



iPET Network
Level 3 Award in an
Introduction to Dog
Grooming
Qualification Number - 603/6031/8
Qualification Guide



iPET Network

EDUCATION FOR PEOPLE, FOR PETS, FOR THE FUTURE

Our Mission

LED BY INDUSTRY EXPERTS.
DRIVEN BY PASSION.
BOUNDED BY ANIMALS.
GUIDED BY CANDIDATES.
UNITED BY iPET NETWORK.

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 Tutors 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. Low 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 chosen, 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 groomers 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 and kennel businesses, 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 3 Award in an Introduction to Dog Grooming is designed to be flexible to meet the real life needs and circumstances of its Candidates. It is aimed at Candidates who wish to gain the skills and knowledge to prepare, style and finish several dog breeds and understand health and safety in a dog grooming salon.

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 take Candidates on a journey from complete beginners to be able to confidently style several dog breeds.

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

- prepare individuals to progress to a qualification in the same subject area but at a higher level or requiring more specific knowledge, skills and understanding
- prepare Candidates for employment
- support a role in the workplace
- encourage engagement in learning

This qualification has been designed to enable Candidates to:

- access a holistic approach to training
- work practically with dogs
- understand Health and Safety in a dog grooming environment
- gain skills to prepare, style and finish a selection of dog breeds meeting the clients requirements

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

The iPET Network Level 3 Award in an Introduction to Dog Grooming is regulated by Ofqual and CCEA Regulation.

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.

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 3 Award in an Introduction to Dog Grooming

GLH (Guided Learning Hours): 46 hours

TQT (Total Qualification Time): 55 hours

In total, a Training Provider must provide a minimum of 5 days training in the learning environment alongside directed home theory.

For example a Training Provider could teach the Candidate from 9am to 5pm each day (8 hours) and set 2 hours of guided homework for 5 days (Candidates should be completing this amount of extra hours each evening reading, completing diaries, uploading to evidence etc.) This equates to up to 10 hours per day of guided learning hours, up to 50 hours over the 5 days. Additional hours study i.e. assignment work, research projects and additional activities contributes to the TQT hours.

If a Training Provider teaches for less hours in a day, then the number of training days will need to be increased to compensate for the reduced hours.

2. Candidate requirements

Entry requirements

Candidates need to have a level of understanding to be able to work at Level 3 but do not need to hold a Level 2 in Dog Grooming to register for this qualification. There are no other entry requirements.

Minimum age

The minimum age for access to this qualification is 16 years.

Training Providers ought to satisfy themselves, however, 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 3 Award in an Introduction to Dog Grooming 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. contract.

4. Achieving the qualification

Credits

To be awarded the iPET Network Level 3 Award in an Introduction to Dog Grooming, Candidates must achieve 6 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

Tutors 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
301	Health and Safety in a Dog Grooming Environment	3	2	13	20	Y/618/1636
318	Prepare, Style and Finish Several Dog Breeds	3	4	33	35	K/618/2077

Level descriptor

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 3	Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks that while well-defined, may be complex and non-routine. Can interpret and evaluate relevant information and ideas. Is aware of the nature of the area of study or work. Is aware of different perspectives or approaches within the area of study or work.	Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine. Use appropriate investigation to inform actions. Review how effective methods and actions have been.

6. Assessment

This qualification requires achievement of the specified units with no further requirements for additional/summative assessment. Achievement is therefore 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 Tutors 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) at the Training Provider or by remote visit (All formal assessments must be sampled from every Candidate).
- The portfolios of assessed evidence are quality assured either by an iPET Network External Quality Assurer (EQA) or, for Training Providers with Direct Claims Status, an Internal Quality Assurer (IQA)

approved by iPET Network. 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 Network Quality Assurance requirements please refer to www.ipetnetwork.co.uk for the iPET Network Quality assurance requirements document.

Assessment strategy

When delivering this iPET Network qualification and units contained, Training Providers must carry out **one formal 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.

It is important when devising assessments to differentiate between the assessment method (what the Candidate is asked to do) and the evidence (what the Candidate produces).

When carrying out any assessment method, Tutors will need to consider the presentation of the assessment task to the Candidate to make it fair and accessible. Tutors may also need to consider arrangements for Candidates with particular learning difficulties and will need to be aware of iPET Network's policy on reasonable adjustments.

Assessment methods may be adapted due to potential contingency plans for assessments, this will be decided and authorised by iPET Network only.

Guidance for evidence

For the iPET Network Level 3 Award in an Introduction to Dog Grooming qualification, the Tutor must demonstrate the assessment is safe, fair, reliable and valid.

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 and Training Provider risk rating. A minimum of each unit and each Candidate must be sampled for each Tutor. See **Internal Quality Assurance Strategy** for further guidance and documentation.

