

iPET Network Level 3 Diploma in Cat Grooming and Salon Management Qualification Number - 603/7567/X 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 3 Diploma in Cat Grooming and Salon Management 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 a range of Cat breeds, gaining the knowledge and understanding of the welfare, health and handling of a cat whilst maintaining best practise requirements of health and safety in a grooming environment. The qualification also includes understanding business management and gain skills in feline emergency first aid

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

The qualification is a 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 and confident commercial cat groomers. 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.

iPET Network have designed this qualification to enable Candidates to:

- access a holistic approach to training
- work practically with cats
- gain Feline emergency first aid skills
- understand business management and Health and Safety in a cat grooming environment
- have effective communication skills for working with cats and their owners and how to manage complaints
- gain skills to prepare, style and finish a range of cat breeds meeting the clients requirements and natural to the breed.

Suggested progression following completion of qualification:

- iPET Network Level 3 Award for Educators in Canine and Feline Sector
- Employment in the cat grooming industry
- Business Management Qualifications

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

The iPET Network Level 3 Diploma in Cat Grooming and Salon Management is regulated qualification.



Guided Learning Hours (GLH)

Guided Learning Hours (GLH) are defined by the <u>Apprenticeships, Skills, Children and Learning Act, 2009</u> 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 3 Diploma in Cat Grooming and Salon Management

GLH (Guided Learning Hours): 267 hours

TQT (Total Qualification Time): 370 hours

Qualification Delivery Requirements

Due to the practical nature of this qualification, the **Summative Formal Assessments must take place face-to-face**, in person.

Candidates who are eligible for the fast-track route may complete their Summative Formal Assessments via remote but live, in real-time.

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

Candidates need to have a level of understanding and be confident to be able to work at Level 3. 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 that Candidates meet the entry requirements and 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.

Eligibility for the Fast Track

The Level 3 Diploma in Cat Grooming and Salon Management can be offered as a 'Fast Track' option. This is considering the Candidate's prior attainment and experience. The Candidate needs to demonstrate the following to prove eligibility for the Fast Track option of delivery:

- 1 years' experience Styling
- Customer reviews and, or Employers reference
- Photos of a range of grooms

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.

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. 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 / 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.

5. Achieving the qualification

Credits

To be awarded the iPET Network Level 3 Diploma in Cat Grooming and Salon Management, Candidates must achieve 37 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. 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.



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

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	Credit	GLH	тот	Unit Reference number
324	Health and Safety in a Cat Grooming Environment	3	2	13	20	F/618/7298
325	Promote the Welfare of Cats conforming with Relevant Legislation	3	3	13	30	J/618/7299
326	Customer Care and Managing Complaints	3	2	13	20	M/618/7300
327	Assess and Plan Cat Grooming Styles and Maintenance of Equipment	3	3	13	30	T/618/7301
328	Health Checking, Handling and Feline Behaviour	3	5	40	50	A/618/7302
329	Prepare, Style and Finish a range of Cat Breeds	3	18	160	180	F/618/7303
330	Planning the Operation of a Small Animal Business	3	3	9	30	J/618/7304
332	Feline Emergency First Aid	3	1	6	10	L/618/7305



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.

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 <u>or</u> 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 and 3x Summative Formal Practical Assessments.

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 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. Below is a guide of examples on what would constitute a fail during a cat grooming assessment:

- Inappropriate handling of the cat
- A lack of overall knowledge of the cat
- Injury to the cat
- 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.

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. 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 or relevant experience to demonstrate cat grooming:

- the iPET Network Level 3 Diploma in Cat Grooming and Salon Management; or
- OCNWM Level 3 Diploma in Feline Care, Behaviour and Welfare

or

• 3 years Cat Grooming experience – Evidence will need to be provided

and

 has a minimum of 2 years' professional and practical Cat Grooming experience if one of the cat grooming related qualifications detailed above is also held.

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 Cat Grooming Tutor; or
- the 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.

