



iPET Network
Level 4 Higher Professional
Diploma in Dog Grooming
Qualification Number - 610/3200/1
Qualification Specification



iPET Network

LED BY INDUSTRY EXPERTS.

DRIVEN BY PASSION.

BOUND BY ANIMALS.

GUIDED BY CANDIDATES.

UNITED BY iPET NETWORK.

Our Mission

EDUCATION FOR PEOPLE, FOR PETS, FOR THE FUTURE

To be the Awarding Organisation of choice for Training Providers, Employers and Learners in the Animal Care and Veterinary Science Sector.

We demand the highest standard of practice to ensure our suite of qualifications work: they work for pets who deserve the best care; they work for learners giving valuable skills, and they work for Training Providers with strong market appeal.

Leading the way:

iPET Network is an Awarding Organisation regulated by Ofqual, CCEA Regulation and Qualifications Wales, specialising in qualifications in the Animal Care and Veterinary Science sector. iPET Network is a sector-specific Awarding Organisation and are constantly developing innovative animal care and veterinary science qualifications in the industry. We are unique in our approach to development, design and awarding of qualifications through the range of services and support we offer. Additionally, iPET Network is an End-point Assessment Awarding Organisation (EPAO) for English Apprenticeship standards and offers Professional Development Recognition (PDR) of unregulated educational courses.

Our approved Training Providers have exclusive access to our portfolio of qualifications, courses, learning materials and assessment strategies. We offer an inclusive opportunity to join a diverse network of forward-thinking professionals across the UK, Ireland, Europe and internationally.

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

We have developed robust systems at the forefront of technology that include extensive resources, quality learning materials and varied assessment methods. Our centralised platform makes it simple for Training Providers and their teams to deliver, manage, mark and quality assure all in one place. We provide access to training and updates through standardisation to uphold modern best practice.

Organisations of many different types, who want to deliver education, can join iPET Network, taking advantage of becoming a direct approved Training Provider. With transparent fees and packages to suit every size of organisation from sole traders to limited companies, colleges and large employers.

An exciting and supportive community:

We practice what we preach - the iPET Network team has extensive experience and knowledge of working in the animal care, veterinary science and education sector. We provide support, advice and Continual Professional Development to help Training Providers offer the best standard of education and to inspire the future generation of the industry. We believe in removing learning barriers and working with Candidates of all abilities to help them reach their full potential.

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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.

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 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. This qualification has been designed to enable Candidates to:

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

Depending on the needs of the individual Candidate, the qualification can:

- 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.

Suggested progression following completion of qualification:

- iPET Network Level 3 Award for Educators in the Canine and Feline Sector
- iPET Network Level 3 Award in Promotion of Canine Skin, Hair and Nail Health
- A regulated Level 3 qualification in Cat Grooming
- Teaching others how to groom dogs
- Business Management

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 (GLH) are defined by the [Apprenticeships, Skills, Children and Learning Act, 2009](#) as the number of hours the Candidate spends:

- Being taught or given instruction by a lecturer, tutor, supervisor or other appropriate provider of education or training, or
- Otherwise participating in education or training under the immediate guidance or supervision of such a person.

GLH does not include time spent on unsupervised preparation or study, whether at home or otherwise.

iPET Network has calculated the GLH for this qualification representing an estimate of the amount of actual guided learning which could reasonably be expected to be required to achieve the standard required to obtain the qualification.

Estimated GLH will be stated for each unit which should be used by Training Providers as a guide for devising teaching and learning plans. GLH may be recorded within the e-portfolio (if being used) or within the Candidate Hours Log (if the e-portfolio is not used).

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 independent, unsupervised study. Individual Learners' requirements and individual teaching styles mean there will be variation in the actual time taken to complete a qualification. Values for Total Qualification Time are estimates as some Candidates will be able to achieve units and qualifications within a shorter time than indicated. Others, for example those with additional support requirements, may need longer.

