



iPET Network

**Level 4 Higher Professional
Diploma in Dog Grooming**

Qualification Number - 603/7124/9

Qualification Guide



iPET Network

LED BY INDUSTRY EXPERTS.

DRIVEN BY PASSION.

BOUNDED BY ANIMALS.

GUIDED BY CANDIDATES.

UNITED BY iPET NETWORK.

Our Mission

EDUCATION FOR PEOPLE, FOR PETS, FOR THE FUTURE.

Leading the way:

iPET Network is an Awarding Organisation regulated by Ofqual, CCEA Regulation and Qualifications Wales, specialising in qualifications in the Canine and Feline sector. iPET Network is unique in its approach, being a sector specific Awarding Organisation and are constantly developing NEW Canine and Feline qualifications in the industry.

Our Training Providers have exclusive access to brand new qualifications with innovative course design and delivery. We offer an opportunity to leave the norm behind and join a network of forward-thinking professionals. We are continually expanding our network of approved Training Providers across the UK and Europe, giving more opportunities to Candidates and Training Providers alike.

We do the hard work for you – fast, flexible and straightforward:

We have developed extensive resources and work tasks which have been mapped to qualification criteria. The qualifications and assessments are to be delivered on an e-portfolio system or on paper. Our centralised resources make it simple for Training Providers and their Tutor/Assessors to deliver, manage and mark all in one place. We provide access to training and updates through standardisation meetings (both face to face and remotely) allowing greater flexibility for Training Providers that are further afield.

iPET Network offers a range of packages for our Training Providers to choose from. Our aim is to take the headache out of admin and make the process as streamline as possible from registrations, certifications, external quality assurance visits and much more. Reasonable fees, flexible payment terms and reduced admin time means our Training Providers can save money and time, and focus on running a profitable, professional business.

An exciting and supportive community

We pride ourselves on creating new and innovative Continual Professional Development (CPD) opportunities by working with the experts in the sector and our Training Providers. Depending on the package you chose, we provide supportive internal quality assurance and ensure that our team are always on hand for support and advice.

We run a Candidate social media group where our members can share knowledge, experiences and much more with a network of some of the best experts and training academies across the globe.

We practice what we preach - every member of the iPET Network team has experience working in busy grooming, day-care, kennel businesses and education, ensuring our qualifications evolve along with the industry. We believe in removing learning barriers and working with Candidates of all abilities to succeed. We believe in supporting all Candidates as individuals.

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1. About this qualification

The iPET Network Level 4 Higher Professional Diploma in Dog Grooming is designed to be flexible to meet the real life needs and circumstances of its Candidates. The qualification is designed for Candidates to demonstrate their expertise in understanding an excellent standard of dog grooming styling skills for both breed standard and freestyle grooming. Candidates must demonstrate a high level of knowledge and skills in relation to styling, canine welfare, managing behaviour, business operations, developing their personal and professional development and gaining advanced skills in canine emergency first aid at work.

Leading industry experts have reviewed this qualification to ensure the outcome is appropriate for the Dog Grooming industry and the continued growth and development of the sector.

The panel of consultants include the following Training Providers:

- Bark n Beauty Spa
- Yellowdog Grooming Academy
- Barkin Beauties Training Academy
- Four Paws Groom School – Cheshire
- Four Paws Groom School – Kent
- Wizard of Dogs
- Get Grooming
- Pawfect Style Dog Grooming Academy
- InDognito @ Dog and Bone Grooming
- Mucky Pups Pet Grooming

The qualification is an excellent balance of theoretical and practical learning to ensure that vocational skills lead the qualification with underpinned knowledge developed throughout.

Objectives of the qualification

This qualification is aimed to lead Candidates into being able to develop established dog grooming skills to a superior and professional level. Depending on the needs of the individual Candidate, the qualification can:

The qualification structure:

- prepare individuals to progress within their current role
- prepare Candidates for career development
- support a role in the workplace
- support continuous professional standards
- encourage engagement in learning.

This qualification has been designed to enable Candidates to:

- access flexible, distance learning
- work within in the dog grooming industry to a professional standard
- understand canine care and welfare including the anatomy and physiology
- gain skills and understanding to style dogs for breed standard or free style requirements
- interpret and manage canine behaviour
- understand the fundamentals of managing a dog grooming business
- understand the importance of professional and personal development

- gain emergency canine first aid skills for the workplace
- manage animal and human safety in a workplace

It is a requirement that assessment of this qualification is conducted in English.

The iPET Network Level 4 Higher Professional Diploma in Dog Grooming is a regulated qualification.

Guided Learning Hours (GLH)

Guided Learning Hours are defined as the number of hours of supervised or directed study time required for a unit or a qualification. Some Candidates will be able to achieve units and qualifications in a shorter time than indicated. Others, for example those with additional support requirements, may need longer. Using video meetings (for example teams / zoom) can form part of the Guided Learning Hours. All meetings need to be recorded either digitally or within the portfolio to demonstrate authenticity and to identify guided learning covered.

Total Qualification Time (TQT)

Total qualification time is defined as the number of guided learning hours (GLH) plus the time taken by the Candidate for private study or work experience. This time may vary dependent on the individual Candidate e.g. by academic ability.

Guided learning hours and total qualification time for this qualification:

iPET Network Level 4 Higher Professional Diploma in Dog Grooming

GLH (Guided Learning Hours): 154

TQT (Total Qualification Time): 380

In total, a Training Provider must provide 154 hours of either direct or remote guided learning alongside directed home study or theory.