NB The Training Provider must have an appointed Feline 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 the animal care industry and grooming experience
- 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)

10. Qualification Unit Breakdown and Assessor Guidance



Unit title:	Health and Safety in a Cat Grooming Environment
Level:	3
Credit value:	2
GLH:	13
TQT:	20
Unit code:	324
Unit reference number:	F/618/7298
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 Cats in their care to the highest welfare standards.
Number of learning outcomes	3

Learning	g Outcomes	Assessment Criteria		
The lear	ner will:	The learner can:		
1. Und rele wor Gro	derstand the requirements of evant legislation and safe ring practices for Cats and omers in a grooming ironment.	1.1. Describe how the Animal V Cat grooming environment that is relevant to current 1.2. Identify relevant Feline rela met in a grooming environ 1.3. Identify relevant health an are met in a grooming environment Cat grooming environment 1.5. Understand how to dispose relevant legislation to inclu Organic waste	t (Or any Animal Walaw.) ated legislations and ment d safety legislation ironment nental damage can tee of waste safely in	/elfare legislation and how these are and how these be minimised in a
haza	lerstand the importance of ards and risks in a grooming ironment.	Inorganic waste2.1. Prepare a risk assessment2.2. Describe how to minimise		
3. Be a	able to clean and maintain a grooming environment to tain Bio Security.	 3.1. Select and use the appropriand cleaning materials follorganisational instructions 3.2. Clean and maintain a range environment, to include: Floors and Walls Grooming tables Bathing / Drying area Accommodation Public areas Staff facilities 	owing manufactur	es and



- 3.3. Understand the correct use and importance of sterilising equipment.
- 3.4. Ensure that animal welfare and security is maintained during cleaning operations





Unit title:	Promote the Welfare of Cats conforming with Relevant Legislation		
Level:	3		
Credit value:	3		
GLH:	13		
TQT:	30		
Unit code:	325		
Unit reference number:	J/618/7299		
Unit aim:	The aim of this unit is to provide the knowledge, skills and understand how to promote and maintain the health and welfare of animals following health and safety and Animal Welfare requirements. To recognise welfare issues and be able to take specific measures to make adjustments to the environmental conditions.		
Number of learning outcomes	2		

Lea	arning Outcomes	Assessment Criteria	
The	e learner will:	The learner can:	
1.	Be able to promote and maintain	1.1. Provide and maintain care	for felines in a way which is consistent
	the health and welfare of felines.	grooming environment	ninimising stress and injury in the
		following:	
2.	Know how to recognise, promote and maintain the health and welfare of Cats	that is consistent with rele injury in a grooming enviro 2.2. Explain your responsibilitie and Veterinary Surgeons A 2.3. Explain three types of prev provided to maintain a Cat 2.4. Identify the body systems including coat and skin cyc 2.5. State the importance of pr water	s under the Animal Welfare legislation ct in relation to the treatment of Cats rentative care actions that can be shealth and welfare responsible for temperature control



Unit title:	Customer Care and Managing Complaints		
Level:	3		
Credit value:	2		
GLH:	13		
TQT:	20		
Unit code:	326		
Unit reference number:	M/618/7300		
Unit aim:	The aim of this unit is to provide the knowledge, understanding and skills to deliver customer service, handle complaints and recommend solutions. The candidate will know how to maintain customer relations and the importance of doing so.		
Number of learning outcomes	3		

Lea	rning Outcomes	Assessment criteria		
The	learner will:	The learner can:		
1.	Know how to care and manage	1.1. Understand how to meet and greet visitors promptly, treating		
	customers in a professional	them politely and making them feel welcome using effective		
	manner and meet relevant	communication		
	legislation	1.2. Prepare information for visitors to sign and see during their		
		first consultation		
		1.3. Manage customers in a Cat grooming environment that meets		
		relevant Health & Safety legislation and organisational		
		requirements		
2.	Understand how to establish and	2.1. Explain the importance of creating a positive first impression,		
	maintain customer relations.	customer loyalty, customer confidence and how this can be		
		achieved		
3.	Know and understand how to deal	3.1. Identify the types of problems that may occur with customers		
	with customer complaints.	3.2. Identify different platforms of where you can receive		
		complaints and how to deal with complaints effectively		
	3.3. Explain the solutions to customers when dealing with			
		complaints to maintain customer loyalty and confidence		