Guided Learning Hours and Total Qualification Time for this qualification are:

iPET Network Level 4 Higher Professional Diploma in Dog Grooming

GLH (Guided Learning Hours): 74

TQT (Total Qualification Time): 370

Qualification Delivery Requirements

Due to the practical nature of this qualification, the Formal Practical Assessments must take place either **face-to-face, in person** or **remotely via a live video calling platform** such as Zoom/teams. Remote assessments must take place in line with ***Remote Assessment Guidance***.

The remainder of the qualification may be delivered as the Training Provider sees fit, ensuring that Guided Learning Hours requirements are met. As part of the application to deliver, Training Providers must be able to evidence how they intend to deliver the qualification, including the methods by which they will achieve the estimated GLH and TQT.

2. Candidate Requirements

Entry requirements

All Candidates must meet the following criteria:

Eligibility for the qualification should be recorded on the web portal.

| | | |
|---|------------|--|
| 1. Minimum Age and Requirements Candidates must possess all of the following: | AND | 2. Subject-specific Qualifications Candidates must possess all of the following: |
| <ul style="list-style-type: none"> • Minimum age of 18 years • Be capable of working at a Level 4 standard or above (equivalent to 1st year degree / Foundation Degree level) | | <ul style="list-style-type: none"> • Hold a regulated Level 3 (or above) regulated Diploma qualification in Dog Grooming such as: <ul style="list-style-type: none"> ○ iPET Network Level 3 Diploma in Dog Grooming and Salon Management ○ OCNWM/AIM Level 3 Diploma in Dog Grooming; or ○ the City and Guilds Advanced Grooming Certificate 7750; or ○ the full Diploma 7763-03; or the new 7863-03 Diploma |

All Candidates will be screened via an initial assessment with the Training Provider to ensure their suitability for the registration on the qualification. Whilst the above criteria form the basis of eligibility, Candidates may be registered at the Training Provider's discretion.

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 qualification is designed to be accessible and inclusive. The assessment methodology is appropriate and rigorous for individuals or groups of Candidates.

iPET Network is an inclusive organisation and operates in line with legislation set out in the Equality Act, 2010. It should be noted that any Candidate registering for an iPET Network qualification, must be able to meet the

assessment criteria (theoretical and practical), with appropriate reasonable adjustment where required, in order to be certificated.

Those Candidates with additional educational or physical needs, should discuss their support requirements with their Training Provider. Training Providers should refer to the Reasonable Adjustments and Special Considerations Policy which 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 by contacting iPET Network on info@ipetnetwork.co.uk

3. Recognition of Prior Learning (RPL)

Exemption (also known as 'Recognition of Prior Certificated Learning) - is the facility for a Candidate to claim exemption from some of the achievement requirements of an iPET Network qualification using certificated evidence, for example certificated NQF achievement. This must be of an equivalent or higher value to an iPET Network unit but may not share the exact assessment criteria or learning aims.

Training Providers wishing to obtain further details regarding awarding of RPL should refer to the iPET Network **Recognition of Prior Learning Policy**.

4. 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
- The support and guidance they may need when working towards their qualification
- The Candidate's suitability for the 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., within a contract.

5. Achieving the Qualification

Unit achievement

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

Authentication of the Candidate's work

Tutors must demonstrate that the Candidate's work is authentic. This can be done through using iPET Network's e-portfolio system which provides secure access to each Candidate or through use of an alternative e-portfolio system. If a Training Provider is using paper-based portfolio, they must be able to demonstrate authenticity of the work and must provide transparent feedback from marking to internal quality assurance.

Assessments must demonstrate authenticity please refer to assessment methods in this Qualification Handbook.

Duration of registration

All Candidates will be registered with iPET Network for a period of 24 months. Failure of the Candidate to complete the qualification during this timeframe will incur an additional charge for re-registration. Please refer to your **Terms and Conditions** for further details. Extension to registration may be obtained with written permission under specific extenuating circumstances. Please contact iPET Network for advice regarding extensions to registration.

