



iPET Network
Level 3 Award in
Dog Walking and Pet Sitting
for Professionals
Qualification Number - 603/6844/5
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 who 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 to 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 in the education sector, ensuring our qualifications evolve along with the industry. We believe in removing learning barriers and working with Candidates of all abilities to succeed and supporting all Candidates as individuals.

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1. About this qualification

The iPET Network Level 3 Award in Dog Walking and Pet Sitting for Professionals is designed 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 safely and professionally operate a dog walking or pet sitting business.

Leading industry experts Four Paws Dog Services and Canine Comforts have reviewed this qualification to ensure the outcome is appropriate for the Dog Walking and Pet Sitting industry, supporting 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 competent professional dog walkers or pet sitters. 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 or self-employment
- support a role in the workplace
- encourage engagement in learning.

iPET Network have designed this qualification to enable Candidates to:

- access a holistic approach to training
- work practically with dogs
- understand business management relevant to a small business
- consider and apply Health and Safety for a professional dog walker or pet sitter
- have effective communication skills for working with dogs and their owners and how to manage instructions, personal data and extenuating factors.

Suggested progression following completion of qualification:

- Animal care and welfare qualifications
- iPET Network Level 3 Diploma in Canine Nutrition
- Work placement or apprenticeship within an animal related organisation

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

The iPET Network Level 3 Award in Dog Walking and Pet Sitting for Professionals 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 is:

iPET Network Level 3 Award in Dog Walking and Pet Sitting for Professionals

GLH (Guided Learning Hours): 16 hours

TQT (Total Qualification Time): 20 hours

In total a Training Provider must provide a minimum of 2 days training in a learning environment.

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 2 days (Candidates should be completing this amount of extra hours each evening reading, completing homework etc.) This equates to 10 hours per day of guided learning 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

There are no formal 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

Within the qualification Candidates need to have the physical abilities to complete the practical requirements of the qualification and therefore these potential physical barriers may limit Candidates capability to complete the qualification. The assessment methodology is appropriate and rigorous for individuals or groups of Candidates.

Training Providers who have Candidates with identified learning needs 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 / Induction for each Candidate must 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.

During the induction, candidates must be made aware of Malpractice and the consequences of committing Malpractice such as Plagiarism or cheating. Please see iPET Network's Malpractice and Maladministration Policy and Procedure (including Sanctions) for details of indicative sanctions against Candidates.

For the iPET Network Level 3 Award in Dog Walking and Pet Sitting for Professionals, the induction may be carried out in person, via email, or over the phone in order to question Candidates and identify needs.

4. Achieving the qualification

Credits

To be awarded the iPET Network Level 3 Award in Dog Walking and Pet Sitting for Professionals. Candidates must achieve 2 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 Candidate's achievement of each 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 Candidates work

Training Providers must demonstrate that the Candidates work is authentic, evidence must demonstrate authentic work and transparent feedback from marking to internal quality assurance.

If Malpractice is suspected, the candidate will be reported following the Training Provider and iPET Network's Malpractice and Maladministration policies.

5. Qualification structure

Units

iPET Network Reference No.	Title	Level	Credit	GLH	TQT	Unit Reference number
311	Professional Dog Walking and Pet Sitting	3	1	8	10	J/618/5570
312	Planning the Operation of a Small Animal Business	3	1	8	10	L/618/5571

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 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 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 summative assessment**. The candidate must complete a **written assessment paper** to cover their knowledge of Dog Walking and Pet Sitting. The assessment must be clearly recorded and be authentic to the candidate.

The written assessment must be completed within **1 hour**. For more information on formal assessment guidance please refer to iPET Network's **Guidance for invigilation** policy.

Tutors will 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.

Marking

These assessments are pass or fail and the assessors decision is final. *Please note re-assessments are permitted.

Qualification grading

This qualification is graded pass or fail and the assessors decision is final.

Guidance for evidence

For the iPET Network Level 3 Award in Dog Walking and Pet Sitting for Professionals, 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 the Tutor's and Training Provider's 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.

