iPET Network

Level 3 Diploma in Professional Dog Grooming (Exclusive to Pets at Home)
Qualification Number – 610/1256/8

Qualification

Specification

iPET Network
Level 3 Diploma in Professional Dog Grooming (Excusive to Pets at Home)
Qualification Specification
Doc: Q60 / Version: 4 / January 2024

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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 Professional Dog Grooming (Exclusive to Pets at Home) is designed to provide the most in-depth training, available on the market, for colleagues working at Pets at Home in Pets Grooming salons. It is aimed at Candidates who wish to gain extensive skills and knowledge in dog grooming, enabling them to prepare, style and finish a range of dog breeds using both commercial and traditional styling techniques. It will guide an understanding of health and safety requirements within a dog grooming salon, awareness of canine behaviour and how this can be utilised in a salon environment, canine emergency first aid skills, and an understanding of the basic running of Pets Grooming salon.

Leading industry experts have developed and reviewed this qualification in collaboration to ensure the outcome is relevant to the dog grooming industry, meets the needs of Pets at Home Colleagues and supports the continued growth and development of the sector.

The qualification forms 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 professional 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
- Support their role in the workplace
- Encourage engagement in learning

iPET Network have designed this qualification to enable Candidates to:

- Recognise health and safety legislation and company policies relevant to Pets Grooming salon environment and work safely, both with people and dogs
- Ensure the customer journey is supported within Pets Grooming
- Understand how to recognise signs of canine health and ill-health and respond appropriately to first aid emergency scenarios
- Show awareness of canine behaviour and communication and how to apply this knowledge to dogs being groomed
- Prepare, plan, style and finish a range of commercial, breed standard and advanced scissor dog grooming styles
- Recognise the normal anatomy of the dog's skin, hair and nails
- Adapt the grooming process to ensure that welfare needs of the individual dogs are always maintained

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- Understand the basic requirements of running a Pets Grooming salon

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
- iPET Network Level 3 Award for Educators in the Canine and Feline Sector

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

The iPET Network Level 3 Diploma in Professional Dog Grooming (Exclusive to Pets at Home) is regulated by Ofqual.

Who is involved?

Candidates will be assigned a **Tutor** (a Grooming Development Expertise Trainer, GDET), who will be responsible for delivery of training, marking and assessing written and practical work and monitoring progression. The Tutor is responsible for supporting Candidate e-portfolio completion.

Within the salon, on a daily basis, training and mentoring will be provided by a combination of experienced Stylists, Salon Manager and Senior Salon Trainers (**Trainers**). Whilst these Colleagues input to training, they do not have access to the e-portfolio and do not assess Candidates' work.

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).

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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:

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GLH (Guided Learning Hours): 807 hours

TQT (Total Qualification Time): 1200 hours

Qualification Delivery Requirements

Due to the practical nature of this qualification, the **Formal Summative Assessments must take place face-to-face, in person or remotely via live Zoom/Teams.**

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.

The expected duration of this qualification is 18 months, within which, Candidates will spend a total of 70 weeks working 7.5 hours per day on either a full-time or part-time basis. Within this time, Candidates should expect to receive 10 hours per week of Trainer/Tutor supported guided learning. Approximately 1 hour per week should be spent working on independent study such as reading, research or preparing written work for assessments.

Candidates completing the Fast-Track route, are expected to complete the qualification within 9 months. Prior experience and learning will be acknowledged and will enable the Candidate to complete the full qualification within a reduced timeframe.

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 qualification in Dog Grooming. Candidates must be a Pets Grooming Colleague to be eligible for registration. There are no other entry requirements.

Minimum age

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

Tutors ought to satisfy themselves that Candidates have a level of maturity appropriate for units included in the qualifications that they offer. If in doubt, please contact iPET Network for advice.

Eligibility for Fast Track

The iPET Network Level 3 Diploma in Professional Dog Grooming (Exclusive to Pet at Home) can be offered as a 'Fast Track' option. This is delivery route takes into consideration the Candidate's prior attainment and experience. The Candidate must be able to demonstrate the following to prove eligibility for the Fast Track option of delivery:

- 1 years' experience of styling; or
- 1 year of working in a Pets Grooming salon and completed an internal programme of training, or
- A regulated Level 2 Dog Grooming qualification plus 1 years' experience or,
- A regulated Level 3 Certificate/Diploma in Dog Grooming qualification

Eligibility must be evidenced via a CV, certificates and/or internal Pets at Home training records.

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 Tutors have Candidates with identified learning needs, please 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 in accordance with specific requirements, however, this may 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.

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

Tutors/Trainers 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 Tutor and Pets at Home. 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 Professional Dog Grooming (Exclusive to Pets at Home) Candidates must achieve 120 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

Tutors must record the Candidate's achievement of each unit on an appropriate form(s) or electronic system. Tutors 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.

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

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

Duration of registration

All Candidates will be registered with iPET Network for a period of 36 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
354	Health and Safety in a Dog Grooming Environment	3	4	30	40	K/650/3340
355	Customer Journey Within the Pets at Home Ecosystem	3	3	20	30	L/650/3341
356	Canine Emergency First Aid	3	1	7	10	M/650/3342
357	Canine Care, Health and Welfare Within the Grooming Environment	3	6	40	60	R/650/3343
358	Preparing Dogs for Styling, Equipment and Maintenance	3	8	40	80	T/650/3344
359	Canine Behaviour and Handling for Groomers	3	3	20	30	Y/650/3345
360	Planning and Techniques for Completing a Range of Dog Grooming Styles	3	5	20	50	A/650/3346
361	Style and Finish a Range of Dog Breeds for Commercial Styling	3	63	440	630	D/650/3347

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362	**Style and Finish a Range of Dog Breeds for Traditional and Advanced Scissor Styling**	3	17	120	170	**F/650/3348**
363	**Canine Anatomy and Physiology for Groomers**	3	4	30	40	**H/650/3349**
364	**Adapting the Grooming Process to Meet the Individual Needs of the Dog**	3	3	20	30	**L/650/3350**
365	**Successful Running of a Pets Grooming Salon**	3	3	20	30	**M/650/3351**
		TOTALS	**120**	**807**	**1200**	

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:

- Assessments are internally arranged and carried out by iPET Network approved Tutors at the Training Provider (Pets at Home).

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- The resulting portfolios of assessed evidence are internally quality assured by an Internal Quality Assurer (IQA) at Pets at Home or by remote visit (all formal assessments must be sampled from every Candidate).
- The portfolios of assessed evidence are quality assured by an iPET Network External Quality Assurer (EQA). Please note that all Tutors will require an IQA direct observation per year.
- The portfolios of assessed evidence are quality assured by an iPET Network External Quality Assurer (EQA). Please note a minimum of one Candidate's formal assessment will be sampled during the EQA audit.

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.

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.

What constitutes a fail?