6. Qualification Structure

Units

| iPET Network Reference No. | Title | Level | GLH | TQT | Unit Reference number |
|----------------------------|--|-------|-----------|------------|-----------------------|
| 420 | Canine Care, Anatomy and Welfare | 4 | 2 | 50 | A/650/8289 |
| 421 | Professionally Style a Range of Dog Breeds | 4 | 66 | 200 | H/650/8290 |
| 422 | Canine Behaviour Management | 4 | 2 | 40 | J/650/8291 |
| 423 | Managing a Dog Grooming Business | 4 | 2 | 40 | K/650/8292 |
| 424 | Personal Professional Development | 4 | 2 | 40 | L/650/8293 |
| TOTALS | | | 74 | 370 | |

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</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> |

| | | |
|--|--|--|
| | approaches within the area of study or work. | |
|--|--|--|

7. Assessment

This qualification requires achievement of the specified units and summative assessments. The assessment process is as follows:

1. Assessments are developed by iPET Network and provided to the Training Provider or assessments may be devised by the Training Provider and approved by iPET Network in advance
2. The assessment is then delivered and implemented by the relevant iPET Network approved Training Provider
3. All Tutors involved in the assessment process must have been approved by iPET Network, on an individual basis, in advance of any assessments being carried out
4. Compiled portfolios of assessed evidence are internally quality assured by an iPET Network approved Internal Quality Assurer (IQA) via remote sampling.
5. Completed portfolios of assessed evidence are then quality assured by an External Quality Assurer (EQA) approved by iPET Network.

Assessment method

Assessment is through a Portfolio of Evidence/Workbook , Practical Demonstration and Practical Assessment

Specimen Assessment Materials

Specimen assessment materials are not available for this qualification.

Marking

These assessments are pass or fail and the Assessor's decision is final. The use of artificial intelligence to mark any candidate's work is strictly prohibited.

*Please note re-assessments are permitted.

Qualification grading

This qualification is graded pass or fail and the Assessor's decision is final.

Appeals

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

What constitutes a fail?

It is at the Tutor's professional discretion if they pass or fail the Candidate. It is recommended that all elements of each assessment criteria are met and that all knowledge activities are completed.

Examples of what may constitute a fail (theory)(list is not exhaustive):

Examples of what may constitute a fail (theory)(list is not exhaustive):

- Plagiarism
- Irrelevant content
- Incomplete knowledge
- Incomplete coverage of an assessment criterion

Examples of what may constitute a fail (practical) (list is not exhaustive):

- Unsafe approach or handling techniques
- Compromise to safety of self or animals
- Causing stress/distress to the animal
- A lack of overall knowledge of the dog and breed requirements
- Incomplete coverage of the assessment criteria

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.

8. 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 member of the Quality Team to support the Training Provider. Any queries or difficulties should be directed to the allocated Team member or if they are not available, via the iPET Network office on 0800 433 4700.

Approval to offer the qualification

Training Providers wishing to offer this qualification must note the requirements stipulated in Appendix A.

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.

In addition, to gain approval to offer the qualification, Training Providers must apply by submitting an iPET Network **Qualification Approval Form** which can be downloaded from the website.

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(s) for standardisation purposes. Assessment materials, Candidate evidence and Tutor feedback must 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 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 Provider's 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 Learner Number (ULN) on behalf of the Candidates is included in the **iPET Network Training Provider Manual**.

Training Provider responsibilities

Each Training Provider should identify a named contact person 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.