Summative sampling

Once the Candidate has completed the qualification the Tutor must inform the IQA. The IQA is then required to complete a 'final' sample before requesting the Candidates' certificate.

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 result must then be uploaded on the Web Portal.

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 Tutor's professional discretion if they pass or fail the Candidate. It is recommended that all assessment criteria are met. The questions should be used to identify candidates' areas of knowledge. Only those questions 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 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 Candidates' evidence for standardisation if requested.

iPET Network will notify Training Providers of the required sample for standardisation purposes. Assessment materials, Candidates' 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 provide 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 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 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, it is recommended that Training Providers ensure that Tutors delivering this qualification have one of the following recognised professional qualifications:

- the iPET Network Level 3 Award in Dog Walking and Pet Sitting for Professionals

or

- OCNWM Accredited Level 3 Dog Walking and Pet Sitting
- the OCNWM Level 4 Certificate in Certificate in Professional Pet Sitting, Dog Walking, Dog Daycare and Boarding
- the City & Guilds Level 2 Certificate of Technical Competence in Dog Walking and;
- Level 2 Certificate of Technical Competence in Pet Sitting

- Qualification at Level 3 in a similar subject area
- Demonstrate a CV / career profile of skills, knowledge, experience and achievements. This will be accepted at the discretion of the Awarding Organisation

and

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

- the Level 3 Award in Education and Training; or
- the iPET Network Level 3 Award for Educators in the Canine and Feline Sector; 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 small animal care experience

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 relevant industries
- 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:	Professional Dog Walking and Pet Sitting
Level:	3
Credit value:	1
GLH:	8
TQT:	10
Unit code:	311
Unit reference number:	J/618/5570
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding of the roles, responsibilities, law, legislation and requirements of providing a professional dog walking and pet sitting service. This unit also includes best practice, business operation and understanding basic canine behaviours and characteristics.
Number of learning outcomes	12

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand the roles and responsibilities of a professional dog walker and pet sitter.	1.1. Explain the roles and responsibilities of a professional dog walker and pet sitter and identify differences in a paid for service vs ownership of an animal. 1.2. Identify information required for the animals and/or client whilst dog walking or pet sitting for a client.
2. Be able to record details of animals and clients for the purpose of pet sitting.	2.1. Design a form to record relevant information from clients for dog walking and pet sitting. 2.2. Gather required information from clients for dog walking and pet sitting.
3. Know and understand the policies and procedures that need to be put in place prior to setting up a dog walking and pet sitting business.	3.1. Explain policies and procedures that need to be put in place prior to setting up a dog walking and pet sitting business identifying mandatory and desirable policies and procedures.
4. Know and understand client requirements and requests when carrying out dog walking and pet sitting services.	4.1. Explain requirements of client when carrying out a dog walking or pet sitting service and identify common requests.
5. Know and understand how to minimise risks when lone working as a dog walker or pet sitter.	5.1. Describe how to minimise risks when lone working.
6. Know and understand requirements of current legislation and codes of practice for transporting animals in relation to dog walking and pet sitting.	6.1. Identify relevant legislation governing dog walking pet sitting activities. 6.2. Explain codes of practice relating to pet sitting.
	7.1. Identify and describe the 7 Kennel Club Breed Groups.