For example, a Training Provider could set direct learning remotely via recorded material or live sessions and then review the learning. Example could be recorded presentations, 2 hours of guided study and then face to face / live remote learning developing a flipped classroom approach totalling 6 hours of GLH.

Each grooming diary must have detailed feedback from the Tutor/Assessor recorded in written form and given verbally. This forms part of the GLH.

This qualification allows a flexible approach for Candidates and Training Providers to complete the GLH around other commitments and does not require a full-time training attendance.

2. Candidate requirements

Entry requirements

Candidates need to have achieved one of the following recognised professional qualifications to demonstrate dog grooming prior to registration on this qualification:

- the iPET Network Level 3 Diploma in Dog Grooming and Salon Management

or

- the OCNWM Level 3 Diploma in Dog Grooming
- the City and Guilds Advanced Grooming Certificate 7750; or
- the full 7763-03; or
- the new 7863-03 Diploma

and

- Demonstrate a minimum of 1 year grooming experience, following the achievement of one of the qualifications listed above.

Minimum age

The minimum age for access to this qualification is 18 years.

Training Providers ought to satisfy themselves that Candidates have a level of maturity appropriate for units included in the courses that they offer. If in doubt, please contact iPET Network for advice.

Reasonable Adjustment and Special Considerations

Assessment within the iPET Network Level 4 Higher Professional Diploma in Dog Grooming training is designed to be accessible and inclusive. The assessment methodology is appropriate and rigorous for individuals or groups of Candidates.

If you have Candidates with identified learning needs you should refer to the Reasonable Adjustment and Special Considerations Policy, available from iPET Network. This gives clear guidance on the reasonable adjustments and arrangements that take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

Further guidance and support can be accessed at iPET Network.

3. Induction / Initial assessment

An initial assessment of each Candidate should be made before the start of their programme to identify:

- If the Candidate has any specific learning or training needs,
- Support and guidance, they may need when working towards their qualification,
- The appropriate type and level of qualification.

Each Training Provider must carry out an induction so that Candidates fully understand the requirements of the qualification, their responsibilities as a Candidate, and the responsibilities of the Training Provider. This information will need to be recorded e.g. a contract.

4. Achieving the qualification

Credits

To be awarded the iPET Network Level 4 Higher Professional Diploma in Dog Grooming, Candidates must achieve 38 credits.

Unit achievement

All of the assessment criteria in a unit must be met before the unit is deemed to be achieved. The unit achievement is not graded: units are either achieved or not achieved.

Recording achievement

Training Providers must record the Candidates achievement of each unit on an appropriate form(s) or electronic system. Training Providers should record the Candidates achievement against the specific unit assessment criteria evidenced by the task.

Authentication of the Candidates work

Tutor/Assessors must demonstrate that the Candidates work is authentic. This can be done through using iPET Network's E-portfolio system which provides secure access to each Candidate or an alternative E-portfolio system. If a Training Provider is using paper portfolio, then they must demonstrate authentic work and transparent feedback from marking to internal quality assurance.

Assessments must demonstrate authenticity please refer to assessment methods in this qualification handbook.

5. Qualification structure

Units

iPET Network Reference No.	Title	Level	Credit	GLH	TQT	Unit Reference number
403	Canine Care and Welfare	4	5	10	50	R/618/6348
404	Professionally Style a Range of Dog Breeds	4	20	100	200	Y/618/6349
405	Canine Behaviour Management	4	4	10	40	L/618/6350
406	Managing a Dog Grooming Business	4	4	10	40	R/618/6351
407	Personal Professional Development	4	3	10	30	Y/618/6352
408	Roles and Responsibilities of a Canine First Aider in the Workplace	4	1	7	10	D/618/6353
409	Canine Health and First Aid Emergencies	4	1	7	10	H/618/6354

Level descriptor

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 4	<p>Has practical, theoretical or technical knowledge and understanding of a subject or field of work to address problems that are well defined but complex and non-routine.</p> <p>Can analyse, interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of approximate scope of the area of study or work.</p> <p>Has an informed awareness of different perspectives or approaches within the area of study or work.</p>	<p>Identify, adapt and use appropriate cognitive and practical skills to inform actions and address problems that are complex and non-routine while normally fairly well-defined.</p> <p>Review the effectiveness and appropriateness of methods, actions and results.</p>

6. Assessment

This qualification requires achievement of the specified units with and a summative assessment. Achievement is also determined by successful completion of the unit assessment. The assessment process is as follows:

- Assessments are internally arranged and carried out by iPET Network approved Tutor/Assessors at the Training Provider.
- Assessment documents and resources can only be downloaded within 5 working days of the assessment date from the Training Providers Web Portal.
- The resulting portfolios of assessed evidence are internally quality assured by an Internal Quality Assurer (IQA). All formal assessments must be sampled from every Candidate.
- The portfolios of assessed evidence are quality assured by an iPET Network External Quality Assurer (EQA). Please note a minimum of one Candidate's formal assessment will be sampled during the 2 EQA audits per year.

For further information on iPET Networks Quality Assurance requirements please refer to the website www.ipetnetwork.co.uk. For the specific Internal and External strategies specific to this qualification contact iPET Network directly.