9. Appendix A – Requirements to Offer This Qualification

To offer this qualification, Training Providers must ensure that Tutors involved in delivery and assessment are professionally competent to do so. This means Training Providers must ensure that Tutors have the following qualifications/experience:

| 1. Subject-specific Qualifications Tutors must possess all of the following: | OR | 2. Relevant Experience Tutors must possess both of the following: | AND | 3. Teaching Qualification Tutors must possess at least one of the following: |
|---|-----------|---|------------|---|
| <ul style="list-style-type: none"> • Hold a regulated Level 3 (or above) regulated Diploma qualification in Dog Grooming such as: <ul style="list-style-type: none"> • the iPET Network Level 3 Diploma in Dog Grooming and Salon Management • OCNWM/AIM Level 3 Diploma in Dog Grooming • the City and Guilds Advanced Grooming Certificate 7750; • the full 7763-03; or the new 7863-03 Diploma <p style="text-align: center;">AND at least one of the following:</p> <ul style="list-style-type: none"> • has a minimum of 5 years’ professional and practical Dog Grooming experience OR • holds the iPET Network Level 4 Higher Professional Diploma in Dog Grooming | | <ul style="list-style-type: none"> • CV / career profile demonstrating relevant industry/subject-specific skills, knowledge, experience and achievements in dog grooming <p style="text-align: center;">(This will be accepted at the discretion of the Awarding Organisation)</p> | | <ul style="list-style-type: none"> • iPET Network Level 3 Award for Educators in the Canine and Feline Sector • Level 3 Award in Education and Training; or • Level 4 Certificate in Education and Training; or • Level 3 or 4 PTLLS (or equivalent). |

If no formal teaching qualification is held, it will be a requirement that a teaching qualification is achieved within 12 months of approval.

Evidence of qualifications and experience must be provided in the form of original certificates, detailed CV and employer references. iPET Network reserves the right to request additional information in support of Training Provider/Tutor applications e.g., client reviews.

Training Providers must also ensure that they have in place an Internal Quality Assurer 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 in dog behaviour and training
- Is familiar with the assessment requirements of the qualification for which they are the Internal Quality Assurer

Or,

Gold package registrations are used with iPET Network (*Refer to Training Provider Fees*)

10. Qualification Unit Breakdown and Assessor Guidance

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|------------------------------------|--|
| Unit title: | Canine Care, Anatomy and Welfare |
| Level: | 4 |
| GLH: | 2 |
| TQT: | 50 |
| Unit code: | 420 |
| Unit reference number: | A/650/8289 |
| 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 how this affects the management of a dog's welfare in a dog grooming environment. |
| Number of learning outcomes | 5 |

| Learning Outcomes | Assessment Criteria |
|--|--|
| The learner will: | The learner can: |
| 1. Know and understand canine breed history and characteristics | 1.1. Explain the classification of the recognised pedigree breed groups as defined by the UK Royal 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"> • Appearance • Characteristics • Temperament |
| 2. Know and understand canine anatomy and physiology | 2.1. Identify and explain canine anatomy and skeletal structure |
| | 2.2. Describe the anatomy of different joints |
| | 2.3. Identify and explain the functions of the muscles, tendons and ligaments |
| | 2.4. Describe the functions of a dog's major organs |
| | 2.5. Evaluate the role of the nervous system in relation to the control of the dog |
| | 2.6. Compare and evaluate the conformation and movement of different dogs |
| | 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 canine sensory system and evaluate the importance and use of sensory information to the dog |
| | 3.1. Evaluate the role, responsibilities and limitations of a dog groomer under relevant legislation |

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| 3. Know and understand the welfare requirements of dogs in a dog grooming environment | 3.2. Evaluate the main potential threats of disease within a grooming environment |
| | 3.3. Explain what biosecurity measures and precautions need to be taken in a dog grooming environment |
| 4. Be able to conduct canine health and behaviour assessments on dogs | 4.1. Demonstrate an effective health assessment on a dog to cover both physical and psychological needs |
| 5. Know and understand the health and welfare requirements of a dog | 5.1. Summarise how poor health may impact the grooming process and how this can be managed |
| | 5.2. Compare the signs of health in a dog versus the signs that may be exhibited by a dog that is unwell and unfit for grooming |



