7863-032 Level 3 Diploma in Dog Grooming

November 2023

Theory Exam Examiner Report

Contents

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 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;

7863-032 Level 3 Dog Grooming external synoptic exam (written)
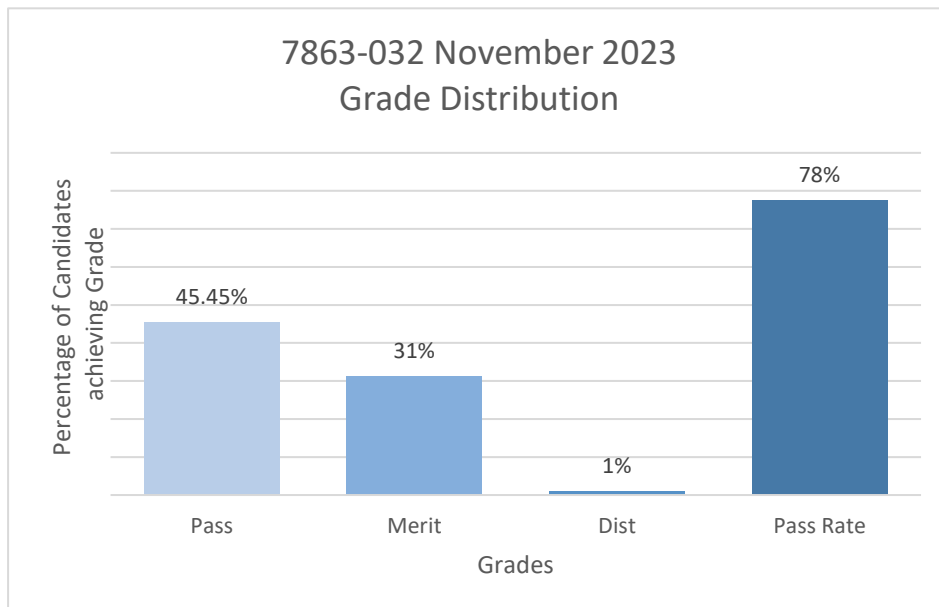
Theory Exam – November 2023

Grade Boundaries and distribution

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

November 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 The Animal Welfare Act, personal protective equipment, foot shapes, foot anatomy and protected characteristics.

The ERQ was lacking in detail, with candidates failing to explain correctly the style required. Some 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 a statement and did not fully explain their answer.

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. Some 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 personal protective equipment question and the uses of such equipment. There was a printing error with Question 3 on the paper. This was addressed through a highly flexible marking scheme which allowed candidates to refer to any appropriate PPE used in a dog grooming salon. 84% of candidates achieved the full 6 marks on this question.

Unit 302 Preparing, styling and finishing a dog.
The purpose of this unit is for candidates to demonstrate their knowledge, understanding and skills required to carry out styling and finishing techniques, using various methods and equipment.

Candidates demonstrated good recall on head styles and foot shapes but struggled with eyebrow styles. Candidates performed variably with handling and restraint techniques. Some candidates did not read the question properly, and general handling and restraint equipment were referred to as opposed to handling and restraining a giant breed.

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. Candidates are given the opportunity to demonstrate 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 foot anatomy, biosecurity, and parasites. Candidates showed poor understanding of the specified condition that may be observed with dogs in the salon and confused atypical behaviour with typical behaviour. Knowledge was demonstrated well when dealing with a suspected zoonotic condition.

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 and record keeping aspect of the dog grooming salon. Many candidates struggled to explain how to avoid conflict with clients. Knowledge of protected characteristics was strong.

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

The ERQ generated some good responses, but many candidates struggled with the holistic approach. The question provided candidates with the opportunity to show their knowledge and understanding of the requirements for a restyle of a wool-coated breed. Most candidates demonstrated knowledge of the breed but struggled to describe the styling requirements , including tools and equipment required. 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 justifications. Specialist terminology was used appropriately and correctly, and candidates made links to relevant legislation, in addition to considering good customer service.

Centres are advised to help candidates develop their use of technical terminology and their understanding of the command words in the exam questions. Candidates would benefit from practising the Extended Response Question (ERQ) to improve their justifications and ability to make links between the key elements of their answer (in this case a re-style, welfare, customer satisfaction, legislation and health and safety). Centres should also take care when teaching the five welfare needs, rather than the five animal 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)](#)

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

Exam guide: Documents – Level 3 – Assessment material