Assessment Strategy

When delivering this iPET Network qualification and units contained, Training Providers must carry out **five formal assessments**:

- 4 x practical dog grooming assessments
- 1 x written assessment

Further information about the assessment methods and requirements are available to approved Training Providers in the Qualification Handbook.

Marking

These assessments are pass or fail and the Assessors decision is final.*

*Please note re-assessments are permitted.

Internal Quality Assurance

A qualified IQA must be instructed to carry out the internal quality assurance of this qualification for each Candidate. The level of sampling carried out will depend on the Tutor/Assessor and Training Provider risk rating. A minimum of each unit and each Candidate must be sampled for each Tutor/Assessor. See **Internal Quality Assurance Strategy** for further guidance and documentation.

Guidance for invigilation

Any formal written assessment paper must be invigilated. Please refer to the **Guidance for Invigilation - Formal Assessment** document for further guidance on invigilation.

Accessing Assessment documents and Storage

When a Candidate is ready to take an assessment, the Tutor/Assessor must use their unique log in detail to access the Web Portal. The candidate assessments must be booked in advance on the Web Portal and the assessment form and any resources / guides downloaded. The assessment must only be downloaded within 5 working days of the scheduled assessment date and time. Once downloaded the Tutor/Assessor must store the assessment in a secure area such as a locked cupboard or a separate location to the assessment venue. After the assessment is completed, the assessment results must then be uploaded on to the Web Portal and the evidence on the E-portfolio subject to the Training Provider selection of portfolio.

Appeals

To ensure a fair assessment procedure is carried out the Candidate must be fully briefed on the assessment requirements and given the instructions on their rights to appeal. All Training Providers must have an up to date appeals procedure.

What constitutes a fail?

It is at the Tutor/Assessor's professional discretion if they pass or fail the Candidate. Below is a guide of examples on what would constitute a fail during a dog grooming assessment:

- Inappropriate handling of the dog
- A lack of overall knowledge of the dog and breed requirements
- Injury to the dog
- Personal safety jeopardy

Please note this list is not exhaustive.

When making an assessment decision it is important that all evidence and feedback is documented to support the assessment decision whether it is a pass or fail. If the decision is a fail, then the Candidate must be provided with support and the opportunity to re-sit the assessment once they are ready.

It is essential that all assessment criteria is met. The workbooks should be used to identify Candidates areas of knowledge. Only those questions within the workbooks and written assessment which a Candidate has answered incorrectly or insufficiently need be attempted again.

7. Offering the qualification

Training Providers wishing to deliver this qualification will need to demonstrate the ability to adhere to quality assurance and assessment regulations.

All procedures for the use of this qualification or units of this qualification, including approval, registration of Candidates, quality assurance process and certification will be completed through iPET Network, who will have an allocated Account Manager to support the Training Provider. Any queries or difficulties should be directed to the iPET Network office on telephone 0800 433 4700.

Approval to offer the qualification

Training Providers wishing to offer this qualification must note the requirements stipulated in section 8 of this guide.

To gain approval to offer the qualification, Training Providers must submit an iPET Network qualification form which can be downloaded from the website www.ipetnetwork.co.uk.

To offer this qualification, potential Training Providers must apply for Training Provider approval with iPET Network. Applications can be made via email info@ipetnetwork.co.uk or by calling 0800 433 4700.

For more information, visit our website www.ipetnetwork.co.uk.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards.

Standardisation:

- Establishes statements on the standard of evidence required to meet the assessment criteria for the units in iPET Network qualifications.
- Makes recommendations on assessment practice.
- Produces advice and guidance for the assessment of units.
- Identifies good practice in assessment.

It is a requirement of the Training Provider approval process that each Training Provider offering units from iPET Network qualifications must provide assessment materials and Candidate evidence for standardisation if requested.

iPET Network will notify Training Providers of the required sample for standardisation purposes. Assessment materials, Candidate evidence and Tutor/Assessor feedback will be sent to iPET Network by Training Providers.

Outcomes from standardisation will be available to Training Providers through iPET Network.

Support for Training Providers

iPET Network provides all of our Training Providers with on-going support and advice on the use of iPET Network units and qualifications, including the requirements for assessment.

If Training Providers who are approved to offer iPET Network units and qualifications have obtained a UKPRN (UK Provider Reference Number) from the UKRLP (UK Register of Learning Providers), this will be used as the Training Providers reference number. If a Training Provider has not obtained a UKPRN they will be issued with a unique iPET Network Training Provider number.

Information about obtaining a Unique Candidate Number (ULN) on behalf of the Candidates is included in the iPET Network Training Provider Handbook.

Training Providers responsibilities

Each Training Provider should identify a Training Provider contact who will be responsible for any iPET Network provision within the Training Provider organisation.

The Training Provider contact must ensure all procedures relating to the delivery of the qualification operate effectively in the centre.

The Training Provider contact is the person responsible for confirming and ensuring that the Training Provider meets all the iPET Network requirements for Training Provider recognition.

The Training Provider contact is responsible for ensuring all relevant iPET Network documentation is distributed as required within the Training Provider and that the security requirements for external assessment are adhered to, where applicable.