Unit title:	Assess and Plan Cat Grooming Styles and Maintenance of Equipment
Level:	3
Credit value:	3
GLH:	13
TQT:	30
Unit code:	327
Unit reference number: T/618/7301	
Unit aim:	The aim of this unit is to provide knowledge, understanding and skills to assess, plan and record Cat grooming styles according to client requirements or natural to the breed. Candidates will demonstrate the importance of maintaining equipment and safe working practices in line with current Health and Safety legislation, Animal Welfare legislation and environmental good practice.
Number of learning outcomes	3
outcomes	

Lea	arning Outcomes	Assessment Criteria		
Th	e learner will:	The learner can:		
1.	Be able to assess and plan the	1.1. Assess the appearance of t	he Cat	
	styling requirements of a Cat.	1.2. Evaluate the styling require	ements of the Cat	
		1.3. Be able to understand the prepared Cat	requirements of a	correctly
		1.4. Plan the work according to the client requirement to the breed considering the coat condition and appearance for a range of breeds		
		1.5. Explain the types of proble grooming process and how	-	-
2.	Be able to prepare, maintain and use relevant equipment and record equipment used.	2.1. Ensure equipment is prepa effective condition through after use		
		Explain the importance of maintaining equipment for grooming Cats		
		2.3. Select the appropriate tools and equipment for work		
		2.4. Maintain records of equipn		-
3.	Be able to promote health and safety and environmental good	3.1 Work in a way that is consi codes of practice and any a		_
	practice.	3.2. Ensure work is carried out in a manner which minimises environmental damage		
		3.3. Manage and dispose of waste in accordance with legislative requirements		



Unit title:	Health Checking, Handling and Feline Behaviour	
Level:	3	
Credit value:	5	
GLH:	40	
TQT:	50	
Unit code:	328	
Unit reference number:	A/618/7302	
Unit aim:	The aim of this unit is to provide the knowledge, skills and understanding required to care for Cats in a grooming environment. To be able to carry out health checks and identify anatomical points on a Cat, know and understand Feline behaviour and be able to adapt handling to different Cats.	
Number of learning outcomes	5	

Lea	Learning Outcomes Assessment Criteria		
The	e learner will:	The learner can:	
1.	Be able to carry out a health check and understand the structure of a Cat	1.1. Carry out a health check on a Cat (i.e. full health check)	
2.	Understand the structure of a Cat	2.1. Identify anatomical points of a Cat 2.2. Identify possible breed defects that could affect the health of a Cat throughout the grooming process and the adjustments that can be made	
3.	Know and understand Feline characteristics, behaviour traits and handling	 3.1. Identify 10 different breeds of cats and describe the behavioural traits and characteristics of each. 3.2. Identify and describe colours and patterns in a range of cat breeds 3.3. Describe the signs of how Cats communicate with body language, vocalisations and behaviour - identifying signs of stress 3.4. Identify different restraint equipment and methods of use 	
4.	Be able to influence Feline behaviour and adapt handling techniques	 4.1. Identify techniques for handling, restraining and controlling a Cat to include the correct method of moving joints 4.2. Identify unexpected behaviours and methods of how to reduce the behaviour 4.3. Record and report unexpected behaviours 4.4. Use appropriate restraint techniques for a range of behaviours and modifications to grooming activities 4.5. Use appropriate PPE (Personal Protective Equipment) for handling and restraining 	
5.	Know how to identify and report the health status of a Cat	 5.1. Identify what information should be recorded about the Cat's health status and how are the records are kept 5.2. Monitor and report the good and poor signs of a Cats appearance and physical condition to include: 	



