



iPET Network
Level 3 Diploma in
Cat Grooming and Salon
Management
Qualification Number - 603/7567/X
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 Feline 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 registration, certification, 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 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 client's 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 a regulated qualification.

Guided Learning Hours (GLH)

Guided Learning Hours are defined as the number of hours of supervised or directed study time required for a unit or a qualification. Some Candidates will be able to achieve units and qualifications in a shorter time than indicated. Others, for example those with additional support requirements, may need longer.

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 Diploma in Cat Grooming and Salon Management

GLH (Guided Learning Hours): 267 hours

TQT (Total Qualification Time): 370 hours

In total, a Training Provider must provide a minimum of 267 hours training in the learning environment including 1 day teaching the Feline Emergency First Aid course, alongside directed home theory.

For example, a Training Provider could teach the Candidate from 9am to 5pm (8 hours) and set 2 hours of guided homework for 24 days (Candidates should be completing this amount of extra hours each evening reading, completing diaries, uploading evidence etc.) This equates to up to 10 hours per day of guided learning hours, up to 240 hours over the 24 days. The Feline Emergency First Aid course is another 7 hours direct training with 3 hours of guided homework. This equals the 267 hours of guided learning required. 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 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 Employer's 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 Candidate's 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. 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.

4. 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 Candidate's work is authentic. This can be done through using iPET Network's E-portfolio system which provides secure access to each Candidate or 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.

Recognition of Prior Learning

The Training Provider will confirm if the student is eligible to utilise previous qualification achievements and apply for Recognition of Prior Learning. The student may have completed one of the following qualifications which will then confirm eligibility to RPL the unit to the iPET Network Level 3 Diploma in Cat Grooming and Salon Management.

Qualification Title	Qualification Number
iPET Network Level 3 Award in the Introduction to Dog Grooming.	603/6031/8
iPET Network Level 3 Certificate in Dog Grooming and Introduction to Styling	603/5990/0
iPET Network Level 3 Diploma in Dog Grooming and Salon Management	603/5945/6
iPET Network Level 3 Award in the Introduction to Cat Grooming	603/7569/3
iPET Network Level 3 Certificate in Cat Grooming and Introduction to Styling	603/7568/1

If the student has previously completed the iPET Network Level 3 Diploma in Dog Grooming and Salon Management, the following units can be used to confirm accredited prior learning.

Qualification Unit Title	Ofqual Unit Number
301 Health and Safety in a Dog Grooming Environment	Y/618/1636
303 Customer Care and Managing Complaints	H/618/1638
308 Planning the Operation of a Small Canine Business	M/618/1643

Any units completed within the Award or Certificate in the Cat Grooming qualifications can be RPL for the iPET Network Level 3 Diploma in Cat Grooming and Salon Management.

5. Qualification structure

Units

iPET Network Reference No.	Title	Level	Credit	GLH	TQT	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.

6. Assessment

This qualification requires achievement of the specified units and summative assessments. 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 three Summative Assessments. One assessment must be clearly documented by video evidence to authenticate and be assessed by an Internal Quality Assurer that is not involved in the delivery of the qualification and have no investment in the outcome of the assessment. See below the details for this assessment.

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.

Styling assessment requirements

When delivering this iPET Network qualification and units contained, Training Providers must carry out three formal summative assessments.

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

Feline Emergency First Aid

The Feline First Aid unit must have one formal assessment against the Candidate's practical skills on the following;

- CPR on a cat mannequin
- Bandaging on a cat mannequin

This must be carried out through direct Tutor observation but does not need to be videoed.

Evidence

The Canine Emergency First Aid Assessment Record must be completed.

Video evidence is **not** required.

Photos must be taken of the assessment to support the assessment record and to demonstrate authenticity. Photos must include:

- Student carrying out CPR
- The completed bandages

Marking

These assessments are graded as pass or fail and the assessor's decision is final. *Please note re-assessments are permitted.

Qualification grading

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

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'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.

Formative sampling

The IQA will then carry out a formative sampling of available evidence and a minimum of one grooming diary from days 20-25 (to check the standard of skills developed), and if the Candidates progress is suitable according to their time in learning.

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.

Summative Assessment

All Candidates summative Cat grooming assessments will be 100% internally quality assured regardless of the Tutor's risk rating. This is to ensure robust quality assurance and to address potential conflicts between the tutor and the candidate regarding the summative assessment decision. Evidence is available for standardisation purposes. The IQA must be able to directly sample video evidence from 1 of the 3 assessments.