8. Requirements to offer this qualification

To offer this qualification, Training Providers must ensure that Tutors or Assessors delivering this qualification have one of the following recognised professional qualifications to demonstrate dog grooming:

- the iPET Network Level 3 Diploma in Dog Grooming and Salon Management

or

- the OCNWM Level 3 Diploma in Dog Grooming
- the City and Guilds Advanced Grooming Certificate 7750; or
- the full 7763-03; or
- the new 7863-03 Diploma

and

- has a minimum of 5 years' professional and practical Dog Grooming experience after achieving the Level 3 Diploma in Dog Grooming; or
- holds the iPET Network Level 4 Higher Professional Diploma in Dog Grooming

hold a teaching certificate (examples detailed below) and / or demonstrate teaching experience

- the iPET Network Level Award for Educators in the Canine and Feline Sector; or
- the Level 3 Award in Education and Training; or
- the Level 4 Certificate in Education and Training; or
- Level 3 or 4 PTLLS (or equivalent).

It is recommended that a teaching qualification is achieved within 6 months of approval

Canine Emergency First Aid at Work

The Training Provider must have an appointed Canine Emergency First Aid practitioner that holds:

- iPET Network Level 4 Award in Canine Emergency First Aid at Work; or
- Veterinary / Veterinary nurse related regulated qualification; or
- Demonstrate a CV / career profile of skills, knowledge, experience and achievements. This will be accepted at the discretion of the Awarding Organisation

Training Providers must also ensure that they have in place an Internal Quality Assurance person who:

- Holds or is working towards a Level 4 Award in Internal Quality Assurance of Assessment Processes and Practices or its equivalent
- Has substantial experience of working in or assessing qualifications in Dog Grooming
- Is familiar with the assessment requirements of the qualification for which they are the Internal Quality Assurer

Or

- Gold package registrations are used (***Refer to Training Provider Fees***)

9. Qualification Unit Breakdown and Assessor Guidance



Unit title:	Canine Care and Welfare
Level:	4
Credit value:	5
GLH:	10
TQT:	50
Unit code:	403
Unit reference number:	R/618/6348
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding of breed development, analysing and evaluating the anatomy and physiology of the dog and managing a dog's welfare in a dog grooming environment.
Number of learning outcomes	3

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Analyse and evaluate breed history and development.	1.1. Evaluate the classification of the recognised pedigree breed groups as defined by the Kennel Club.
	1.2. Compare typical behaviours and characteristics found in each breed group and how this could potentially affect the grooming process.
	1.3. Analyse two dog breeds and summarise their breed history to include: <ul style="list-style-type: none"> • Development • Characteristics
2. Analyse and evaluate the anatomy and physiology of the dog.	2.1. Identify and explain canine anatomy, to include: <ul style="list-style-type: none"> • Axial • Appendicular skeleton • Visceral
	2.2. Evaluate different joints and their conformation.
	2.3. Identify and explain the functions of the muscles, tendons and ligaments.
	2.4. Identify a dogs major organs and summarise their functions.
	2.5. Evaluate the role of the nervous system in the control of the dog.
	2.6. Compare and evaluate two different dogs conformation and movement.
	2.7. Summarise the anatomy of the circulatory system and its key functions.
	2.8. Summarise the anatomy of the respiratory system and its key functions.
	2.9. Describe the dogs sensory system and evaluate the importance and use of sensory information to the dog.

3. Know and understand the welfare requirements of dogs in a dog grooming environment.	3.1. Analyse and compare the roles, responsibilities and limitations for a dog groomer under relevant legislation.
	3.2. Evaluate the main potential threats of disease within a grooming environment.
	3.3. Explain what bio security measures and precautions need to be taken in a dog grooming environment.
4. Evaluate and interpret the health and welfare of a dog.	4.1. Demonstrate an effective health assessment on a dog to cover both physical and psychological needs and how this may vary across breeds.
	4.2. Summarise how poor health may impact the grooming process and how this can be managed.
	4.3. Explain how behaviour can indicate health problems in a dog.

Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website www.ipetnetwork.co.uk.

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	4/02/2021
Unit review date	4/02/2023

Unit title:	Professionally Style a Range of Dogs Breeds
Level:	4
Credit value:	20
GLH:	100
TQT:	100
Unit code:	404
Unit reference number:	Y/618/6349
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding to style dogs and understand breed standards whilst using and maintaining the correct equipment for the required work. This will include carrying out a range of grooms demonstrating breed standard pattern and free style grooming.
Number of learning outcomes	4

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Be able to use appropriate techniques to handle and restrain a range of dogs with different temperaments during styling.	1.1. Assess dog behaviours in the dog grooming environment and evaluate relevant restraint requirements.
	1.2. Demonstrate effective handling and restraining techniques whilst carrying out a range of tasks using a variety of equipment.
	1.3. Adapt handling techniques where necessary, to suit the dog.
2. Analyse and evaluate grooming techniques and styles.	2.1 Develop four plans for the grooming requirements to cover the four coat types: <ul style="list-style-type: none"> • Wire coat • Silk coat • Wool coat • Other (freestyle) These plans must include the following: <ul style="list-style-type: none"> • Hand strip • Breed pattern lines • Freestyle Plans must include: <ul style="list-style-type: none"> • Equipment and materials required • Preparation of the coat prior to styling • Styling requirements • Maintenance advice for the condition of the coat
	2.2. Select two kennel club approved breeds to analyse and compare: <ul style="list-style-type: none"> • Confirmation • Structure • Coat Type • Breed requirements • Fit for purpose • The impacts of these points on the grooming requirements.