- Gums
- Teeth
- Nose
- Eyes
- Ears
- Skin/coat
- Limbs / movement
- Genital area
- Bodily functions
- Body condition
- Social Interaction
- Behaviour
- 5.3. Summarise how poor health effects the grooming process
- 5.4. Identify types of endoparasites and ectoparasites
- 5.5. Identify the signs, problems and treatment caused by ectoparasitic and endoparasites and how to prevent further infestation including communication with the owner
- 5.6. Describe the life cycle of the flea



Unit title:	Prepare, Style and Finish a Range of Cat Breeds	
Level:	3	
Credit value:	18	
GLH:	160	
TQT:	180	
Unit code:	329	
Unit reference number:	F/618/7303	
Unit aim:	The aim of this unit is to provide knowledge, understanding and skills required to prepare, style and finish a range of Cat breeds using various techniques according to client requirements or natural to the breed.	
Number of learning outcomes	8	

Lea	arning Outcomes	Assessment Criteria		1
The	e learner will:	The learner can:		
1.	Be able to use appropriate techniques to handle and restrain	1.1. Identify the health and safe during the grooming process		
	a range of Cats with different temperaments during the preparation, styling and finishing	1.2. Explain how health and saf and handler during the groomir1.3. Adapt handling techniques1.4. Demonstrate effective han whilst carrying out a range of tax	ng process where necessary, dling and restrain	to suit the cat
2.	Be able to remove excess hair, knots and matts prior to bathing	2.1. Select and use techniques coat type to remove knots 2.2. Trim excess hair to reduce Sanitary areas Pads (if requested by t	and equipment ap and excess hair friction areas to ir	propriate to the
3.	Be able to safely bath and dry a range of Cats	 3.1. Carry out bathing techniques using appropriate shampoo for cat's coat types and condition of the coat 3.2. Dilute products according to the manufacturer's requirements 3.3. Perform appropriate drying techniques for cat's coat types 		
4.	Be able to record grooming styles	4.1. Record the equipment use 4.2. Record the styling skills and	d	
5. Understand the preparation for styling and finishing techniques natural to the breed and client requirements 5.1. Evaluate a cat's coat condition and condition to so appropriate grooming equipment for use 5.2. Explain the styling requirements in accordance to and/or and client requirements. (to cover a range types)		ce to the breed		
		5.3. Explain why it is important requirements for styling.5.4. Describe how the Animal V the cat during the groomin legislation that is relevant	Velfare Act 2006 r g process, (Or any	needs are met for



6.	Be able to carry out styling and	6.1. Style cats in accordance with:	
0.		•	
	finishing techniques natural to the	the agreed plan	
	breed and client requirements	coat type	
		client requirements	
		natural to the breed	
		health	
		temperament	
		6.2. Comply with the Animal Welfare Act 2006 throughout the	
		grooming process (Or any Animal Welfare legislation that is	
		relevant to current law.)	
		6.3. Groom at least 20 cats to include a minimum of 8 different	
		breeds, covering the 4 coat types.	
		6.4. Complete the agreed style within the realistic timescale,	
		agreed plan, coat type, natural to the breed and client's	
		requirements, in line with health and safety requirements	
7.	Be able to use relevant equipment	7.1. Describe the type of equipment used for styling and finishing	
	to prepare, style and finish	cat grooming styles	
	grooming Cats	7.2. Use the equipment ensuring high levels of animal welfare and	
		safe working practices	



Unit title:	Planning the Operation of a Small Animal Business
Level:	3
Credit value:	3
GLH:	9
TQT:	30
Unit code:	330
Unit reference number:	J/618/7304
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	e learner will:	The learner can:		
1.	Understand the fundamental requirements of setting up a small	1.1. Describe the different type	s of business own	ership
	animal business	1.2. Identify the key requirements outsiness1.3. Explain the key elements outsiness	·	
		created		
2.	Understand the role of marketing in a small animal business	2.1. Describe how to use different animal business2.2. Develop a basic marketing		
3.	Understand the financial requirements of running a small	3.1. Explain what, why and how a business		
	animal business	3.2. Investigate costs involved produce financial budget	with a small anima	l business and



