Helpful Reminders and links:

- The PGC Exam is a computerized exam with a total testing time of 3 hours. The exam consists of 100 multiple-choice questions and 20 unscored pre-test questions. The content of the Exam is described in the Content Outline below.
- The passing score is 79% or higher.
- You can test in-person or remotely. Please visit this page for info.
- PGC Application, free practice test, PGC website.
- Please contact Maryellen Mahoney (413) 212-1095 maryellen@wpamail.org w/questions.
Exam Knowledge Areas and % of exam

I. Consultation/Check-in Prior to Service – 15%
II. Bathing – 17%
III. Drying – 18%
IV. Finishing Grooming – 18%
V. Client Communication Post Service – 16%
VI. Facility/Personnel Issues – 16%
I. Consultation/Check-in Prior to Service Exam
   A. Basic Info. from Owner
   B. Basic Info. about Pet
   C. Pet General Condition Assessment
   D. Pet Behavior Assessment

Study/Reference Material:
- PPGSA Standards of Care
- AKC Safety in the Salon Course
- AKC Safe Handling Course
- Book: Cesar's Way by Cesar Millan
- Book: Groomer's Guide to Pet First Aid & Health by Dr. Boyd Harrell, DVM
- Book: Notes from the Grooming Table by Melissa Verplank
- Vlog: Be a Better Groomer by Melissa Verplank: Title – What Does the Client Want?
- Skin and Coat Health – Dr. Cliff Faver
II. Bathing
   A. Pet Care
   B. Bathing Areas
   C. Products
   D. Equipment

Study/Reference Material:

- **PPGSA Standards of Care**
- **AKC Safe Handling Course**
- **Book: Notes from the Grooming Table** by Melissa Verplank
- **Book: The All Breed Dog Grooming Guide** by Sam Kohl
- **Book: Poodle Clipping and Grooming: The International Reference** by Shirlee Kalstone
- **PetTech Pet Saver Course**
- Skin and Coat Health Course – Dr. Cliff Faver
- Shampoo Science Course by Dale Sanson, Ph.D.
- Groomer Ergonomics Course by Chris Anthony
- Bather Brusher Course by Teri DiMarino
- Sanitation Course by Chris Quinlan
- Salon Sanitation Course by Corina Stammworthy
- **Blog: GroomPod by Barbara Bird**
III. Drying

A. Pet Care
B. Equipment and Drying Areas

Study/Reference Material:

- PPGSA Standards of Care
- AKC Safe Handling Course
- PetTech Pet Saver Course
- Book: Notes from the Grooming Table by Melissa Verplank
- Book: Groomer’s Guide to Pet First Aid & Health by Dr. Boyd Harrell, DVM
- Bather Brusher Course by Teri DiMarino
- Sanitation Course by Chris Quinlan
- Salon Sanitation Course by Corina Stammworthy
IV. Finish Grooming

A. Pet Care and Grooming Areas
B. Products
C. Equipment

Study/Reference Material:

PPGSA Standards of Care
AKC Safe Handling Course
PetTech Pet Saver Course
Book: Notes from the Grooming Table by Melissa Verplank
Bather Brusher Course by Teri DiMarino
Sanitation Course by Chris Quinlan
Salon Sanitation Course by Corina Stammworthy
Dr. Cliff Faver
The 15 Coat Types and How to Groom Them Course by Jennifer Bishop-Jenkins
Vlog: Salon Sanitation by Mary Oquendo
Ergonomics by Chris Anthony
V. Client Communications Post Service
   A. Client Communication
   B. Documentation

Study/Reference Material:

- PPGSA Standards of Care
- AKC Safe Handling Course
- Book: Notes from the Grooming Table by Melissa Verplank
- Nutrition for Groomers by Dr. Micah Kohles
- Hair and Skin Certificate Course by Dr. Cliff Faver
- Blog: Be a Better Groomer by Melissa Verplank: Title – Dealing with Trouble Areas in Fur
VI. Facility/Personnel Issues
   A. Facility Safety for Personnel
   B. Facility Safety for Pets
   C. Holding Areas
   D. Pet Professional

Study/Reference Material:
- PPGSA Standards of Care
- AKC Safety in the Salon Course
- AKC Safe Handling Course
- PetTech Pet Saver Course
- Book: Notes from the Grooming Table by Melissa Verplank
- Blog: Be a Better Groomer by Melissa Verplank: Title – Dealing with Trouble Areas in Fur
- Blog: The Secret to Handling Challenging Dogs by Melissa Verplank
- Ergonomics Course by Chris Anthony
- Everything Shears Course by Chris Anthony