7. Know and understand a variety of breeds and behaviours typical to their breed group	7.2. Describe typical behaviour traits of the 7 Kennel Club Breed Groups.
	7.3. Explain different types body language, stress and aggression signs in dogs.
	7.4. Explain methods used to introduce people to new dogs.
	7.5. Explain how to interpret behaviour when meeting new dogs.
8. Know and understand how to care for small animals that may require a pet sitting service.	8.1. Identify small animals that may need a pet sitting service.
	8.2. Explain how to care for small animals when pet sitting.
	8.3. Handle small animals correctly according to breed/species.
9. Be able to observe and record behaviour demonstrated by a dog, when working as a dog walker or pet sitter.	9.1. Explain the contents of a basic behavioural observation form.
	9.2. Carry out a basic behaviour observation of a small animal.
	9.3. Record the results of a small animal behaviour observation.
10. Know and understand how to walk and control a dog.	10.1. Explain risk factors to be taken into consideration when walking and controlling a dog.
	10.2. Explain basic obedience techniques used to maintain control of dogs.
	10.3. Describe how the health and condition of the dog can affect walking a dog.
	10.4. Explain different types of restraint equipment required for dog walking.
	10.5. Identify key activities / considerations relating to good practices.
11. Be able to carry out effective dog walking activities.	11.1. Complete a dog walking risk assessment.
	11.2. Carry out a health check on a dog to assess health and wellbeing for walking.
	11.3. Walk and handle a dog safely, complying with legislation and good practice.
	11.4. Complete a behavioural observation form.
12. Know and understand potential hazards that may be experienced whilst in a small animal business.	12.1. Complete a risk assessment for a small animal business.
	12.2. Explain how to deal with problems and emergencies which may occur during dog walking and pet sitting.
	12.3. Explain problems that may be encountered when mixing species in a home, outside of the home and ways to reduce risk.

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	19/11/2020
Unit review date	19/11/2021



Unit title:	Planning the Operation of a Small Animal Business
Level:	3
Credit value:	1
GLH:	8
TQT:	10
Unit code:	312
Unit reference number:	L/618/5571
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding the operation of a small animal business, establish effective marketing and financial planning.
Number of learning outcomes	3

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Understand the fundamental requirements of setting up a small animal business.	1.1. Describe the different types of business ownership
	1.2. Identify the key requirements to operate a small animal business
	1.3. Explain the key elements of a business plan and how it is created
2. Understand the role of marketing in a small canine business.	2.1. Describe how to use different marketing platforms for a small animal business
	2.2. Develop a basic marketing strategy for a small animal business
3. Understand the financial requirements of running a small animal business.	3.1. Explain what, why and how financial records should be kept for a business

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	19/11/2020
Unit review date	19/11/2021

10. Suggested learning recourses

Unit	Suggested learning resources
Professional Dog Walking and Pet Sitting	<p>Literature</p> <p>The Kennel Clubs Illustrated Breed Standards: The Official Guide to Registered Breeds</p> <p>The Kennel Club Published by: Ebury press, 4th Edition, 6th March 2011 ISBN - 10: 0091928540 ISBN – 13: 978 – 0091928544</p> <p>The A to Z of First Aid and Emergency Care for Dogs and Cats: How to save an ill or injured pet</p> <p>Published by: CreateSpace Independent Publishing Platform, 2014 ISBN: 1-493-71045-1</p> <p>The Dog Law Handbook</p> <p>Published by: Sweet & Maxwell, 2011 (Second edition) ISBN: 0-414-04818-0</p> <p>Websites</p> <p>www.thekennelclub.co.uk</p> <p>www.cats.org.uk</p> <p>www.narpsuk.co.uk</p> <p>http://www.legislation.gov.uk/ukpga/2006/45/contents</p> <p>https://www.hse.gov.uk/riddor/</p> <p>https://www.hse.gov.uk/coshh/</p> <p>www.defra.gov.uk</p> <p>http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf</p> <p>https://www.legislation.gov.uk/niu/2011/16/contents</p> <p>www.professionaldogwalkersassociation.co.uk</p>
Planning the Operation of a Small Canine Business	<p>Literature</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</p> <p>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</p> <p>Publisher: CreateSpace Independent Publishing Platform (19 July 2017) ISBN-10: 197372331X ISBN-13: 978-1973723318</p> <p>Websites</p> <p>https://www.morebusiness.com/developing-a-profitable-small-business-operational-plan/</p> <p>www.fsb.org.uk</p> <p>www.gov.uk</p> <p>www.acas.co.uk</p> <p>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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