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 must then be uploaded on to either the Web Portal or the E-portfolio subject to the Training Provider's selection of portfolio.

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.

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.

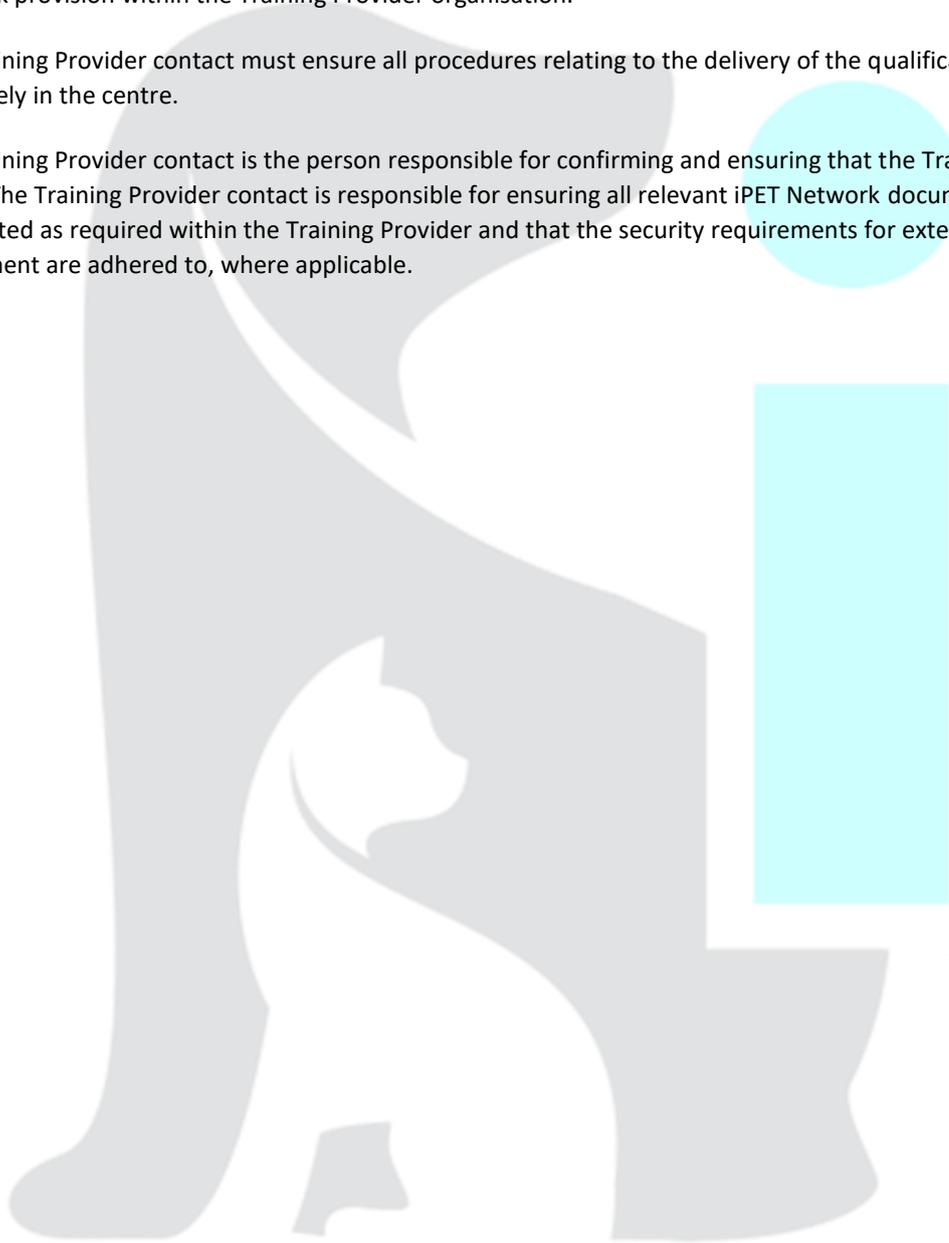
Information about obtaining a Unique Candidate Number (ULN) on behalf of the Candidates is included in the iPET Network Training Provider Handbook.