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|------------------------------------|---|
| Unit title: | Professionally Style a Range of Dog Breeds |
| Level: | 4 |
| GLH: | 66 |
| TQT: | 200 |
| Unit code: | 421 |
| Unit reference number: | H/650/8290 |
| Unit aim: | The aim of this unit is to provide Candidates with the knowledge, skills and understanding to style dogs to breed standard and free style, whilst using and maintaining the correct equipment for the required work. |
| Number of learning outcomes | 6 |

| 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. Understand dog grooming techniques, styles and adaptations | 2.1. Develop four plans to cover breed standard and freestyle grooming to include a range of coat types |
| | 2.2. Select two UK Royal Kennel Club approved breeds to analyse and compare their grooming styles and how these styles can be adapted |
| 3. Know and understand correct selection and maintenance of dog grooming equipment | 3.1. Evaluate a range of dog styling equipment, to cover: <ul style="list-style-type: none"> • Hand Stripping equipment • Clipper work • Scissor work |
| | 3.2. Explain the procedures for cleaning and maintaining the following equipment: <ul style="list-style-type: none"> • Scissoring tools • Clipping tools • Hand stripping tools |
| 4. Be able to use and maintain dog grooming equipment to a professional standard | 4.1. Demonstrate safe use of the following techniques: <ul style="list-style-type: none"> • Scissoring • Clipping • Hand stripping |
| | 4.2. Demonstrate correct procedures for cleaning, maintaining and storing equipment |

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| <p>5. Be able to professionally style and finish a range of dog breeds</p> | <p>5.1. Style and finish a range of dogs to cover the following:</p> <ul style="list-style-type: none"> • Breed standard pattern lines (minimum of 5) • Free style grooming (Minimum of 5) <p>Range of coat types must include:</p> <ul style="list-style-type: none"> • Wire coat • Silk coat • Wool coat • Other – Freestyle |
| <p>6. Understand different grooming techniques</p> | <p>5.2. Demonstrate styling and finishing covering the breed pattern lines (for all areas of the dog)</p> <p>6.1. Critically compare clipping, scissoring and hand stripping techniques</p> |



| | |
|------------------------------------|---|
| Unit title: | Canine Behaviour Management |
| Level: | 4 |
| GLH: | 2 |
| TQT: | 40 |
| Unit code: | 422 |
| Unit reference number: | J/650/8291 |
| Unit aim: | The aim of this unit is to provide the Candidate with the knowledge 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. Know and understand how to recognise and interpret canine behaviour | 1.1. Analyse canine behaviour changes that may occur during the grooming process, considering any changes to the dog's body language, physical and psychological state and any displays of any reactive behaviour |
| | 1.2. Explain behaviour triggers that may affect grooming a dog |
| 2. Know how to manage canine behaviour in the grooming salon | 2.1. Evaluate handling techniques and methods of managing behaviour during the grooming process |
| | 2.2. Describe the range of situations and possible influences which may be affecting the dog |
| | 2.3. Explain the possible actions when there are changes in dog behaviour |
| | 2.4. Summarise common problematic behaviours that may occur when grooming |
| | 2.5. Describe methods to minimise problematic behaviours |
| | 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 | 3.1. Compare the handling requirements during the grooming process for the following: <ul style="list-style-type: none"> • Elderly dog • Puppy • Aggressive dog • Nervous dog • Confident dog |
| | 3.2. Describe safe handover protocols when receiving a dog and moving to different areas |

4. Know how to keep and maintain accurate and legible records following relevant legislative requirements

4.1. Explain what information must be recorded for dogs in relation to behaviour during the grooming process

4.2. Evaluate the importance of keeping these records following relevant legislative requirements and the consequences of not keeping them up to date



