

7863-032 Level 3 Diploma in Dog Grooming

November 2024

Theory Exam Examiner Report

Contents

Introduction.....	3
Theory Exam – November 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 **November 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;

7863-032 Level 3 Dog Grooming external synoptic exam (written)

Theory Exam – November 2024

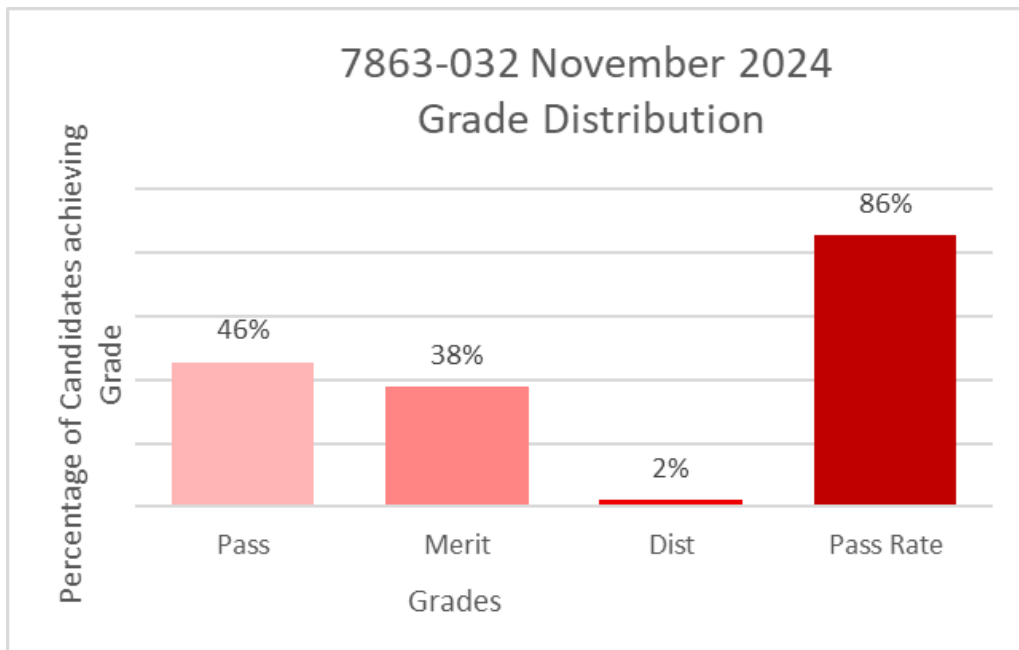
Grade Boundaries and Distribution

Assessment: **7863-032**
Series: **November 2024**

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

Total marks available	90
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

November 2024

Candidate performance was similar to that of previous series. Good recall was demonstrated in key areas across the paper. Candidates picked up marks for recalling animal welfare needs in relation to a suitable environment, components of a first aid kit, listing visual signs of a disease, stating types of grooming records and identifying payment methods accepted in the salon.

The criteria of command words were often not met, meaning answers did not fully relate to the questions asked. For example, when asked to explain, responses often provided a list or statement and did not fully explain their answer. In addition, candidates rarely demonstrated knowledge of UK employment legislation, in particular how salons are affected by the Dangerous Dogs Act.

The ERQ required candidates to demonstrate their application of knowledge and understanding relating to an entire harsh-coated terrier with a specific condition. Generally, candidates used correct terminology although this remains an area of weakness for many. Some candidates did not discuss the full service requested, focusing only on the groom.

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 legislation. Candidates generally demonstrated good recall of knowledge about animal welfare legislation and were able to describe how to implement the needs outlined in the Animal Welfare Act 2006 in relation to the “need for a suitable environment”. Candidates performed variably when explaining how a salon is affected by the Dangerous Dogs Act.

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 performed variably when asked to plan the finished look of the ears of a border terrier with many describing the full groom instead. Good recall of knowledge was demonstrated when describing signs of stress in a dog but less so when describing handling and restraint methods to reduce stress.

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, including an understanding of basic anatomy and physiology and the ability to discuss methods to minimise risks and improve levels of welfare based on the individual requirements of the dog.

Candidates showed good recall of visual signs for a specific disease, but some struggled to explain actions to prevent the spread of the disease. Again, this was often due to candidates misunderstanding the command verb provided and stating rather than explaining their answer. The labelling of key anatomical points was good as was the identification of signs of endo and ectoparasites.

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 describing ways to minimise client conflict and identifying records that need to be kept within a dog grooming business. However, candidates would benefit from strengthening their knowledge of UK employment legislation, as they often confused the Employment Rights Act with the Equality Act or the Health and Safety at Work Act.

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 with a specific condition. Most candidates demonstrated knowledge of the style and opted for clipping over hand-stripping, due to the dog's condition, and were able to justify their reasons for this. Many candidates focussed solely on the groom and did not take other factors into consideration. Higher-performing candidates gave a clear discussion showing breadth and depth of knowledge, demonstrating understanding of the topic, and giving well-reasoned actions. All key points were discussed, and the impact of choices was fully supported with sound justification. Specialist terminology was used appropriately and correctly, with candidates making links to relevant legislation while considering good customer service.

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.

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/diploma-in-dog-grooming)

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

Exam guide: Documents – Level 3 – Assessment material