It is at the Tutor's professional discretion if they pass or fail the Candidate. The criteria for what constitutes a fail is different according to the assessment being undertaken. Below is a guide to what might constitute a fail during the 4 Summative Formal Assessments:

Summative Formal Assessment 1 (Preparation for styling)
- Inappropriate handling of the dog
- Injury to the dog
- Safety of the dog compromised
- Personal safety jeopardy
- Poor quality of the preparation work
- Preparation work not completed to client requirements
- Unacceptable level of customer service

Summative Formal Assessment 2 (Tidy Trim)
- Inappropriate handling of the dog
- Injury to the dog
- Safety of the dog compromised
- Personal safety jeopardy
- Poor quality of the groom
- Unsafe use of equipment
- Groom not completed to client requirements

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Summative Formal Assessment 3 (Commercial Basic Style)	Summative Formal Assessment 4 (Advanced Scissor Style)
• Inappropriate handling of the dog • Injury to the dog • Safety of the dog compromised • Personal safety jeopardy • Poor quality of the groom • Unsafe use of equipment • Groom not completed to client requirements	• Inappropriate handling of the dog • Injury to the dog • Safety of the dog compromised • Personal safety jeopardy • Poor quality of the groom • Unsafe use of equipment • Groom not completed to client requirements

* Please note these lists are 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

Pets at Home, in delivering 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 Pets at Home Colleagues. Any queries or difficulties should be directed to the iPET Network office on 0800 433 4700.

Approval to offer the qualification

The requirements stipulated to deliver the qualification, as stated in Appendix A of this guide, must be complied with, prior to approval.

To gain approval to offer the qualification, Pets at Home must submit an iPET Network *Qualification Approval Form* which can be downloaded from the website www.ipetnetwork.co.uk

To offer this qualification, Pets at Home 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.

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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 Pets at Home must provide assessment materials and Candidates' evidence for standardisation if requested.

iPET Network will notify Pets at Home of the required sample for standardisation purposes. Assessment materials, Candidates' evidence and Tutor feedback will be sent to iPET Network by Pets at Home.

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

Pets at Home should identify a named contact person who will be responsible for any iPET Network provision within the organisation.

The Pets at Home contact person must ensure all procedures relating to the delivery of the qualification operate effectively in the centre.

The Pets at Home contact is the person responsible for confirming and ensuring that Pets at Home meets all the iPET Network requirements for Training Provider recognition.

The Pets at Home contact is responsible for ensuring all relevant iPET Network documentation is distributed as required within the organisation and that the security requirements for external assessment are adhered to, where applicable.

9. Requirements to Deliver This Qualification

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To offer this qualification, Pets at Home must ensure that Tutors delivering this qualification have one of the following recognised professional qualifications:

- The iPET Network Level 3 Diploma in Professional Dog Grooming (Exclusive to Pets at Home); or
- the iPET Network Level 3 Diploma in Dog Grooming and Salon Management

Or,

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

And be working towards the iPET Network Level 3 Diploma in Professional Dog Grooming (Exclusive to Pets at Home) (to be achieved within 12 months).

And, hold a teaching certificate (examples detailed below) and / or are able to demonstrate their teaching experience:

- Level 3 Award in Education and Training; or
- iPET Network Level 3 Award for Educators in the Canine and Feline Sector; or
- 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, Pets at Home must have an appointed Canine Emergency First Aid practitioner and must be able to provide a copy of certification. Pets at Home must ensure that the Tutor's certification is updated every 3 years.

Pets at Home 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)*

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Unit title:	**Health and Safety in a Dog Grooming Environment**
Level:	**3**
Credit value:	**4**
GLH:	**30**
TQT:	**40**
Unit code:	**354**
Unit reference number:	**K/650/3340**
Unit aim:	**The aim of this unit is to provide the knowledge, skills and understanding of the importance of safe working practices in the grooming environment. The unit considers: compliance with health and safety legislation, awareness of potential hazards and risks, biosecurity and ensuring promotion of high standards of welfare for dogs under the groomer's care.**
Number of learning outcomes	**4**

Learning Outcomes	Assessment Criteria
The learner will:	**The learner can:**
1. Understand the requirements of relevant legislation and safe working practices in the dog grooming environment	1.1. Identify relevant legislation relating to safe working practices within the grooming salon
	1.2. Describe how environmental damage can be minimised in a dog grooming environment
	1.3. Explain how to dispose of waste safely in accordance with relevant legislation and company policy
2. Understand how to recognise potential hazards and risks in a dog grooming environment and act to minimise these risks	2.1. Recognise risks and potential hazards within the grooming environment and strategies for minimising risk
	2.2 Describe how risk management and procedures need to be adapted to accommodate specific circumstances
	2.3. Describe how to minimise risk when lone working
	2.4. Describe health risks posed to the groomer at work and how these risks may be minimised
3. Know how to maintain biosecurity of the grooming environment	3.1. Describe different methods of cleaning and sterilising grooming equipment
	3.2. Explain how to ensure that welfare and security of animals is maintained during cleaning procedures
4. Be able to maintain biosecurity of the grooming environment	4.1. Select and use appropriate personal protective equipment and cleaning materials following manufacturer instructions and company procedure
	4.2. Clean and maintain a range of areas within the grooming environment

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Unit title:	Customer Journey Within the Pets at Home Ecosystem
Level:	3
Credit value:	3
GLH:	20
TQT:	30
Unit code:	355
Unit reference number:	L/650/3341
Unit aim:	The aim of this unit is to provide Candidates with the knowledge, skills and understanding required to ensure that Pets at Home and Pets Grooming customers receive the best possible standards of customer service within the context of the wider Ecosystem. The unit will address effective communication techniques and creating positive impressions, promotion of products and services and effective management of customer complaints.
Number of learning outcomes	4

Learning Outcomes	Assessment Criteria
The learner will:	**The learner can:**
1. **Know how to manage and promote the customer journey, adhering to relevant legislation and Pets Grooming at Pets at Home procedures**	1.1. Describe correct techniques for greeting customers using effective communication
	1.2. Describe the process for checking in dogs for their appointments
	1.3. Explain the requirements and importance of completion of the customer Contract
	1.4. Identify the types of information to be prepared for customers to see and sign ahead of their dog's groom, and the importance of this information
	1.5. Describe appointment management and booking times
	1.6. Describe how to promote the customer journey within Pets Grooming
	1.7. Describe how to manage customers in a dog grooming environment, meeting relevant health and safety legislation and company policy
	1.8. Identify the Pets at Home Ecosystem and its key advantages
	1.9. Describe how to promote the customer journey in Pets at Home
	1.10. Describe procedures for checking dogs out following appointments
2. **Understand how to establish and maintain customer relations**	2.1. Explain the importance of creating a positive impression, customer confidence and how this can be achieved

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3.	Know and understand how to manage customer complaints	3.1.	Identify the types of problems that may give rise to customer complaints
		3.2.	Identify different platforms through which you may receive complaints and how to deal with complaints effectively
		3.3.	Explain possible complaint solutions that help maintain customer loyalty and confidence
4.	Be able to manage the customer journey effectively within the salon	4.1.	Demonstrate effective management of the customer journey

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Unit title:	Canine Emergency First Aid
Level:	3
Credit value:	1
GLH:	7
TQT:	10
Unit code:	356
Unit reference number:	M/650/3342
Unit aim:	The aim of this unit is to provide knowledge and understanding of canine emergency first aid, including when to call the vet and how to dress wounds, who can administer first aid and the classification of emergencies. You will understand how to assess and examine injured dogs, along with learning how to provide basic first aid for a variety of potential injuries and emergency events including techniques for conducting CPR.
Number of learning outcomes	15