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| Unit title: | Managing a Dog Grooming Business |
| Level: | 4 |
| GLH: | 2 |
| TQT: | 40 |
| Unit code: | 423 |
| Unit reference number: | K/650/8292 |
| Unit aim: | The aim of this unit is to provide the Candidate with 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 | 5 |

| Learning Outcomes | Assessment Criteria |
|--|---|
| The learner will: | The learner can: |
| 1. Know and understand how to monitor and maintain the health, safety and security of the work area to comply with business legislation | 1.1. Summarise the legal and organisational responsibilities in relation to health, safety and security |
| | 1.2. Explain the importance of carrying out and maintaining risk assessments for all work activities that may present in the dog grooming environment |
| | 1.3. Describe how risks are managed and what preventative actions can be implemented |
| 2. Be able to produce policies and procedures required for business management | 2.1. Produce relevant policies and procedures for the management of a dog grooming business |
| 3. Know and understand business financial management and types of accounting software available | 3.1. Identify a business's strengths, weaknesses, opportunities and threats and create a development plan |
| | 3.2. Compare effective accounting systems that a dog grooming business may use |
| | 3.3. Identify the relevance between pricing and expenditure and how you ensure continued profitability |
| | 3.4. Summarise effective strategies for implementing business changes |
| 4. Know and understand target markets and marketing strategies for a dog grooming business | 4.1. Identify relevant target markets and their unique interests for a dog grooming business |
| | 4.2. Identify marketing platforms and compare their benefits |
| | 4.3. Identify relevant content for the target market and develop a marketing strategy |
| 5. Be able to plan and create an effective marketing campaign | 5.1. Create a marketing budget for a marketing campaign identifying all costs involved |

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| | 5.2. Plan and run a marketing campaign to engage with your target market and how to measure success |
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|------------------------------------|---|
| Unit title: | Professional Personal Development |
| Level: | 4 |
| GLH: | 2 |
| TQT: | 40 |
| Unit code: | 407 |
| Unit reference number: | L/650/8293 |
| Unit aim: | The aim of this unit is to provide the Candidate with the knowledge and understanding for developing professional skills and knowledge in their area of expertise. Candidates 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. Understand how to maintain professional skills, knowledge and industry best practice | 1.1. Create a professional profile |
| | 1.2. Summarise the importance of professional development for personal and business needs |
| | 1.3. Describe what impact professional development may have on others within your role or business |
| 2. Know and understand opportunities for personal growth within a current role or a new role | 2.1. Identify career opportunities following the completion of personal and professional development |
| | 2.2. Identify areas for professional development and evaluate the opportunities for career growth |
| | 2.3. Compare 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. Know how to effectively reflect for future personal growth | 3.1. Analyse different models of reflection |
| | 3.2. Summarise the positives of teamwork |
| | 3.3. Compare fixed and growth mindsets 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 'Assessment' section of the iPET Network Qualification Handbook and relevant policies.

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| Sector Subject Area (SSA) | 3.3 |
| Date from which qualification will be available for learners | 04/09/2023 |
| Qualification review date | 04/09/2026 |

11. Suggested Learning Resources

| Unit | Suggested learning resources |
|--|---|
| <p>Canine Care, Anatomy 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</p> |

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| | <p>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. Champion (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.aspca.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 Publisher: Grand Union Press (4 Mar. 2015) ISBN-10: 0957569122 ISBN-13: 978-0957569126</p> |

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| | <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=EAlalQobChMlj_sjJPJ7gIVD7rtCh19IQB6EAAYAiAAEglvZfD_BwE&gclsrc=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=EAlalQobChMlj_sjJPJ7gIVD7rtCh19IQB6EAAYASAAEgLTtvD_BwE&gclsrc=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> |

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| | <p>Websites</p> <p>https://www.ted.com/speakers/carol_dweck https://www.mindsetnetworks.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> |
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12. 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, the web portal or SharePoint.

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

Document Control

Document Name: Level 4 Higher Professional Diploma in Dog Grooming - Qualification Specification

Document Number: Q136

| Date of Correction | Version Number | Correction Reason |
|--------------------|----------------|--|
| | 1 | |
| 08/01/2024 | 2 | Specimen assessment materials clarified, qualification review section updated and formatting updates |
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