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, 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 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

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**)

9. 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 Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Understand the requirements of relevant legislation and safe working practices for Cats and Groomers in a grooming environment.	1.1. Describe how the Animal Welfare Act 2006 is maintained in a Cat grooming environment (Or any Animal Welfare legislation that is relevant to current law.)
	1.2. Identify relevant Feline 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 Cat 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 cat grooming environment
	2.2. Describe how to minimise risks when lone working
3. Be able to clean and maintain a Cat 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 • 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 learners	27/05/2021
Unit review date	27/05/2025

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

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Be able to promote and maintain the health and welfare of felines.	1.1. Provide and maintain care for felines in a way which is consistent with relevant legislation, minimising stress and injury in the grooming environment
	1.2. Identify and record welfare concerns that might indicate the following: <ul style="list-style-type: none"> • Disease • Disability • Disorders • Pest infestation • Trauma • Stress
	1.3. Identify two types of zoonotic diseases and the precautions to take to maintain personal hygiene and safety for yourself and Cats
	1.4. Carry out actions to promote feline health and welfare, covering: <ul style="list-style-type: none"> • preventative care • environmental adjustment • changing feed or water provision
2. Know how to recognise, promote and maintain the health and welfare of Cats	2.1. Describe how to promote the health and general welfare of Cats that is consistent with relevant legislation, minimising stress and injury in a grooming environment
	2.2. Explain your responsibilities under the Animal Welfare legislation and Veterinary Surgeons Act in relation to the treatment of Cats
	2.3. Explain three types of preventative care actions that can be provided to maintain a Cats health and welfare
	2.4. Identify the body systems responsible for temperature control including coat and skin cycles
	2.5. State the importance of providing an adequate supply of food and water
	2.6. Identify procedures to follow if an incident were to occur during the grooming 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 learners	27/05/2021
Unit review date	27/05/2025

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

Learning Outcomes	Assessment criteria
The learner will:	The learner can:
1. Know how to care and manage customers in a professional manner and meet relevant legislation	1.1. Understand how to meet and greet visitors promptly, treating them politely and making them feel welcome using effective communication
	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 maintain customer relations.	2.1. Explain the importance of creating a positive first impression, customer loyalty, customer confidence and how this can be achieved
3. Know and understand how to deal with customer complaints.	3.1. Identify the types of problems that may occur with customers
	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

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	27/05/2021
Unit review date	27/05/2025

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

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Be able to assess and plan the styling requirements of a Cat.	1.1. Assess the appearance of the Cat
	1.2. Evaluate the styling requirements of the Cat
	1.3. Be able to understand the requirements of a correctly prepared Cat
	1.4. Plan the work according to the client requirements or natural to the breed considering the coat condition and its individual appearance for a range of breeds
	1.5. Explain the types of problems which may occur during the grooming process and how these should be dealt with
2. Be able to prepare, maintain and use relevant equipment and record equipment used.	2.1. Ensure equipment is prepared and maintained in a safe, effective condition throughout the groom and stored correctly after use
	2.2. Explain the importance of maintaining equipment for grooming Cats
	2.3. Select the appropriate tools and equipment for work
	2.4. Maintain records of equipment used for styling
3. Be able to promote health and safety and environmental good practice.	3.1. Work in a way that is consistent with relevant legislation, codes of practice and any additional requirements
	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

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	27/05/2021
Unit review date	27/05/2025



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

Learning Outcomes	Assessment Criteria
The 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 the records are kept
	5.2. Monitor and report the good and poor signs of a Cats appearance and physical condition to include:

	<ul style="list-style-type: none"> • 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

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	27/05/2021
Unit review date	27/05/2025

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

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Be able to use appropriate techniques to handle and restrain a range of Cats with different temperaments during the preparation, styling and finishing	1.1. Identify the health and safety risks to the cat and handler during the grooming process
	1.2. Explain how health and safety risks can be reduced for the cat and handler during the grooming process
	1.3. Adapt handling techniques where necessary, to suit the cat
	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 (if requested by the owner)
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 used
	4.2. Record the styling skills and patterns used
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 select appropriate grooming equipment for use
	5.2. Explain the styling requirements in accordance to the breed and/or and client requirements. (to cover a range of coat types)
	5.3. Explain why it is important to discuss and follow the client's requirements for styling.
	5.4. Describe how the Animal Welfare Act 2006 needs are met for the cat during the grooming process, (Or any Animal Welfare legislation that is relevant to current law.)