3. Be able to select, use and maintain dog grooming equipment to a professional standard.	3.1. Critically compare a range of dog grooming styling equipment, to cover: <ul style="list-style-type: none"> • Hand Stripping equipment • Clipper work • Scissor work
	3.2 Explain the procedures for maintaining the following equipment: <ul style="list-style-type: none"> • Scissoring tools • Clipping tools • Hand stripping tools
	3.3 Demonstrate the use of the following techniques: <ul style="list-style-type: none"> • Scissoring • Clipping • Hand stripping
4. Be able to professionally style and finish a range of dog breeds.	4.1. Style and finish a range of dogs to cover the following: <ul style="list-style-type: none"> • Breed standard pattern lines (minimum of 5) • Freestyle grooming (Minimum of 10) Range of coat types must include: <ul style="list-style-type: none"> • Wire coat • Silk coat • Wool coat • Other - Freestyle
	4.2 Demonstrate styling and finishing covering the breed pattern lines (for all areas of the dog) See appendix A for guidance on acceptable breeds
	4.3 Critically compare clipping, scissoring and hand stripping techniques.

Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website www.ipetnetwork.co.uk.

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	4/02/2021
Unit review date	4/02/2023

Unit title:	Canine Behaviour Management
Level:	4
Credit value:	4
GLH:	10
TQT:	40
Unit code:	405
Unit reference number:	L/618/6350
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding to recognise and interpret canine behaviour and apply appropriate handling techniques.
Number of learning outcomes	4

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Recognise and interpret canine behaviour.	1.1. Analyse the following and give examples of when this has presented during the grooming process: <ul style="list-style-type: none"> • The dog's body language • Physical state • Psychological state • Displays of reactive behaviour
	1.2. Explain behaviour triggers that may affect grooming a dog.
2. Evaluate and manage canine behaviour.	2.1. Evaluate canine behaviour, handling techniques and demonstrate methods of managing behaviour during the grooming process.
	2.2. Evaluate the range of situations and possible influences which may be affecting the dog. Influences could include: <ul style="list-style-type: none"> • The behaviour of people • The behaviour of other dogs • The environment
	2.3. Explain the possible actions when there are changes in dog behaviour: <ul style="list-style-type: none"> • People changing their behaviour • Changing the environment • Altering the other dogs who are present • Observe behaviours of dogs and record findings for prevention

	2.4. Evaluate common problematic behaviours that may occur when grooming.
	2.5. Describe how to minimise triggering problematic behaviours and how to manage these behaviours in a grooming environment.
	2.6 Analyse the use of alternative therapies and techniques in behaviour management.
3. Understand safe handling and moving of dogs in the grooming environment.	<p>3.1. Compare the handling requirements during the grooming process for the following:</p> <ul style="list-style-type: none"> • Elderly dog • Puppy • Aggressive dog • Nervous dog • Confident dog <p>3.2. Evaluate safe hand over protocols when receiving a dog and moving to different areas.</p>
4. Ensure accurate and legible records are kept and maintained following relevant legislative requirements.	<p>4.1. Explain what information must be recorded for dogs in relation to behaviour during the grooming process.</p> <p>4.2. Evaluate the importance of keeping these records following relevant legislative requirements and the consequences of not keeping them up to date.</p>

Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website www.ipetnetwork.co.uk.

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	4/02/2021
Unit review date	4/02/2023

Unit title:	Managing a Dog Grooming Business
Level:	4
Credit value:	4
GLH:	10
TQT:	40
Unit code:	R/618/6351
Unit reference number:	406
Unit aim:	The aim of this unit is to provide the knowledge and understanding to effectively manage and promote a dog grooming business, taking into account organisational policies, procedures, commercial strategies and relevant legislation.
Number of learning outcomes	4

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Understand policies and procedures required for business management.	1.1. Produce relevant policies and procedures for the management of dog grooming activities; <ul style="list-style-type: none"> • Dog health and welfare records • Client records and appointments • Complaints procedure • Data Protection policy • Company terms and conditions • Disclaimers
	1.2. Identify a business' strengths, weaknesses, opportunities and threats and create a development plan.
	1.3. Critically analyse and compare effective accounting systems that a pet grooming business may use.
	1.4. Review strategies to accurately structure pricing relative to your services taking into account business expenditure.
	1.5. Understand effective strategies for implementing price inflation.
2. Understand how to monitor and maintain the health, safety and security of the work area to comply with business legislation.	2.1. Summarise the legal and organisational responsibilities in relation to health, safety and security covering: <ul style="list-style-type: none"> • People • Equipment and materials / substances • The work area
	2.2. Explain the importance of carrying out risk assessments for all work activities that maybe present in the dog grooming environment.
	2.3. Demonstrate how risks have been managed and procedures that have implemented to prevent risks.

3. Know and understand the key values of effective marketing strategies and customer engagement.	3.1. Evaluate your markets and customers.
	3.2. Conduct customer research techniques, to maximise engagement.
	3.3. Identify the key content for marketing strategies that align with overall organisational objectives.
4. Understand how to carry out and evaluate effective marketing processes.	4.1. Create a marketing campaign to inspire creative and interactive solutions that engage customers.
	4.2. Establish budgeting for content and marketing investment.
	4.3. Critically analyse techniques to optimise ongoing management of content marketing programmes.

Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website www.ipetnetwork.co.uk.