Learning Outcomes	Assessment Criteria
The learner will:	**The learner can:**
1. **Understand the objectives of canine emergency first aid including who can administer it**	1.1. Explain the objectives of canine emergency first aid
	1.2. Outline who can perform first aid on dogs in emergency situations
2. **Understand how to manage canine behaviour during emergency situations**	2.1. Explain the techniques and tools to manage canine behaviour in an emergency situation
3. **Understand the classification of emergencies**	3.1. Explain the three main classifications of emergency
	3.2. Describe example emergency situations within each classification
	3.3. Assess the difference between collapsed and unconscious dogs
4. **Understand the DR ABC of canine emergency first aid and actions to take following the DR ABC assessment**	4.1. Explain what is meant by DR ABC in canine emergency first aid and the steps involved in making this assessment
5. **Understand how to put a dog in the recovery position**	5.1. Describe the procedure to put a dog in the recovery position
6. **Understand the examination of an injured animal and the actions to take to manage shock**	6.1. Explain the examination of an injured animal
	6.2. Describe the clinical signs and management of a dog suffering from shock
	6.3. Identify the key clinical signs of impending cardiopulmonary arrest (CPA)
7. **Know how to record key elements of canine vital statistics and conduct dog resuscitation (CPR)**	7.1. Describe how to accurately record key elements of canine emergency first aid: • Record the pulse rate of a live dog • Record the respiration rate of a live dog
	7.2. Describe how to conduct CPR

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8.	**Know how to dress and treat wounds and fractures**	8.1. Classify different types of wounds
		8.2. Describe the emergency treatment of wounds
		8.3. Classify and describe different types of fracture
		8.4. Explain the signs and emergency treatment of a fracture
		8.5. Describe how to apply a dressing on a dog
9.	**Understand choking, stings and poisoning and the necessary first aid treatment**	9.1. Explain how to perform abdominal thrusts on a dog
		9.2. Explain how to treat insect stings and snake bites
		9.3. Identify common household poisonous substances
		9.4. Explain the clinical signs, emergency treatment and prevention of poisoning in a dog
10.	**Understand the signs and treatment of heat-related illness (hyperthermia), hypothermia and water inhalation**	10.1. Describe the clinical signs and treatment of a dog with heat-related illness
		10.2. Describe the clinical signs and treatment of a dog who has suffered water inhalation
		10.3. Describe the clinical signs and treatment of a dog with hypothermia
		10.4. Explain how to take temperature measurements during canine emergency first aid
11.	**Understand the signs and treatment of a dog having a convulsion**	11.1. Describe the signs and treatment of a dog having a convulsion
12.	**Understand signs and treatment of gastric torsion**	12.1. Describe the clinical signs, treatment and prevention of gastric torsion or gastric dilation (bloat)
13.	**Understand different types of burns**	13.1. Describe three types of burns
		13.2. Describe the treatment of one type of burn
		13.3. Describe the clinical signs and treatment required for electrocution
14.	**Understand what is required in a canine emergency first aid kit and how to communicate in emergency situations**	14.1. Describe the information you may need to have and communicate to a vet in emergency cases
		14.2. List the basic content required in a Pets at Home canine emergency first aid kit
		14.3. Explain procedures for checking first aid kit contents and replacing used items
15.	**Know and understand common first aid situations that may occur in the grooming salon and how to manage them**	15.1. Recognise the signs and management of common first aid situations occurring within the grooming salon

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Unit title:	Canine Care, Health and Welfare Within the Grooming Environment
Level:	3
Credit value:	6
GLH:	40
TQT:	60
Unit code:	357
Unit reference number:	R/650/3343
Unit aim:	The aim of this unit is to provide Candidates with the knowledge, understanding and skills to recognise their responsibilities for animal care and welfare under law and be able to implement this within the grooming environment. Candidates will gain knowledge and skills required to perform health checks, identify signs of ill-health and record and report these observations accurately.
Number of learning outcomes	8

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Understand the principles of the Animal Welfare Act, 2006 and how it relates to the role of the dog groomer	1.1. Describe the basic outline of the Animal Welfare Act, 2006
	1.2. Identify the 5 welfare needs and describe how they relate to dog grooming
	1.3. State the possible consequences of failure to adhere to the Animal Welfare Act, 2006
2. Know and understand the UK Kennel Club groups and examples of the breeds found within them	2.1. List the 7 groups of dogs in the UK Kennel Club and the behaviour traits of each breed group
	2.2. Identify breeds from each group in the UK Kennel Club
	2.3. Identify a range of popular mixed/hybrid breeds and understand which breeds are involved
	2.4. Identify the different coat types and their grooming care requirements
3. Know and understand the different life stages of dogs	3.1. List the different characteristics of male and female dogs
	3.2. Explain the differences between puppies and adult dogs
	3.3. List the signs of ageing in dogs
4. Understand the basic care needs of the dog to maintain health and welfare	4.1. Describe essential accommodation requirements for dogs of all ages and sizes
	4.2. Define nutrition and explain how it contributes to canine health
	4.3. List the essential nutrients and explain how each contributes to canine health
	4.4. Explain the exercise needs of dogs

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	4.5. Explain the need for dogs to express normal behaviours
	4.6. Explain methods of preventative care that can be provided by a groomer, vet and owner to maintain a dog's health and welfare
5. Understand infectious diseases of dogs and how vaccination may be used to prevent certain infectious diseases	5.1. Define the term 'infectious'
	5.2. Describe the clinical signs of canine infectious diseases
	5.3. Identify zoonotic diseases and the precautions necessary to maintain personal hygiene and safety of both yourself and the dogs under your care
	5.4. Identify zooanthroponotic diseases and the precautions necessary to maintain personal hygiene and safety of both yourself and the dogs under your care
	5.5. Explain what a vaccine is and how they can help prevent disease in dogs
	5.6. Outline a typical vaccination schedule for a puppy and an adult dog
	5.7. Explain the purpose of titre testing and how this can serve as an alternative to vaccination
6. Understand the role of endo- and ectoparasites in causing disease in dogs	6.1. Identify types of endo- and ectoparasites
	6.2. Describe the signs and management of a range of canine endo- and ectoparasitic infestations
	6.3. Describe the life cycle of the flea
7. Know and understand health checking of dogs and recognition of common health conditions	7.1. Describe the role and limitations of the groomer under the Veterinary Surgeons Act, 1966
	7.2. Describe how to perform a thorough health check on a dog
	7.3. Identify the information that should be reported and recorded about the dog's health status and how the records are kept
	7.4. Describe signs of health and ill-health in dogs
	7.5. Recognise the signs and symptoms of a range of common health conditions affecting the welfare of dogs
8. Be able to support a dog's health and welfare within the grooming environment	8.1. Demonstrate how the dog's 5 animal welfare needs (Animal Welfare Act, 2006) are met during the grooming process
	8.2. Carry out actions to promote animal health and welfare within the grooming environment
	8.3. Perform a thorough health check on a dog
	8.4. Record observations about a dog's health status noted in the health check

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	8.5. Demonstrate identification of welfare concerns