6. Be able to carry out styling and finishing techniques natural to the breed and client requirements	6.1. Style cats in accordance with: <ul style="list-style-type: none"> • the agreed plan • 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 to prepare, style and finish grooming Cats	7.1. Describe the type of equipment used for styling and finishing cat grooming styles
	7.2. Use the equipment ensuring high levels of animal welfare and safe working practices

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	27/05/2021
Unit review date	27/05/2025

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 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 animal 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
	3.2. Investigate costs involved with a small animal business and produce financial budget

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	27/05/2021
Unit review date	27/05/2025

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 Feline Emergency First Aid, who can administer Feline Emergency First Aid and why Feline Emergency First Aid is important	1.1. Explain the objective of Feline Emergency First Aid and the current legislation 1.2. Outline who can perform Feline Emergency First Aid on cats in emergency situations
2. Understand the importance of administering Feline Emergency First Aid and how to manage feline behaviour	2.1. Explain the importance of administering Feline Emergency First Aid 2.2. Explain the techniques and tools to manage feline behaviour in an emergency situation
3. Understand the classification of Emergencies	3.1. Explain the three main classifications of emergency 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 recovery position	4.1. Describe the procedure to put a cat in the recovery position
5. Understand the Primary Survey of Feline Emergency First Aid and actions to take following the DR ABC assessment	5.1. Explain what is meant by a Primary survey covering DR ABC in Feline Emergency First Aid 5.2. Describe the key DR ABC steps to take when examining an injured cat
6. Understand the examination of an injured animal and the actions to take to manage shock	6.1. Understand the examination of an injured animal 6.2. Describe the clinical signs and management of a cat suffering 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 feline vital statistics and conduct cat resuscitation (CPR)	<ul style="list-style-type: none"> Record the pulse rate Record the respiration rate
	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 poisoning and be able to give the necessary treatment	9.1. Explain how to perform the abdominal thrusts on a cat
	9.2. Explain how to treat insect stings and reptile bites
	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 treatment of hyperthermia, hypothermia and water inhalation	10.1. Describe the clinical signs and treatment of a cat with hyperthermia
	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 treatment of a cat having a convulsion	11.1. Describe the signs and treatment of a cat having a convulsion
12. Understand different types of burns	12.1. Describe three types of 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 Feline Emergency First Aid kit and how to communicate in emergency situations	13.1. Describe the information you may need to have and communicate to a vet in emergency cases
	13.2. List the basic content required in a Feline Emergency First Aid kit

Assessment information

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Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	27/05/2021
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10. Suggested learning resources

Unit	Suggested learning resources
Health and Safety in a Cat Grooming Environment	<p>Literature Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN: 1405111836</p> <p>Websites 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/nia/2011/16/contents https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697941/pb13332-cop-cats-091204.pdf</p>
Promote the Welfare of Cats conforming with Relevant Legislation	<p>Literature Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN: 1405111836</p> <p>Websites 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 www.Catstrust.org.uk https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697941/pb13332-cop-cats-091204.pdf</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 Cat Grooming Styles and	<p>Literature Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN: 1405111836</p> <p>Website</p>

Maintenance of Equipment	<p>www.christiesdirect.com www.groomers-online.com www.groomersgallery.com www.thegroomersspotlight.com</p>
Health Checking, Handling and Feline Behaviour	<p>Literature Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN: 1405111836</p> <p>Websites www.defra.gov.uk www.pdsa.org.uk www.Catstrust.org.uk</p>
Prepare, Style and Finish a range of Cat Breeds	<p>Literature Grooming Manual for the Dog and Cat – Sue Dallas, Diana North, Joanne Angus ISBN: 1405111836</p> <p>Website www.christiesdirect.com www.groomers-online.com www.groomersgallery.com www.thegroomersspotlight.com</p>
Feline Emergency First Aid	<p>Literature</p> <p>Websites www.defra.gov.uk www.pdsa.org.uk www.Catstrust.org.uk www.bluecross.org.uk</p>
Planning the Operation of a Small Feline 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 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</p>

	www.acas.co.uk http://www.mybiga.org/
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11. Supporting documents and general

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

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

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Document Control

Document Name: Level 3 Diploma in Cat Grooming and Salon Management Qualification Handbook

Document Number: Q16

Date of Correction	Version Number	Correction Reason
	1	
16/08/2021	2	Amendment to hours in unit 328
09/12/2021	3	Addition of Educators qualification and RPL table