Unit title:	Feline Emergency First Aid
Level:	3
Credit value:	1
GLH:	6
TQT:	10
Unit code:	332
Unit reference number:	L/618/7305
Unit aim:	The aim of this unit is to provide the knowledge, understanding and skills of Feline Emergency Feline Emergency First Aid, including when to call the vet and how to dress wounds, who can administer Feline Emergency First Aid and the classification of emergencies. You will understand how to assess and examine injured cats, along with learning how to treat a variety of potential injuries and emergency events e.g. convulsions.
Number of learning outcomes	13

Learning Outcomes		Assessment Criteria	
The	learner will:	The learner can:	
1.	Understand the requirements of	1.1. Explain the objective of Feline Emergency First Aid and the	
	Feline Emergency First Aid, who	current legislation	
	can administer Feline Emergency	1.2. Outline who can perform Feline Emergency First Aid on cats	
	First Aid and why Feline	in emergency situations	
	Emergency First Aid is important		
2.	Understand the importance of	2.1. Explain the importance of administering Feline Emergency	
	administering Feline Emergency	First Aid	
	First Aid and how to manage feline	2.2. Explain the techniques and tools to manage feline behaviour	
	behaviour	in an emergency situation	
3.	Understand the classification of	3.1. Explain the three main classifications of emergency	
	Emergencies	3.2. Describe two emergency situations within each classification	
		3.3. Assess the difference between collapse and unconscious cats	
4.	Understand how to put a cat in the	4.1. Describe the procedure to put a cat in the recovery position	
	recovery position		
5.	Understand the Primary Survey of	5.1. Explain what is meant by a Primary survey covering DR ABC	
	Feline Emergency First Aid and	in Feline Emergency First Aid	
	actions to take following the DR		
	ABC assessment	5.2. Describe the key DR ABC steps to take when examining an	
		injured cat	
6.	Understand the examination of an	6.1. Understand the examination of an injured animal	
	injured animal and the actions to	6.2. Describe the clinical signs and management of a cat suffering	
	take to manage shock	from shock	
		6.3. Identify the key clinical signs of impending cardiopulmonary	
		arrest (CPA)	
		7.1. Understand the procedure to:	



7.	Assess and record key elements of	Record the pulse rate	
	feline vital statistics and conduct	Record the respiration rate	
	cat resuscitation (CPR)	7.2. Conduct CPR on a CPR manakin to cover one of the following:	
		One person	
		Two people	
		Large & small cats	
8.	Be able to dress and treat wounds	8.1. Classify different types of wounds	
		8.2. Describe the emergency treatment for a wound	
		8.3. Apply a dressing on a cat model	
		8.4. Classify and describe different types of fractures	
		8.5. Explain the signs and emergency treatment of a fracture	
9.	Understand choking, stings and	9.1. Explain how to perform the abdominal thrusts on a cat	
	poisoning and be able to give the	9.2. Explain how to treat insect stings and reptile bites	
	necessary treatment		
		9.3. Identify common household poisonous substances	
		9.4. Explain the clinical signs, emergency treatment and	
		prevention of poisoning in a cat	
10.	Understand the signs and	10.1. Describe the clinical signs and treatment of a cat with	
	treatment of hyperthermia,	hyperthermia	
	hypothermia and water inhalation	10.2. Describe the clinical signs and treatment of a cat who has	
		suffered water inhalation	
		10.3. Describe the clinical signs and treatment of a cat with	
		hypothermia	
		10.4. Explain how to take any required temperature	
		measurements during Feline Emergency First Aid	
11.	Understand the signs and	11.1. Describe the signs and treatment of a cat having a	
	treatment of a cat having a	convulsion	
	convulsion		
12.	Understand different types of	12.1. Describe three types of burns	
	burns	12.2. Describe the treatment of one type of burn	
		12.3. Describe the clinical signs and treatment required for	
		electrocution	
13.	Understand what is required in a	13.1. Describe the information you may need to have and	
	Feline Emergency First Aid kit and	communicate to a vet in emergency cases	
	how to communicate in	13.2. List the basic content required in a Feline Emergency First	
	emergency situations	Aid kit	

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.