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	4/02/2021
Unit review date	4/02/2023

Unit title:	Professional Personal Development
Level:	4
Credit value:	3
GLH:	10
TQT:	30
Unit code:	Y/618/6352
Unit reference number:	407
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding for developing professional skills and knowledge in their area of expertise. Learners will be able to reflect on their self-awareness, self-reflection and growth opportunities.
Number of learning outcomes	3

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Maintain professional skills and knowledge in line with industry standards.	1.1. Develop a professional profile
	1.2. Evaluate the importance of professional development for personal and business needs.
	1.3. Evaluate what impact professional development may have on others within your role, organisation or business.
2. Understand opportunities for personal growth within a current role or a new role.	2.1. Identify and analyse business and management opportunities following the completion of further / higher qualifications.
	2.2. Explore opportunities for professional development.
	2.3. Evaluate the difference between interpersonal and intrapersonal relationships.
	2.4. Explain the importance of self-awareness and how this can impact personal development and interpersonal relationships.
3. How to effectively reflect for future personal growth.	3.1. Analyse different models of reflection.
	3.2. Evaluate the importance of group working.
	3.3. Compare fixed and growth mind-sets and explain the effects these have on personal development.

Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website www.ipetnetwork.co.uk.

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	4/02/2021
Unit review date	4/02/2023

Unit title:	Roles and Responsibilities of a Canine First Aid Person in the Workplace
Level:	4
Credit value:	1
GLH:	7
TQT:	10
Unit code:	408
Unit reference number:	D/618/6353
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding the role of the Canine First Aid person and the Vet. To be able to manage first aid situations in the workplace and maintain accurate records in accordance with relevant legislative and organisational requirements.
Number of learning outcomes	7

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Analyse the roles and responsibilities of a Canine First Aid person in the workplace and a Vet.	1.1. Identify and describe the roles and responsibilities of a Canine First Aid person in the workplace.
	1.2. Explain the importance of administering Canine Emergency First Aid.
	1.3. Compare the roles of a Canine First Aid person and a Vet.
	1.4. Describe how to approach an injured dog safely.
	1.5. Describe how to effectively communicate with the person at the scene with the dog, in an emergency situation.
	1.6. Analyse the importance of the Canine First Aid person's role before the dog receives veterinary attention.
2. Demonstrate knowledge and skills to maintain health and safety in the workplace and in emergency situations.	2.1. Critically analyse relevant legislations and explain the requirements relating to Canine First Aid.
	2.2. Assess emergency situations by identifying potential hazards and risks, how they can be minimised and the control measures that need to be implemented.
	2.3. Complete a risk assessment for Canine Emergency First Aid situations
	2.4. Identify what actions to take if a dog goes missing or is stolen.
	2.5. Describe common canine incidents and the preventive measures.
	2.6. Explain what Bio-security measures need to be taken when dealing with a canine emergency. <ul style="list-style-type: none"> • During the emergency • After the emergency

3. Understand and demonstrate a primary survey.	3.1. Identify potential hazards and risks to yourself and the dog in an emergency situation.
	3.2. Carry out initial primary survey actions of an injured dog in an emergency situation.
	3.3. Place a dog safely in the recovery position.
4. Be able to record key elements of canine vital statistics and conduct dog resuscitation (CPR).	4.1. Accurately record Canine vitals: Record the pulse rate of the live dog Record the respiration rate of a live dog
	4.2. Conduct CPR on a CPR manikin to cover one of the following: <ul style="list-style-type: none"> • One person • Two people • For both large and small dogs
5. Determine the correct documentation required for canine emergency first aid incidents.	5.1. Complete an Accident Report Form for the workplace.
	5.2. Understand the term Consent and identify the purpose of an emergency first aid consent form.
	5.3. Complete a Prompt Incident Form for accident or emergency situations.
6. Understand the effective equipment and resources available for a canine first aid person.	6.1. Summarise the precautions that need to be taken when restraining large and small canine breeds.
	6.2. Evaluate the Advantages and Disadvantages of a muzzle and be able fit a muzzle
	6.3. Be able to select and apply an appropriate bandage.
	6.4. Evaluate the contents of a Canine First Aid kit and the purpose of its contents.
7. Understand the requirements for transporting an injured canine following an emergency.	7.1. Describe how to transport a severely injured dog safely, to include large and small breeds.
	7.2. Evaluate the precautions that must be taken when transporting a severely injured dog and circumstances where you would and would not transport the dog.

Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website www.ipetnetwork.co.uk.

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	4/02/2021
Unit review date	4/02/2023

Unit title:	Canine Health and First Aid Emergencies
Level:	4
Credit value:	1
GLH:	7
TQT:	10
Unit code:	409
Unit reference number:	H/618/6354
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding of canine health care covering canine anatomy and physiology, reducing the risk of injuries and dealing with first aid emergencies.
Number of learning outcomes	8

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand canine vitals and health status.	1.1. Describe the importance of being familiar with individual canine health and behaviours and why this is important for all dog owners or carers.
	1.2. Analyse what checks and preventative care can be given by an owner or carer to prevent an emergency situation.
	1.3. Know the parameters of vitals for canines.
2. Analyse and evaluate the anatomy and physiology of the canine and understand injuries, trauma and associated behaviours.	2.1. Examine canine anatomy and compare the functions of movement in young and old canines.
	2.2. Identify and evaluate types of fractures and what action to take if a fracture was suspected.
	2.3. Describe preventative measures to reduce injury to joints and ligaments.
	2.4. Examine the canine physiology, list different types of injuries that can occur to internal organs and the potential causes.
	2.5. Analyse potential psychological consequences of trauma to canines following an accident.
	2.6. Describe how to support canines with psychological trauma following an accident.
	2.7. Compare two types of canine breeds that may be more susceptible to emergency incidents due to their physiology.
	2.8. Evaluate the key functions of the canine cardiovascular system.
	2.9. Summarise the use of alternative therapies that can be used to support canines when needing treatment for physical and psychological trauma.