Accessing Assessment documents and Storage

When a Candidate is ready to take an assessment, the Tutor must use their unique log in detail to access the Web Portal to download the assessment form and any resources / guides. The assessment must only be downloaded within 5 working days of the scheduled assessment date and time. Once downloaded the Tutor 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.

IQA Process

All Candidates formal dog grooming assessments will be 100% internally quality assured regardless of the Tutor risk status. This is to ensure the robust quality of the qualification is held and evidence is available for standardisation purposes. The assessment video will be made available for the IQA to directly sample.

Appeals

To ensure a fair assessment procedure is carried out the Candidate must be full 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 professional discretion of the Tutor 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
- 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.

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 0800 433 4700.

Approval to offer the qualification

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

To offer this qualification, Training Providers must ensure that Tutors 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

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

- the Level 3 Award in Education and Training; or
- the Level 3 Certificate in Education and Training for Dog Grooming Tutor; 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

and

- has a minimum of 3 years professional and practical Dog Grooming experience

NB The Training Provider must have an appointed Canine Emergency First Aid practitioner and provide a copy of certification. The Training Provider must ensure that the Tutors certification is maintained every 3 years

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

Unit title:	Health and Safety in a Dog Grooming Environment
Level:	3
Credit value:	2
GLH:	13
TQT:	20
Unit code:	301
Unit reference number:	Y/618/1636
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding of the importance of Health and Safety demonstrating awareness of hazards, risks and Bio security complying with relevant legislation and codes of practice fundamental to the grooming environment. To ensure safe working practices of groomers and dogs in their care to the highest welfare standards.
Number of learning outcomes	3

Learning Outcomes	Assessment Criteria
The Candidate will:	The Candidate can:
1. Understand the requirements of relevant legislation and safe working practices in the dog grooming environment for dog groomers and dogs	1.1. Describe how the Animal Welfare Act 2006 is maintained in a dog grooming environment
	1.2. Identify relevant canine related legislations and how these are met in a grooming environment
	1.3. Identify relevant health and safety legislation and how these are met in a grooming environment
	1.4. Understand how environmental damage can be minimised in a dog grooming environment
	1.5. Understand how to dispose of waste safely in accordance to relevant legislation to include: <ul style="list-style-type: none"> • Organic waste • Inorganic waste
2. Understand the importance of hazards and risks in a grooming environment	2.1. Prepare a risk assessment for a dog grooming environment
	2.2. Describe how to minimise risk when lone working
3. Be able to clean and maintain a dog grooming environment to sustain Bio Security	3.1. Select and use the appropriate personal protective equipment and cleaning materials following manufactures and organisational instructions
	3.2. Clean and maintain a range of areas within the grooming environment, to include: <ul style="list-style-type: none"> • Floors and Walls • Grooming tables

	<ul style="list-style-type: none"> • Bathing / Drying area • Accommodation • Public areas • Staff facilities
	3.3. Understand the correct use and importance of sterilising equipment.
	3.4. Ensure that animal welfare and security is maintained during cleaning operations

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 Candidates	10/06/2020
Unit review date	09/06/2025

Unit title:	Prepare, Style and Finish a Selection of Dog Breeds
Level:	3
Credit value:	4
GLH:	33
TQT:	35
Unit code:	318
Unit reference number:	K/618/2077
Unit aim:	The aim of this unit is to provide knowledge, understanding and skills required to prepare, style and finish a range of dog breeds using various techniques according to breed pattern or client requirements.
Number of learning outcomes	8

Learning Outcomes	Assessment Criteria
The Candidate will:	The Candidate can:
1. Be able to use appropriate techniques to handle and restrain a range of dogs with different temperaments during the preparation and styling	1.1. Identify the health and safety risks to the dog and handler during the grooming process
	1.2. Explain how health and safety risks can be reduced for the dog and handler during the grooming process
	1.3. Adapt handling techniques where necessary, to suit the dog
	1.4. Demonstrate effective handling and restraining techniques whilst carrying out a range of tasks using a variety of equipment
2. Be able to remove excess hair, knots and matts prior to bathing	2.1. Select and use techniques and equipment appropriate to the coat type to remove knots and excess hair
	2.2. Trim excess hair to reduce friction areas to include: <ul style="list-style-type: none"> • Sanitary areas • Pads
3. Be able to safely bath and dry a range of dogs	3.1. Carry out bathing techniques using appropriate shampoo for dog's coat types and condition of the coat
	3.2. Dilute products according to the manufacturer requirements
	3.3. Perform appropriate drying techniques for dogs coat types
4. Be able to record grooming styles	4.1. Record the equipment used
	4.2. Record the styling skills and patterns used
5. Understand the preparation for styling and finishing techniques meeting client requirements	5.1. Evaluate a dogs coat type and condition to select appropriate grooming equipment for use
	5.2. Explain the styling requirements in accordance with the breed pattern and client requirements. (to cover a range of coat types) <ul style="list-style-type: none"> • Head / Face (clean face e.g. poodle, clean head e.g. spaniel, eyebrows, beard e.g. Schnauzer and round e.g. Lhasa Apso) • Ears (clean, natural, spaniel. e.g. breed standard, blended) • Body (skirt, tuck, clean) • Legs (clean, feathered, furnishings, column) • Feet (round, e.g. Shih Tzu, Cat e.g. Spaniels, clean, natural) • Tail (flag, carrot, e.g. West Highland Terrier, clean, blended)

