

# 7863-032 Level 3 Diploma in Dog Grooming

November 2021

## 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 **November 2021** 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 – November 2021

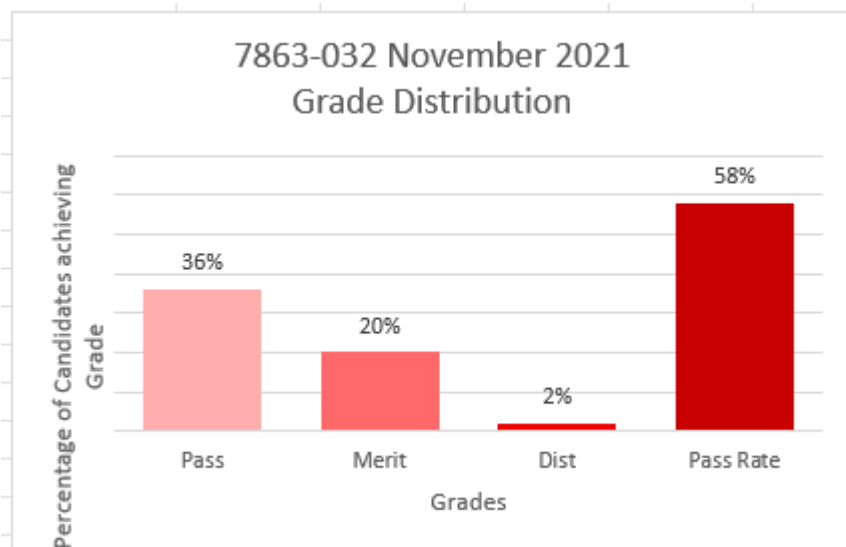
## Grade Boundaries and distribution

Assessment: **7863-032**  
Series: **November 2021**

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	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

November 2021

### Candidate Performance

Candidates' performance on this series was noticeably weaker than in previous series. It was noted that many low scoring candidates left unanswered questions, something that was not so prominent in the June 2021 series to this extent. The performance of the high scoring candidates is in line with the previous series. Candidates are generally able to use the correct terminology where needed, but this is still an area of weakness for many.

Most candidates demonstrated good recall in **Unit 301 – Health and safety, legislation and codes of practice for the dog grooming industry** in topics such as the 5 animal needs but some other legislations were less strong or lacked detail. In **Unit 302 – Styling and finishing a dog**, candidates were generally confident in how to adapt grooming requirements or techniques away from the norm such as for illness or behaviour but were not always confident with exact grooming requirements for specific breeds and the terminology used to describe this.

**Unit 303 – Health checking and handling a dog in a dog grooming environment** was answered with good recall of knowledge in terms of disease and parasites, although many candidates struggled with the A02 and A04 aspects of this unit, particularly understanding of anthrozoosis. Some candidates were able to recall good information for the **Unit 304 – Customer services and record keeping in a dog grooming environment**, particularly in record keeping, however often there was repetition and answers lacked depth from lower scoring candidates.

Particular areas of weakness from across the qualification were disclaimers and breed specific grooming terminology, as well as the Working Time Regulations, all considered the underpinning knowledge for the qualification and working in the industry. Candidates often did not provide explanations where required, but rather a greater number of statements and actions, without the reasons behind these.

The **Extended Response Question (ERQ)** generated some good responses, but less in comparison to the previous exam series. The question provided an opportunity for candidates to demonstrate knowledge and understanding of a range of topics from across the qualification, from the grooming requirements to how to deal with an elderly customer, in a holistic joined-up way. Candidates mostly showed strong recall of knowledge, but many struggled with showing depth of understanding and bringing their answer together with links from across the mandatory units. Lower performing candidates were able to discuss receiving the client and client records while they failed to consider the grooming process or vice versa. However, most candidates provided a good discussion covering a good range of points with justifications, although only the highest scoring candidates were able to do this in detail, backed up with legislation and full justification of their choices.

Centres are advised to help candidates develop their use of technical terminology and with understand the command words in the exam questions, particularly those with explain where candidates should justify the actions they are taking. Candidates would benefit from practising the ERQ on a range of different scenarios to improve their justifications and making links between key elements of their answer (in this case welfare, customer satisfaction, legislation and health and safety).