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Unit title:	**Preparing Dogs for Styling, Equipment and Maintenance**
Level:	3
Credit value:	8
GLH:	40
TQT:	80
Unit code:	358
Unit reference number:	T/650/3344
Unit aim:	**The aim of this unit is to provide Candidates with the knowledge, understanding and skills required to confidently prepare dogs for styling, including conducting a pre-grooming assessment, selection of appropriate equipment, de-matting, ear cleaning, nail trimming, bathing and drying.**
Number of learning outcomes	7

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand the equipment required in the grooming salon and how it should be correctly prepared, maintained and stored	1.1. Identify different types of grooming equipment and their uses
	1.2. Identify different types of salon equipment and their uses
	1.3. Describe different restraining aids used during the grooming process
	1.4. Describe how to maintain grooming equipment in safe working order and the importance of maintaining equipment
	1.5. Explain the correct preparation procedure for each groom
	1.6. Describe how to record equipment used during the grooming process
2. Know and understand the procedure for pre-grooming assessment including establishing client requirements	2.1. Describe the procedure for initial assessment of the dog, and client requirements, prior to grooming
3. Understand how to remove excess hair, knots and matts prior to bathing	3.1. Describe the techniques and equipment required, appropriate to the coat type, to remove knots and excess hair
	3.2. Describe how the de-matting policy can be applied to grooming and preparation of matted dogs
4. Understand the procedures for clipping nails and cleaning and preparing the ears for grooming	4.1. Describe the procedure for clipping of dogs' nails
	4.2. Describe the procedure for cleaning and preparation of dogs' ears
5. Know and understand procedures for safe bathing and drying of a range of dogs	5.1. Explain the different bathing products available and their dilution

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		5.2. Explain correct bathing techniques using appropriate shampoo for the dog's coat type and condition
		5.3. Explain different drying techniques appropriate for the dog's coat type
6.	**Understand requirements for grooming of key friction areas**	6.1. Explain how to trim hair from key friction areas
7.	**Be able to correctly prepare a dog for styling**	7.1. Select and correctly use a range of appropriate grooming and salon equipment (for preparation), suited to the dog's coat type and condition
		7.2. Correctly prepare equipment and store after use
		7.3. Record equipment used for preparation
		7.4. Conduct a thorough pre-grooming consultation
		7.5. Correctly prepare a range of dogs for styling
		7.6. Bath a range of dogs, selecting and using appropriate shampoos / conditioners for the coat type and condition
		7.7. Dry a range of dogs using techniques and equipment appropriate to the dog's coat type, condition and temperament
		7.8. Trim hair from key friction areas
		7.9. Work in a way that is consistent with relevant legislation, codes of practice and any additional requirements
		7.10. Prepare at least 5 dogs to include a minimum of 5 different breeds, covering the following coat types: • Fur-bearing double coat • Clipped hair-bearing double coat • Clipped wool / wool mix coat • Clipped silk coat • Short and smooth • Clipped wire coat

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Unit title:	**Canine Behaviour and Handling for Groomers**
Level:	3
Credit value:	3
GLH:	20
TQT:	30
Unit code:	359
Unit reference number:	Y/650/3345
Unit aim:	The aim of this unit is to provide Candidates with the knowledge, skills and understanding required to safely work with dogs of a range of different temperaments in the grooming salon setting. It will aid the Candidate's ability to recognise and interpret canine behaviour, enabling adaptation of handling and restraint techniques for each dog as an individual while maintaining high standards of canine welfare.
Number of learning outcomes	7

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. **Know and understand common behaviour patterns in dogs**	1.1. Explain the evolution of the dog and how this influences canine behaviour
	1.2. Discuss the importance of the senses in canine behaviour and how the grooming environment stimulates these senses
	1.3. Identify the natural behaviours of dogs and understand their meaning
2. **Know and understand how dogs communicate through use of body language and vocalisation and how to minimise stress in the salon**	2.1. Recognise and interpret common body language and communication signals in dogs
	2.2. Explain how dog behaviour can escalate
	2.3. Explain how to reduce stress-related behaviours in dogs in the grooming salon
3. **Know and understand how to approach a dog safely**	3.1. Explain how to assess behaviour when approaching dogs and adapting techniques according to temperament
	3.2. Explain methods that could be used if a dog is displaying threatening / aggressive behaviour
4. **Know and understand how to safely move and lift dogs within the salon**	4.1. Describe techniques for moving dogs within the salon
	4.2. Explain safe techniques for lifting different sized dogs
5. **Know and understand a range of restraint techniques and aids and how these must be adapted to suit the dog's behaviour**	5.1. Describe the basic handling and restraint aids, used by owners, including their advantages and disadvantages
	5.2. Describe when and how a range of restraining aids may be appropriately used in the salon
	5.3. Describe techniques for manual restraint of dogs

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		5.4. Explain how to select the appropriate level and type of restraint for the temperament of the dog
		5.5. Describe appropriate PPE for handling and restraint according to the temperament of the dog
6. Know and understand how to record behaviour information and communicate with clients		6.1. Describe how and where information regarding behaviour is recorded
		6.2. Explain what behavioural information should be discussed with clients and methods for improving behaviour in the salon environment
7. Be able to handle and restrain dogs with a range of temperaments and adapt techniques to suit the individual		7.1. Correctly identify behavioural issues in a range of dogs
		7.2. Use techniques to reduce stress-related behaviour in the salon
		7.3. Modify handling and restraint techniques appropriately in accordance with the dog's temperament
		7.4. Wear and use appropriate PPE according to the temperament of the dog
		7.5. Record and report information relating to behaviour