	5.3. Explain why it is important to discuss and follow the client requirements for styling.
	5.4. Describe how the Animal Welfare Act 2006 needs are met for the dog during the grooming process.
6. Be able to carry out styling and finishing techniques meeting client requirements	6.1. Style dogs in accordance with: <ul style="list-style-type: none"> • the agreed plan • coat type • client requirements • breed pattern • health • temperament
	6.2. Comply with the Animal Welfare Act 2006 throughout the grooming process
	6.3. Groom at least 3 dogs to include a minimum of 2 different breeds, covering 2 coat types Range of coat types can include: <ul style="list-style-type: none"> • Double coat • Wool mix coat • Wire coat • Silk coat • Wool coat • Short and smooth
	6.4. Complete the agreed style within the realistic timescale, agreed plan, coat type, breed pattern and client's requirements, in line with health and safety requirements
7. Be able to use relevant equipment for preparing, styling and finishing of dogs	7.1. Describe the type of equipment used for styling and finishing dog grooming styles
	7.2. Use the equipment ensuring high levels of animal welfare and safe working practices
8. Know how to assess a dog for hand stripping and understand the hand stripping process	8.1. Explain the method of hand stripping and the technique used, to include carding the coat
	8.2. Identify a breed of dog from each of the UK Kennel club breed groups that can be hand stripped
	8.3. Describe the factors that may prevent hand stripping
	8.4. Explain the correct bathing process and the risks involved with the hand stripping process

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 Candidates	18/06/2020
Unit review date	17/06/2025

10. Suggested learning resources

Unit	Suggested learning resources
<p>Health and Safety in a Dog Grooming Environment</p>	<p>Literature</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>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>The A to Z of First Aid and Emergency Care for Dogs and Cats: How to save an ill or injured pet Published by: CreateSpace Independent Publishing Platform, 2014 ISBN: 1-493-71045-1</p> <p>The Dog Law Handbook Published by: Sweet & Maxwell, 2011 (Second edition) ISBN: 0-414-04818-0</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 https://www.legislation.gov.uk/ukpga/2011/16/contents</p>
<p>Promote the Welfare of Dogs conforming with Relevant Legislation</p>	<p>Literature</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>Websites</p> <p>http://www.legislation.gov.uk/ukpga/2006/45/contents https://www.hse.gov.uk/riddor/ https://www.hse.gov.uk/coshh/</p>

	<p>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>
Customer Care and Managing Complaints	<p>Literature</p> <p>Common Sense Customer Service Improve your job skills and provide a great customer</p> <p>Dealing with Difficult People Creating success Published by: Kogan Page, 2013 (2nd edition) ISBN: 0-749-46694-4</p> <p>Websites www.forbes.com https://www.simplybusiness.co.uk/knowledge/articles/2019/12/dealing-with-customer-complaints-and-profiting/</p>
Assess and Plan Dog Grooming Styles and Maintenance of Equipment	<p>Literature</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>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>Website www.christiesdirect.com www.groomers-online.com www.groomersgallery.com www.thegroomersspotlight.com http://www.mybiga.org/</p>
Health Checking, Handling and Canine Behaviour	<p>Literature</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 www.defra.gov.uk www.pdsa.org.uk www.dogstrust.org.uk www.bluecross.org.uk www.purina.co.uk http://www.legislation.gov.uk/ukpga/2006/45/contents https://www.thekennelclub.org.uk/health https://www.legislation.gov.uk/nia/2011/16/contents</p>
<p>Prepare, Style and Finish a range of Dog Breeds</p>	<p>Notes from the Grooming Table Publisher: The Pet Book Publishing Company Ltd; 2nd Revised edition edition (1 Sept. 2016) ISBN-10: 0692658076 ISBN-13: 978-0692658079</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>Website www.christiesdirect.com www.groomers-online.com www.groomersgallery.com www.thegroomersspotlight.com http://www.mybiga.org/</p>
<p>Canine Emergency First Aid</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 www.defra.gov.uk</p>

	<p>www.pdsa.org.uk www.dogstrust.org.uk www.bluecross.org.uk http://www.legislation.gov.uk/ukpga/2006/45/contents https://www.legislation.gov.uk/nia/2011/16/contents</p>
<p>Planning the Operation of a Small Canine 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> <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>Websites 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>

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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