3. Analyse and evaluate different types of haemorrhages and wounds.	3.1. Analyse different types Haemorrhages.
	3.2. Evaluate haemorrhages to cover Primary, Reactionary, Secondary
	3.3. Summarise the different types of wounds and identify the first aid procedures that can be administered.
4. Understand the causes of road traffic accidents, prevention and first aid procedures involving canines.	4.1. Analyse the main causes and preventions of road traffic accidents with canines.
	4.2. Summarise common injuries resulting from a road traffic accident.
	4.3. Identify and explain first aid procedures that may be involved with road traffic accidents.
5. Analyse shock and the first aid procedures that can be administered in canines.	5.1. Assess different types of shock and what first aid procedures can be administered.
6. Analyse seizures, potential causes and first aid procedures that can be administered in canines.	6.1. Analyse different types of seizures and what first aid procedures can be administered.
	6.2. Identify and evaluate the injuries that may occur following a seizure.
	6.3. Describe the potential causes of seizures.
7. Evaluate scenarios and understand prevention, injuries and procedures to manage canine fights.	7.1. Explain common scenarios in which a dog fight may occur.
	7.2. Compare canine behaviour, socialisation and the measures to prevent dog fights.
	7.3. Explain different types of injuries and list the vital areas to check following a dog fight.
	7.4. Explain the first aid procedures for injuries following a dog fight.
	7.5. Summarise the legislative requirements for owners or carers of canines involved in a dog fight.
8. Determine the correct action and reporting procedures to take if a human is bitten by a canine.	8.1. Explain how to treat minor wounds following a dog bite to a human.
	8.2. Assess the seriousness of the injury following a dog bite and the correct action to take.
	8.3. Describe the correct reporting and recording procedures for dog bites to humans.

Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website www.ipetnetwork.co.uk.

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	4/02/2021
Unit review date	4/02/2023

10. Suggested learning resources

Unit	Suggested learning resources
<p>Canine Care and Welfare</p>	<p>Literature</p> <p>The Kennel Club's Illustrated Breed Standards: The Official Guide to Registered Breeds Publisher : Ebury Press; Illustrated edition (23 Feb. 2017) ISBN-10 : 1785035266 ISBN-13 : 978-178503526</p> <p>Animal Biology and Care Published by Blackwell Science Ltd., 2006 (2nd edition) ISBN: 7-814-0513795-9</p> <p>Encyclopaedia of Dog Breeds Published by Barron's Educational Series, Inc., 2005 (2nd edition) ISBN: 0-764-15700-0</p> <p>Veterinary Notes for Dog Owners Published by Stanley Paul, 1990 ISBN: 0-091-73817-2</p> <p>Think Dog Publisher: Cassell; 01 edition (14 July 2016) ISBN-10: 1844039099 ISBN-13: 978-184403909</p> <p>The Domestic Dog: Its evolution, behaviour and interaction with people Published by Cambridge University Press, 1995 ISBN: 0-521-42537-9</p> <p>The Dog: Its behaviour, nutrition and health Published by Wiley-Blackwell, 2005 (2nd edition) ISBN: 0-813-81254-2</p> <p>Anatomy of the Dog: In straightforward terms Published by: Cadmos Publishing Limited, 2010 ISBN: 3-86127-979-7</p> <p>Websites</p> <p>http://www.legislation.gov.uk/ukpga/2006/45/contents https://www.hse.gov.uk/riddor/ https://www.hse.gov.uk/coshh/ www.defra.gov.uk http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf www.pdsa.org.uk www.dogstrust.org.uk www.bluecross.org.uk https://www.thekennelclub.org.uk/health https://www.legislation.gov.uk/nia/2011/16/contents</p>
<p>Professionally Style a Range of Dog Breeds</p>	<p>Literature</p> <p>The Kennel Club's Illustrated Breed Standards: The Official Guide to Registered Breeds Publisher : Ebury Press; Illustrated edition (23 Feb. 2017) ISBN-10 : 1785035266 ISBN-13 : 978-178503526</p>