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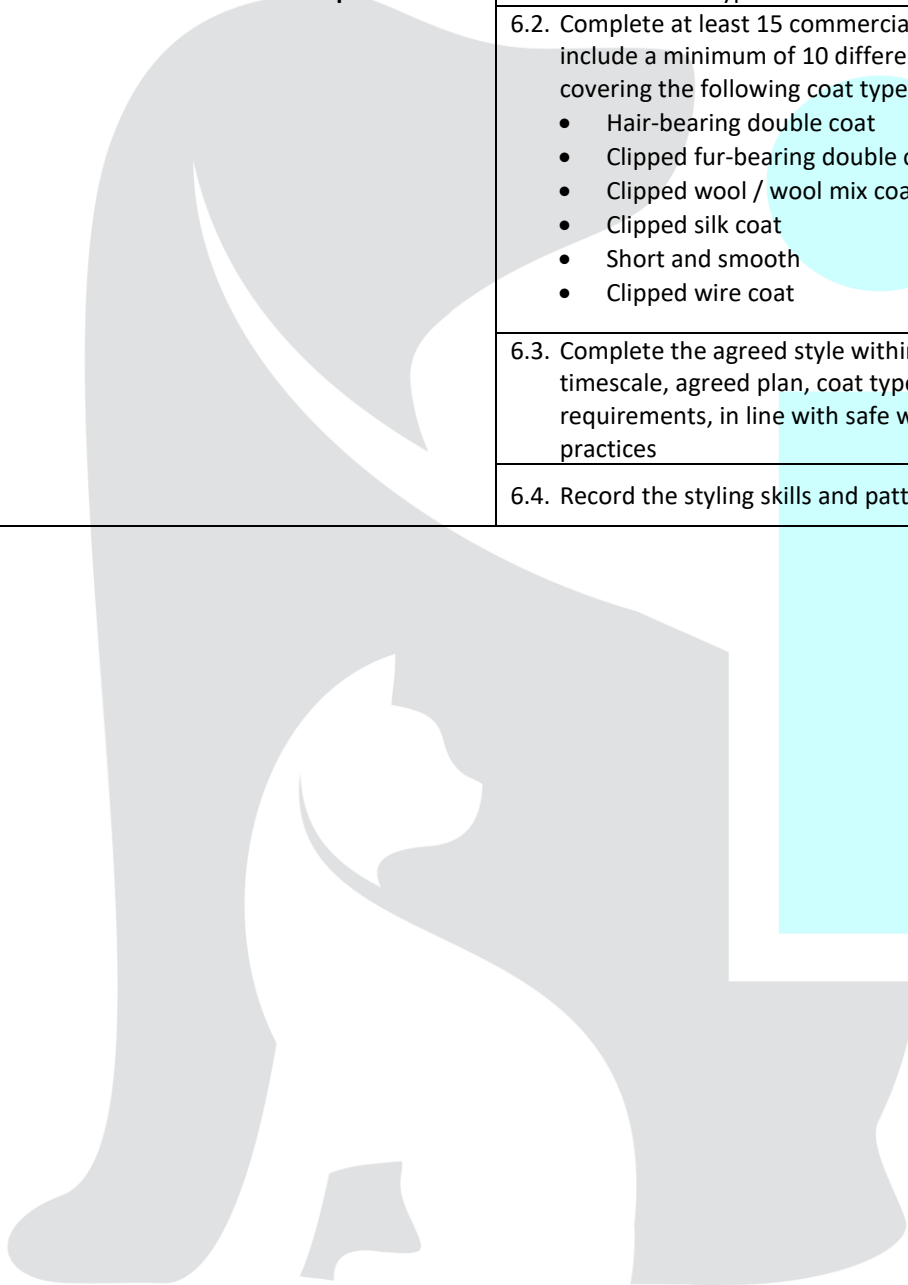| Unit title:	**Planning and Techniques for Completing a Range of Dog Grooming Styles**
Level:	3
Credit value:	5
GLH:	20
TQT:	50
Unit code:	360
Unit reference number:	A/650/3346
Unit aim:	**The aim of this unit is to provide Candidates with the knowledge, understanding and skills required to plan dog grooming styles for commercial, traditional breed standard and advanced scissoring styling. The unit will form the foundations for styling by teaching the underpinning theoretical principles of the skills required, supported by practical planning of a range of styles on a range of commonly encountered breeds.**
Number of learning outcomes	**7**

Learning Outcomes	Assessment Criteria
The learner will:	**The learner can:**
1. Know and understand the techniques required for clipping	1.1. Explain the reasons why clipping of a dog may be required
	1.2. Describe the correct grip for holding clippers
	1.3. Describe the procedure for correct clipping technique
	1.4. Explain the advantages and disadvantages of pre-clipping and reverse clipping
	1.5. Describe the reasons for clip-offs and the technique required
	1.6. Explain why clipping of double coats should not be carried out
2. Know and understand the techniques required for scissoring	2.1. Describe the correct technique for holding scissors
	2.2. Describe the procedure for correct scissoring technique
	2.3. Explain what is meant by a 'tidy trim'
	2.4. Describe the techniques required to create a range of styled head shapes
	2.5. Describe the techniques required to create a range of different foot shapes
	2.6. Describe the techniques required to create a range of different tail shapes
3. Know and understand techniques required for advanced scissoring	3.1. Describe techniques used to create advanced scissoring / shaping of legs, faces and ears
4. Know and understand requirements for planning the styling of a range of dogs	4.1. Explain why it is important to discuss and follow the client's requirements for styling

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	4.2.	Describe how to plan the grooming process according to commercial styling
	4.3.	Describe how to plan the grooming process according to traditional breed standard styling
	4.4.	Describe how to plan the grooming process according to advanced scissor styling
	4.5.	Explain the types of problems that may occur during the grooming process and how these issues can be dealt with
5. Know how to assess a dog for hand stripping and understand the hand stripping process	5.1.	Explain the method and technique used when hand stripping (to include carding the coat)
	5.2.	Identify a breed of dog, from each of the UK Kennel club breed groups, that can be hand stripped
	5.3.	Describe the factors that may prevent hand stripping
	5.4.	Explain the correct bathing process and the potential health risks involved with hand stripping
6. Be able to assess and plan the styling requirements of a dog	6.1.	Complete and record a pre-grooming consultation
	6.2.	Plan required styling methods
7. Be able to select, prepare, store and record a range of equipment appropriate for the grooming style	7.1.	Select and correctly use a range of appropriate grooming and salon equipment (for styling), suited to the dog's coat type, condition and agreed style
	7.2.	Correctly prepare equipment (to be used in the styling process) for use and store after use
	7.3.	Record equipment used for styling

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Unit title:	Style and Finish a Range of Dog Breeds for Commercial Styling
Level:	3
Credit value:	63
GLH:	440
TQT:	630
Unit code:	361
Unit reference number:	D/650/3347
Unit aim:	The aim of this unit is to provide Candidates with the skills to be able to confidently style and finish a range of dog breeds and coat types following commercial client styling requirements. Candidates will be expected to practically demonstrate the skills they have obtained in clipping and scissoring to achieve commonly encountered commercial styles.
Number of learning outcomes	6

Learning Outcomes	Assessment Criteria	
The learner will:	**The learner can:**	
1. Be able to demonstrate the techniques required for clipping	1.1 Demonstrate the correct grip for holding clippers	
	1.2 Demonstrate the correct procedure for clipping of dogs	
2. Be able to demonstrate the correct techniques required for scissoring	2.1. Demonstrate correct technique for holding scissors	
	2.2. Demonstrate the correct scissoring procedure	
	2.3. Complete a 'tidy trim' on a fur-bearing double coat	
	2.4. Complete a basic commercial style	
	2.5. Demonstrate the techniques required to create a range of styled head shapes	
	2.6. Demonstrate the techniques required to create a range of different foot shapes	
	2.7. Demonstrate the techniques required to create a range of different tail shapes	
3. Be able to use relevant equipment for commercial styling and finishing of dogs	3.1. Evaluate a dog's coat type and condition to select appropriate grooming equipment for commercial styling	
	3.2. Correctly use grooming equipment, ensuring high levels of animal welfare	
4. Be able to promote health and safety and environmental good practice	4.1. Work in a way that is consistent with relevant legislation, codes of practice and any additional requirements	
	4.2. Work in a way that minimises health and safety risks to the dog and handler during the grooming process	