Sector Subject Area (SSA)	3.3
Date from which qualification will be	27/05/2021
available for learners	
Qualification review date	27/05/2025



11. Suggested learning resources

Unit	Suggested learning resources	
Health	Literature	
and	Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN:	
Safety in	1405111836	
a Cat	Websites	
Groomin		
g	https://www.hse.gov.uk/riddor/	
Environm	https://www.hse.gov.uk/coshh/	
ent	www.defra.gov.uk	
Circ	http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf	
	https://www.legislation.gov.uk/nia/2011/16/contents	
	nttps://www.icgisiationigov.ak/ma/2011/10/contents	
	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachmen	
	t data/file/697941/pb13332-cop-cats-091204.pdf	
	<u>- uata/mc/03/341/pb13332-cop-cats-031204.pdf</u>	
Promote	Literature	
the	Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN:	
Welfare	1405111836	
of Cats	1403111830	
conformi	Williams	
ng with	Websites	
Relevant		
Legislatio	http://www.legislation.gov.uk/ukpga/2006/45/contents	
n	https://www.hse.gov.uk/riddor/	
	https://www.hse.gov.uk/coshh/	
	www.defra.gov.uk	
	www.Catstrust.org.uk	
	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachm	
	ent_data/file/697941/pb13332-cop-cats-091204.pdf	
Customer	Literature	
Care and		
Managin	Common Sense Customer Service	
g	Improve your job skills and provide a great customer	
Complain		
ts	Dealing with Difficult People	
	Creating success Published by: Kogan Page, 2013 (2nd edition) ISBN: 0-749-46694-4	
	Websites	
	<u>www.forbes.com</u>	
	https://www.simplybusiness.co.uk/knowledge/articles/2019/12/dealing-with-	
	customer-complaints-and-profiting/	
Assess	Literature	
and Plan	Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN:	
Cat	1405111836	
Groomin		
g Styles		



and	Website			
Maintena	www.christiesdirect.com			
nce of	www.groomers-online.com			
Equipme	www.groomersgallery.com			
nt	www.thegroomersspotlight.com			
Health	Literature			
Checking,	Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN:			
Handling	1405111836			
and	Websites			
Feline	websites www.defra.gov.uk			
Behaviou	www.pdsa.org.uk			
r	www.Catstrust.org.uk			
	www.catstrust.org.uk			
	Literature			
	Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN:			
Prepare,	1405111836			
Style and Finish a				
range of	Website			
Cat	<u>www.christiesdirect.com</u>			
Breeds	www.groomers-online.com			
	www.groomersgallery.com			
	www.thegroomersspotlight.com			
	Literature			
	and dear of			
Feline				
Emergen	Websites			
cy First	www.defra.gov.uk			
Aid	www.pdsa.org.uk			
	www.Catstrust.org.uk			
	www.bluecross.org.uk			
	Literature			
	Literature			
	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			
Planning	Publisher: Independently published (12 Jan. 2020) ISBN-10: 1659075475 ISBN-13: 978-			
the	1659075472			
Operatio				
n of a	Build a Business: Discover the True Earning Potential of Self Employment by Building a			
Small	Business the Profitable Way			
Feline	Publisher: CreateSpace Independent Publishing Platform (19 July 2017) ISBN-			
Business	10: 197372331X ISBN-13: 978-1973723318			
	Websites			
	https://www.morebusiness.com/developing-a-profitable-small-business-operational-			
	plan/			
	www.fsb.org.uk			
1	, _			



www.gov.uk www.acas.co.uk http://www.mybiga.org/

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 3 Diploma in Cat Grooming and Salon Management - Qualification Specification

Document Number: Q27

Date of	Version		Correction Reason
Correction	Number		
	1		
16/08/2021	2		Amendment to hours in unit 328
04/10/2022	3		Added duration of registration and amended opening hours. General updates.
13/06/2023	4		Change of document name from 'Qualification Guide' to 'Qualification Specification' and amendment to assessment section
07/01/2024	5		Specimen assessment materials clarified, qualification review section updated and formatting updates