	<p>Notes from the Grooming Table Publisher: The Pet Book Publishing Company Ltd; 2nd Revised edition (1 Sept. 2016) ISBN-10: 0692658076 ISBN-13: 978-0692658079</p> <p>What Every Professional Groomer Should Know: The Professional Groomers by Joanne Angus (Author), Zoe Duffy (Author), Alison Thomas (Author) ISBN-13 : 979-8651154777</p> <p>The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming The Crowood Press Ltd; 1 edition (4 July 2014) ISBN-10: 1847975909 ISBN-13: 978-1847975904</p> <p>Grooming Manual for the Dog and Cat Publisher: Wiley-Blackwell; 1st Edition (13 April 2006) ISBN-10: 1405111836 ISBN-13: 978-1405111836</p> <p>All-breed Dog Grooming Published by: The Publications Inc., 2010 ISBN: 0-793-80647-X</p> <p>Websites</p> <p>www.christiesdirect.com www.groomers-online.com www.groomersgallery.com www.thegroomersspotlight.com http://www.mybiga.org/</p>
<p>Canine Behaviour Management</p>	<p>Literature</p> <p>Dog Behavior: Modern Science and Our Canine by James C. Ha (Author), Tracy L. Campion (Author) Publisher : Academic Press (5 Dec. 2018) ISBN-10 : 0128164980 ISBN-13 : 978-0128164983</p> <p>Canine Behavior: A Photo Illustrated Handbook by Barbara Handelman (Author) Publisher : First Stone; Illustrated edition (1 Jun. 2008) ISBN-10 : 0976511827 ISBN-13 : 978-0976511823</p> <p>Websites</p> <p>https://www.aspc.org/ https://www.dogstrust.org.uk/help-advice/behaviour/ https://thewayofthedog.co.uk/behaviour-modification/</p>
<p>Managing a Dog Grooming Business</p>	<p>Literature</p> <p>The Dog Grooming Business Course: How to Set Up and Run Your Own Dog Grooming Business. At Home. Mobile. Salon</p>

	<p>Publisher: Grand Union Press (4 Mar. 2015) ISBN-10: 0957569122 ISBN-13: 978-0957569126</p> <p>How to Start a Business: An Essential Guide to Starting a Small Business from Scratch and Going from Business Idea and Plan to Scaling Up and Hiring Employees Publisher: Independently published (12 Jan. 2020) ISBN-10: 1659075475 ISBN-13: 978-1659075472</p> <p>Build a Business: Discover the True Earning Potential of Self Employment by Building a Business the Profitable Way Publisher: CreateSpace Independent Publishing Platform (19 July 2017) ISBN-10: 197372331X ISBN-13: 978-1973723318</p> <p>The E-Myth Revisited: Why Most Small Businesses Don't Work and What to Do About It Publisher : HarperBus; 3rd edition (29 Mar. 2001) by Michael E. Gerber 29 Mar 2001 ISBN-10 : 9780887307287 ISBN-13 : 978-088730728</p> <p>Websites</p> <p>https://www.morebusiness.com/developing-a-profitable-small-business-operational-plan/ www.fsb.org.uk www.gov.uk www.acas.co.uk http://www.mybiga.org/</p> <p>https://offers.hubspot.com/market-research-kit?hubs_post-cta=inline-text&hubs_post=blog.hubspot.com%2Fmarketing%2Fmarketing-campaigns&_ga=2.110367621.1437586765.1611761515-2127284141.1611761515</p> <p>https://www.xero.com/uk/try/accounting-software/?gclid=EAlaIqobChMlj_jsjPJ7gIVD7rtCh19IQB6EAAYAiAAEglvZfD_BwE&gclid=aw.ds</p> <p>https://quickbooks.intuit.com/uk/accounting-software/?ds_rl=1263531&cid=ppc_G_QB_UK_GGL_NB_Accounting_Software_Exact_Search_ALL_accounting+software_txt&ds_rl=1263531&gclid=EAlaIqobChMlj_jsjPJ7gIVD7rtCh19IQB6EAAYASAAEgLTtvD_BwE&gclid=aw.ds</p> <p>https://www.petprofessional.com.au/info-centre/6-tips-for-running-a-successful-pet-grooming-business/</p>
<p>Professional Personal Development</p>	<p>Literature</p> <p>Think and Grow Rich: The Classic Edition: The All-Time Masterpiece on Unlocking Your Potential by Napoleon Hill Publisher : Tarcherperigee; Classic ed. edition (5 July 2016) ISBN-10 : 0143110160 ISBN-13 : 978-0143110163</p>

	<p>The Chimp Paradox: The Mind Management Programme to Help You Achieve Success, Confidence and Happiness by Dr Steve Peters Publisher : Vermilion; First Edition (5 Jan. 2012) ISBN-1 : 009193558X ISBN-13 : 978-0091935580</p> <p>Websites</p> <p>https://www.ted.com/speakers/carol_dweck https://www.mindsetworks.com/science/ https://matterapp.com/blog/interpersonal-vs-intrapersonal-skills-why-you-need-both-to-succeed/ https://www.skillshub.com/what-are-kolbs-learning-styles/ https://expertprogrammanagement.com/2019/05/gibbs-reflective-cycle/ https://www.trainingzone.co.uk/community/blogs/belbin/belbin-and-tuckman</p>
<p>Canine Emergency First Aid at Work</p>	<p>Literature</p> <p>Veterinary Notes for Dog Owners Published by Stanley Paul, 1990 ISBN: 0-091-73817-2</p> <p>First Aid for Dogs: An Owner's Veterinary Guide By Andrew Gardine. PUBLISHER The Crowood Press Ltd ISBN 100851318290 ISBN 139780851318295</p> <p>Websites</p> <p>www.defra.gov.uk www.pdsa.org.uk www.dogstrust.org.uk www.bluecross.org.uk http://www.legislation.gov.uk/ukpga/2006/45/contents</p>

11. Supporting documents and general

The following documents contain essential information for Training Providers delivering iPET Network qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to www.ipetnetwork.co.uk or the web portal.

iPET Network Training Provider Manual
iPET Network Quality Assurance Requirements
iPET Network Assessment Strategy
Malpractice and Maladministration Policy and Procedure (including Sanctions)

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Document Control

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31/03/2021	2	Assessment guidance wording

