



**iPET Network**  
**Level 3 Diploma in**  
**Dog Grooming and Salon**  
**Management**  
**Qualification Number - 603/5945/6**  
**Qualification Guide**



## **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 Dog 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 dog breeds, understand health and safety in a dog grooming salon, understand business management and gain skills in canine emergency first aid. Leading industry experts have reviewed this qualification to ensure the outcome is appropriate for the dog grooming industry and the continued growth and development of the sector.

The qualification is an excellent balance of theoretical and practical learning ensuring that vocational skills lead the qualification while being fully supported by underpinning knowledge throughout.

### Objectives of the qualification

This qualification aims to take Candidates on a journey from complete beginners to competent and confident commercial dog 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 dogs;
- Gain canine emergency first aid skills;
- Understand business management and health and safety in a dog grooming environment ;
- Have effective communication skills for working well with owners and confidently manage complaints;
- Gain the necessary skills to prepare, style and finish a range of dog breeds meeting the client's requirements and breed standard.

Suggested progression following completion of the qualification:

- iPET Network Level 4 Higher Professional Diploma in Dog Grooming
- iPET Network Level 3 Award in Hand Stripping
- iPET Network Level 4 Award in Canine Emergency First Aid in the Workplace

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

The iPET Network Level 3 Diploma in Dog Grooming and Salon Management is regulated by Ofqual and CCEA Regulation.

### **Guided Learning Hours (GLH)**

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

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

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

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

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

### **Total Qualification Time (TQT)**

Total qualification time is defined as the number of Guided Learning Hours (GLH) **plus** the time taken by the Candidate for independent, unsupervised study. Individual Learners' requirements and individual teaching styles mean there will be variation in the actual time taken to complete a qualification. Values for Total Qualification Time are estimates as some Candidates will be able to achieve units and qualifications within a shorter time than indicated. Others, for example those with additional support requirements, may need longer.

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

#### **iPET Network Level 3 Diploma in Dog Grooming and Salon Management**

GLH (Guided Learning Hours): 300 hours

TQT (Total Qualification Time): 403 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 to be able to work at Level 3 but do not need to hold a Level 2 in Dog Grooming. 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 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 Fast Track

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

- Level 2 Dog Grooming qualification with 1 year's styling experience or;
- 1 years' experience of styling;
- Customer reviews and/or employer reference;
- Photos of a range of grooms.

### Reasonable Adjustment and Special Considerations

Candidates need to have the physical ability to complete the practical training and assessment of 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.

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.

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**.

Candidates who have completed the following qualifications may be eligible for exemption from the units stated below:

Qualification	Unit(s) Exempt	Evidence Required
iPET Network Level 3 Certificate in Dog Grooming and Introduction to Styling	301	Qualification certificate
	302	
	304	
	305	
	306	
iPET Network Level 3 Award in an Introduction to Dog Grooming	301	Qualification certificate
	306	

### 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;
- The support and guidance they may need when working towards their qualification;
- The Candidate's suitability for the type and level of qualification.

Each Training Provider must carry out an induction so that Candidates fully understand the requirements of the qualification, their responsibilities as a Candidate, and the responsibilities of the Training Provider. This information will need to be recorded e.g. within a contract.

During the induction, Candidates must be made aware of academic 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 Dog Grooming and Salon Management Candidates must achieve 40 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 Candidate's work

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

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

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	TQT	Unit Reference number
301	Health and Safety in a Dog Grooming Environment	3	2	13	20	Y/618/1636
302	Promote the Welfare of Dogs Conforming with Relevant Legislation	3	3	13	30	D/618/1637
303	Customer Care and Managing Complaints	3	2	13	20	H/618/1638
304	Assess and Plan Dog Grooming Styles and Maintenance of Equipment	3	3	13	30	D/618/1640
305	Health Checking, Handling and Canine Behaviour	3	6	44	60	K/618/1639
306	Prepare, Style and Finish a Range of Dog Breeds	3	20	189	203	H/618/1641
307	Canine Emergency First Aid	3	1	6	10	K/618/1642
308	Planning the Operation of a Small Canine Business	3	3	9	30	M/618/1643

### Level descriptor

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 3	<p>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.</p> <p>Can interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of the area of study or work.</p>	<p>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.</p> <p>Use appropriate investigation to inform actions.</p> <p>Review how effective methods and actions have been.</p>

	Is aware of different perspectives or approaches within the area of study or work.	
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## 7. Assessment

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

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

### Marking

These assessments are 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.

### Appeals

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

## 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](mailto: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 Form** which can be downloaded from the website.

For more information, visit our website [www.ipetnetwork.co.uk](http://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 Handbook.

### **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 Offer This Qualification**

To offer this qualification, Training Providers must ensure that Tutors delivering this qualification have one of the following recognised professional qualifications:

- the iPET Network Level 3 Diploma in Dog Grooming and Salon Management

or

- the OCNWM Level 3 Diploma in Dog Grooming; or
- the City and Guilds Advanced Grooming Certificate 7750; or
- the full Diploma 7763-03; or
- the new 7863-03 Diploma

and

hold a teaching certificate (examples detailed below) and / or are able to demonstrate their 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).

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

And,

- has a minimum of 3 years' professional and practical dog grooming experience.

NB, The Training Provider must have an appointed Canine Emergency First Aid practitioner and must be able to provide a copy of certification. The Training Provider must ensure that the Tutor's certification is updated every 3 years.

Training Providers must also ensure that they have in place an Internal Quality Assurer who:

- Holds or is working towards a Level 4 Award in Internal Quality Assurance of Assessment Processes and Practices or its equivalent;
- Has substantial experience of working in or assessing qualifications in dog grooming; and
- 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. 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](http://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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