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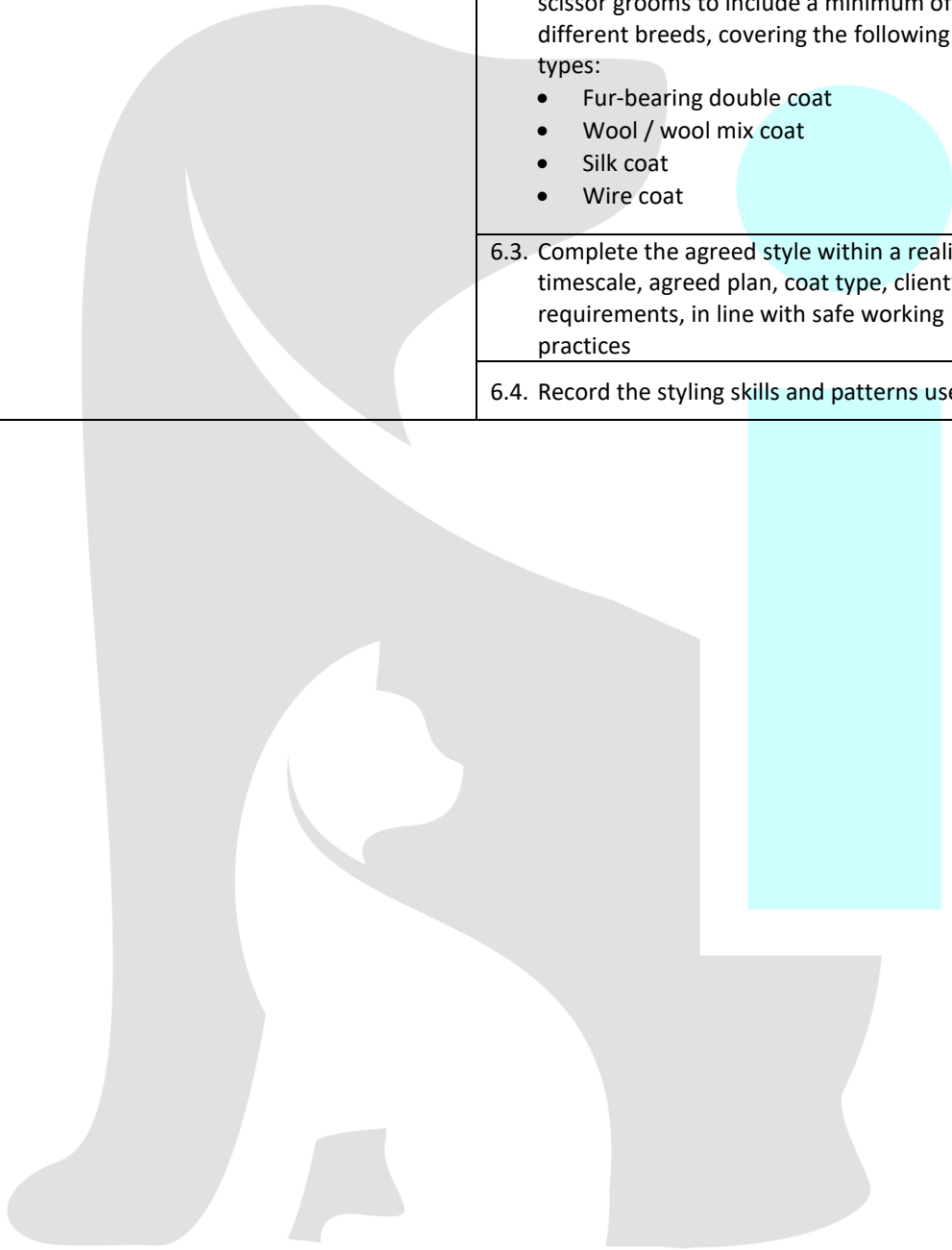Doc: Q60 / Version: 4 / January 2024

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5. **Be able to use appropriate techniques to handle and restrain dogs during commercial styling**	5.1. Correctly handle and restrain dogs for commercial styling
6. **Be able to commercially style a range of coat types in accordance with client requirements**	6.1. Demonstrate commercial styling of a range of different coat types
	6.2. Complete at least 15 commercial grooms to include a minimum of 10 different breeds, covering the following coat types: • Hair-bearing double coat • Clipped fur-bearing double coat • Clipped wool / wool mix coat • Clipped silk coat • Short and smooth • Clipped wire coat
	6.3. Complete the agreed style within a realistic timescale, agreed plan, coat type, client's requirements, in line with safe working practices
	6.4. Record the styling skills and patterns used

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Unit title:	Style and Finish a Range of Dog Breeds for Traditional and Advanced Scissor Styling
Level:	3
Credit value:	17
GLH:	120
TQT:	170
Unit code:	362
Unit reference number:	F/650/3348
Unit aim:	The aim of this unit is to provide Candidates with the skills to be able to confidently style and finish a range of dog breeds and coat types following traditional breed standard and advanced scissor styling requirements. Candidates will be expected to practically demonstrate the skills they have obtained in clipping and scissoring to achieve commonly encountered breed standard/advanced scissor styles.
Number of learning outcomes	6

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Be able to demonstrate the techniques required for clipping	1.1 Demonstrate the correct grip for holding clippers
	1.2. Demonstrate the correct procedure for clipping of dogs
2. Be able to demonstrate the correct techniques required for scissoring	2.1. Demonstrate correct technique for holding scissors
	2.2. Demonstrate the correct scissoring procedure
	2.3. Demonstrate the techniques required to create a range of styled head shapes
	2.4. Demonstrate the techniques required to create a range of different foot shapes
	2.5. Demonstrate the techniques required to create a range of different tail shapes
3. Be able to use relevant equipment for traditional breed standard / advanced scissor styling and finishing of dogs	3.1. Evaluate a dog's coat type and condition to select appropriate grooming equipment for traditional breed standard / advanced scissor styling
	3.2. Correctly use grooming equipment, ensuring high levels of animal welfare
4. Be able to promote health and safety and environmental good practice	4.1. Work in a way that is consistent with relevant legislation, codes of practice and any additional requirements
	4.2. Work in a way that minimises health and safety risks to the dog and handler during the grooming process
5. Be able to use appropriate techniques to handle and restrain during traditional breed standard / advanced scissor styling	5.1. Correctly handle and restrain dogs for traditional breed standard / advanced scissor styling

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6. Be able to traditionally style / advanced scissor a range of coat types in accordance with client requirements	6.1. Demonstrate traditional breed standard / advanced scissor styling of a range of different coat types
	6.2. Complete at least 5 traditional / advanced scissor grooms to include a minimum of 5 different breeds, covering the following coat types: • Fur-bearing double coat • Wool / wool mix coat • Silk coat • Wire coat
	6.3. Complete the agreed style within a realistic timescale, agreed plan, coat type, client's requirements, in line with safe working practices
	6.4. Record the styling skills and patterns used

