 |
| Grade Boundaries and distribution..... | 4 |
| Examiner report .....                  | 5 |

# 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 2024** 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 2024

## Grade Boundaries and distribution

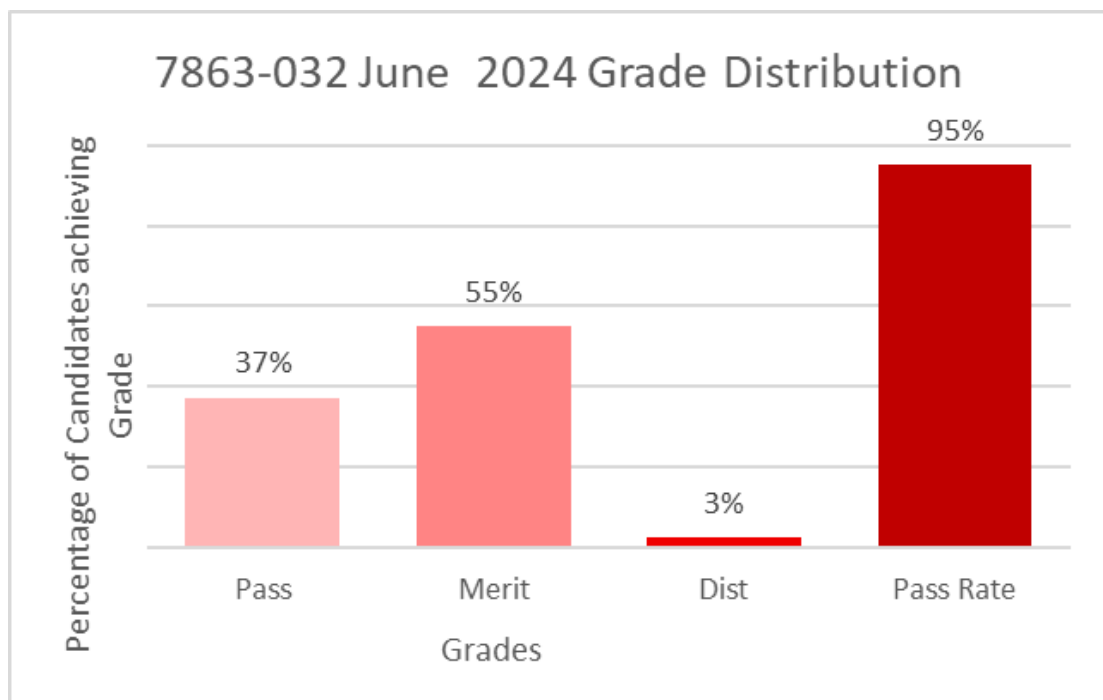
Assessment: **7863-032**

Series: **June 2024**

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

|                              |           |
|------------------------------|-----------|
| <b>Total marks available</b> | <b>90</b> |
| Pass mark                    | 46        |
| Merit mark                   | 61        |
| Distinction mark             | 76        |

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 2024

Candidate performance on this series was similar to that of previous series. Good recall was shown in key areas across the paper such as modifications to a groom, styling and implementing needs from the Animal Welfare Act 2006 for an elderly dog. The ERQ required candidates to demonstrate their application of knowledge and understanding relating to an entire harsh-coated terrier who was dog-aggressive. Generally, candidates were using correct terminology although this is still an area of weakness for many. Candidates often did not understand the command verbs and therefore 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. Knowledge was lacking in UK employment legislation.

### **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 for an elderly dog. Candidates performed variably when listing environmental hazards.

### **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 listing equipment to carry out a specified groom and requirements for preparing a dog for styling and modifying handling and restraint techniques and handling a dog with a missing limb.

### **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. Showing 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 mixed recall knowledge on signs and symptoms for a specific condition. The labelling of key anatomical points was good as was that of endo and ectoparasites. Knowledge was demonstrated well for reducing stress in a dog in the salon and for signs and indicators of a specified issue with the dog.

### **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 were good at explaining ways of minimising client conflict, but many struggled to justify their reasons. Knowledge of UK employment legislation was weak and candidate generally confused UK employment legislation with health and safety legislation.

### **The extended response question (ERQ)**

The ERQ is an open-ended question beginning 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 the breadth and depth of knowledge. The ERQ generated some good responses, but many candidates struggled with a holistic approach. The question provided candidates with the opportunity to show their knowledge and understanding of the requirements for grooming an entire harsh-coated terrier who was dog-aggressive. Most candidate demonstrated knowledge of the style and opted for hand-stripping over clipping and

were able to justify their reasons for this. Many candidates focussed solely on the groom and didn't take other factors into consideration. Other candidates assumed the dog was aggressive to people and opted to turn the dog away as a client. Higher performing candidates gave a clear discussion showing breadth and depth of knowledge, demonstrating knowledge of the topic, and giving reasons for actions. All key points were discussed, and the impact of choices were fully supported with sound justification. Specialist terminology was used appropriately and correctly, with candidates making 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