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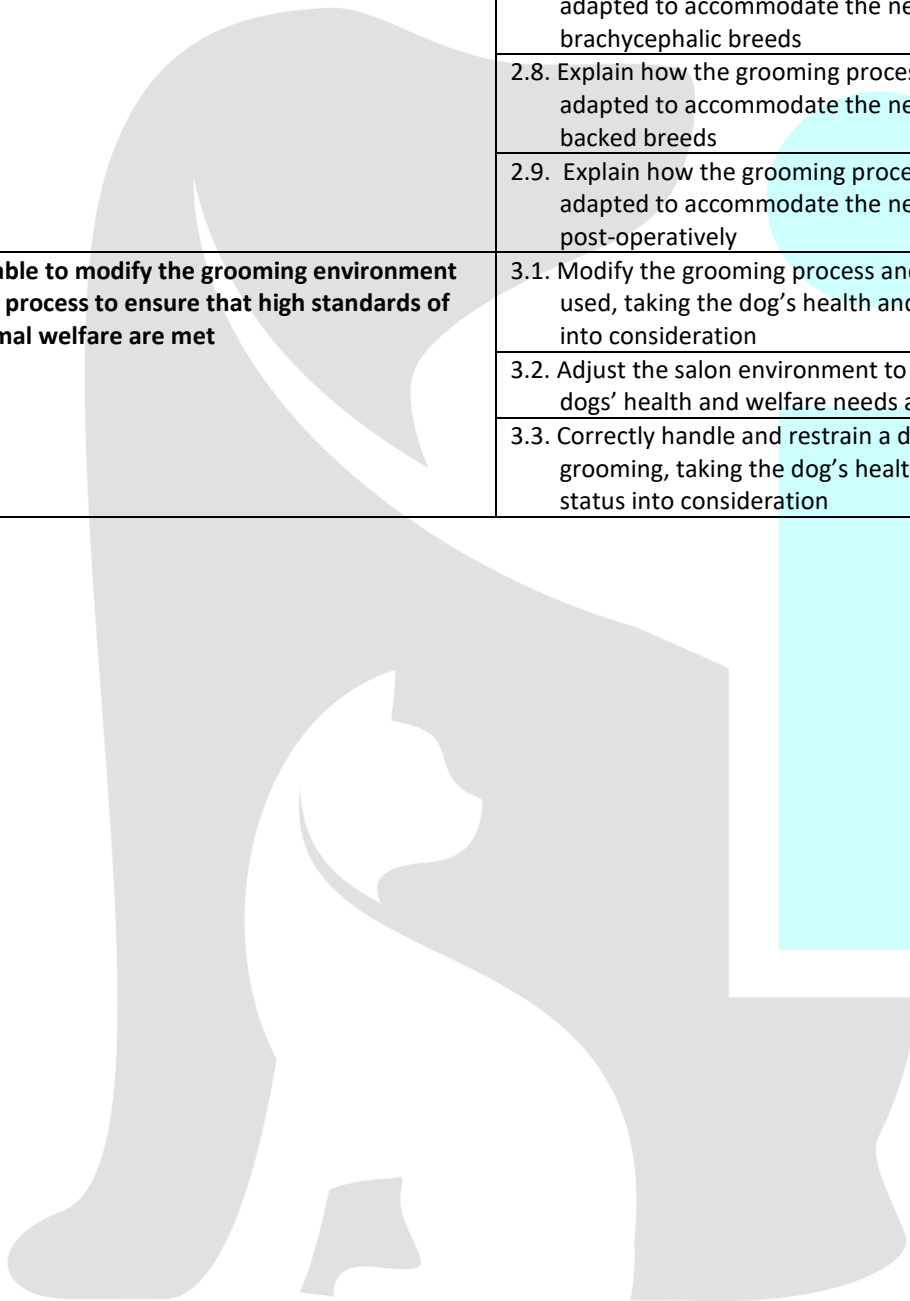| Unit title:	**Canine Anatomy and Physiology for Groomers**
Level:	3
Credit value:	4
GLH:	30
TQT:	40
Unit code:	363
Unit reference number:	H/650/3349
Unit aim:	The aim of this unit is to provide Candidates with the knowledge and understanding of general anatomy and physiology of the dog with an emphasis on structure and function of the skin, hair and nails, as relevant to dog groomers.
Number of learning outcomes	11

Learning Outcomes	Assessment Criteria
The learner will:	**The learner can:**
1. Know and understand the general anatomical structures of the dog	1.1 Identify anatomical points of a dog
	1.2. Identify the main bones and joints of the canine skeleton
	1.3. Identify the main body systems of the dog and the organs / structures within them
	1.4. Describe adult and puppy teeth
	1.5. Describe the three different skull types and example breeds with this conformation
2. Know and understand the structure and function of the skin	2.1. Examine the 11 key functions of the skin
	2.2. Describe the 3-layer structure of canine skin including what each layer contains
3. Know and understand pigmentation of the skin and its associated disorders	3.1. Discuss the role of melanocytes in pigmentation of the skin
	3.2. Describe health conditions associated with pigmentation or lack of pigmentation in the skin and/or hair
4. Know and understand the structure and function of hair and the hair follicle	4.1. List the functions of canine hair
	4.2. Describe the structure of the basic hair, hair follicle and associated structures
5. Understand the mechanisms responsible for maintenance of body temperature	5.1. Identify the mechanisms responsible for body temperature regulation
6. Know and understand the variations in hair seen between different breeds of dog	6.1. Describe the different types of hair found in dogs
	6.2. Describe the different angles of hair growth and how this varies according to breed
	6.3. Differentiate between the hair follicles of curly and straight-haired breeds

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		6.4. Differentiate between fur and hair
		6.5. Review differences in coat texture in a variety of breeds
7. **Know and understand the development of variation in coat colour in dogs**		7.1. Describe the role of melanin in production of coat colour
		7.2. Describe the role of genetics on coat colour in dogs
8. **Know and understand the hair cycle in dogs**		8.1. Explain the process of hair development, growth and shedding
		8.2. Discuss factors that influence the hair cycle
9. **Know and understand the importance of nutrition in maintaining the health of skin and hair**		9.1. Discuss the benefits of certain nutrients on the health of canine skin and hair
		9.2. Evaluate the role of nutritional supplements for skin and coat health
10. **Know and understand the structure and function of the canine nail**		10.1. Describe the function of the canine nail
		10.2. Discuss the dew claw and when this may be present / absent
		10.3. Identify the structure of the canine nail
		10.4. Apply understanding of the anatomy of the nail to correct techniques for clipping nails
11. **Know and understand the structure and function of the nasal planum and foot pads**		11.1. Examine the normal appearance of the nasal planum
		11.2. Describe the normal foot pads of the dog and their function

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Unit title:	**Adapting the Grooming Process to Meet the Individual Needs of the Dog**
Level:	**3**
Credit value:	**3**
GLH:	**20**
TQT:	**30**
Unit code:	**364**
Unit reference number:	**L/650/3350**
Unit aim:	**The aim of this unit is to provide the knowledge, understanding and skills required to recognise the different requirements of the dogs under the groomer's care and how the grooming process needs to be adapted to ensure that their welfare is maintained to a high standard. Factors such as a dog's age, disease status and body condition as well as specific adaptations for brachycephalic and long-backed breeds, and how these factors impact the groom, will be discussed.**
Number of learning outcomes	**3**

Learning Outcomes	Assessment Criteria
The learner will:	**The learner can:**
1. Know and understand a range of scenarios in which the grooming process may need to be adapted and the impact of this	1.1 List the factors that can influence canine health and welfare that may impact on the grooming process
	1. Summarise how poor health affects the grooming process
	2. Describe how a dog's age may impact on the grooming process
	3. Describe how skin conditions may affect the grooming process
	4. Describe how the grooming process is impacted by pregnancy
2. Know and understand how the grooming environment and processes may be adapted to ensure canine health and welfare	2.1. Explain how the salon environment and grooming process may be adapted to accommodate canine health and welfare concerns
	2.2. Explain how the grooming process can be adapted to accommodate the needs of dogs at different life stages
	2.3. Explain how the grooming process can be adapted to accommodate the needs of dogs with various diseases / conditions
	2.4. Explain how the grooming process can be adapted to accommodate the needs of dogs with various skin diseases / conditions
	2.5. Explain how grooming must be adapted to accommodate the bitch's welfare post-weaning of puppies

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	2.6. Explain how the grooming process can be adapted to accommodate the needs of overweight and underweight dogs
	2.7. Explain how the grooming process can be adapted to accommodate the needs of brachycephalic breeds
	2.8. Explain how the grooming process can be adapted to accommodate the needs of long-backed breeds
	2.9. Explain how the grooming process can be adapted to accommodate the needs of dogs post-operatively
3. Be able to modify the grooming environment and process to ensure that high standards of animal welfare are met	3.1. Modify the grooming process and equipment used, taking the dog's health and welfare status into consideration
	3.2. Adjust the salon environment to ensure that dogs' health and welfare needs are met
	3.3. Correctly handle and restrain a dog for grooming, taking the dog's health and welfare status into consideration

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Unit title:	**Successful Running of a Pets Grooming Salon**
Level:	3
Credit value:	3
GLH:	20
TQT:	30
Unit code:	365
Unit reference number:	M/650/3351
Unit aim:	**The aim of this unit is to provide Candidates with the knowledge and understanding required to recognise the roles of various team members within the salon and the wider team and the importance of communication within the Pets at Home team. The unit will address strategies for ensuring efficient running of Pets Grooming salon, maintaining morale within the team and managing conflict situations. Basic principles of marketing, finance and meeting targets will be addressed.**
Number of learning outcomes	7

Learning Outcomes	Assessment Criteria		
The learner will:	**The learner can:**		
1. **Understand the roles and responsibilities of Pets Grooming team members, and benefits**	1.1. Describe the role and responsibilities of the permanent Pets Grooming team members		
	1.2. Describe the role and responsibilities of supporting Pets Grooming team members		
	1.3. Describe benefits and opportunities for Pets Grooming team members		
2. **Understand the key principles of effective teamwork and communication**	2.1. Describe the importance and methods of effective communication within the salon team		
	2.2. Describe the methods and importance of effective communication within the store team		
	2.3. Describe methods of effective communication within the field team		
3. **Understand the financial requirements of running a Pets Grooming Salon**	3.1. Describe the salon KPIs and reasons for these to be in place		
4. **Know and understand the principles of running an efficient Pets Grooming salon**	3.2. Name and describe data reports available to a salon team and describe information and meaning of data provided within those reports		
	3.3. Describe ways of using data provided to create growth of the salon and salon team		
4. **Know and understand the principles of running an efficient Pets Grooming Salon**	4.1. Describe strategies for running a commercially effective salon		
	4.2. Describe strategies for developing and maintaining high morale within a team		
	4.3. Describe strategies for maintaining high standards of animal welfare within the salon		
	5.1. Describe the role of marketing within the salon		

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5. **Understand the role of marketing in a small canine business**	5.2. Describe the marketing tools that can be used to drive appointments
6. **Know and understand the principles of conflict management, handling difficult conversations and resolving issues in the workplace**	6.1. Identify the signs of conflict at work
	6.2. Describe the strategies required to address and resolve conflict
7. **Know and understand successful methods of training**	7.1. Describe different methods of training
	7.2. Describe methods of training that accommodate a range of different learning styles

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.

Sector Subject Area (SSA)	3.3
Date from which qualification will be available for learners	01/09/2022
Qualification review date	26/07/2025

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11. Suggested Learning Resources

Unit	Suggested learning resources
354: Health and Safety in a Dog Grooming Environment	**Literature** **Health & Safety at Work Essentials: The One-stop Guide to Health and Safety Issues in the Workplace**. Published by: Lawpack Publishing Ltd (2015) 9th edition. ISBN-10: 1910143235. Henmans Freeth LLP. **The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming** Published by: The Crowood Press Ltd (2014). ISBN-10: 1847975909 ISBN-13: 978-1847975904. Gould, S. **Grooming Manual for the Dog and Cat** Published by: Wiley-Blackwell; (2006) ISBN-10: 1405111836 ISBN-13: 978-1405111836 Dallas, S., North, D. & Angus, J. **The Dog Law Handbook** Published by: Sweet & Maxwell (2011) 2nd edition. ISBN: 0-414-04818-0. Clayden, P. **Websites** Risk assessment: Template and examples - HSE Dog laws UK | Blue Cross Dog laws for owners - PDSA http://www.legislation.gov.uk/ukpga/2006/45/contents https://www.hse.gov.uk/riddor/ https://www.hse.gov.uk/coshh/ www.defra.gov.uk http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf https://www.legislation.gov.uk/nia/2011/16/contents Code of practice for the welfare of dogs (publishing.service.gov.uk)
355: Customer Journey Within the Pets at Home Ecosystem	**Literature** **Common Sense Customer Service - Improve your job skills and provide a great customer experience** Published by: CreateSpace Independent Publishing Platform, 2013 (1st edition) ISBN: 978-1482746150 Wells, V. **Dealing with Difficult People: Creating success, 129)** Published by: Kogan Page, 2013 (2nd edition) ISBN: 0-749-46694-4 Lilley, R. **Websites** www.forbes.com https://www.simplybusiness.co.uk/knowledge/articles/2019/12/dealing-with-customer-complaints-and-profiting/

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356: Canine Emergency First Aid	**Literature**
	The Dog: Its Behaviour, Nutrition and Health; Published by Wiley-Blackwell; 2005 (2nd edition); ISBN: 0-813-81254-2; Case, L**.**
	The A to Z of First Aid and Emergency Care for Dogs and Cats: How to Save an Ill or Injured Pet; Published by: CreateSpace Independent Publishing Platform; 2014; ISBN: 1-493-71045-1; Glover, A.
	Dogsafe Canine First Aid: Everything Your Dog Wants you to Know in an Emergency. Published by: Dogsafe (2018); ISBN-10: 1775257908; Sevigny, M.
	Emergency first aid for Dogs at Home and Away Published by: Hubble & Hattie, 2015 ISBN: 1-845-84386-X - Bucksch, M.
	Websites First Aid for pets - PDSA Microsoft Word - Basic First Aid PDF.docx (moretodogstrust.org.uk) Dog First Aid | RSPCA What should your dog first aid kit contain? | Blue Cross Animal Welfare Act 2006 (legislation.gov.uk)
357: Canine Care, Health and Welfare Within the Grooming Environment	**Literature**
	Animal Biology and Care Published by: Wiley-Blackwell (2014) 3rd edition. ISBN: 978-1118276068. Dallas, S. & Jewell, E.
	The Dog: Its Behaviour, Nutrition and Health; Published by Wiley-Blackwell, 2005 (2nd edition) ISBN: 0-813-81254-2 Case, L.
	Websites Code of practice for the welfare of dogs (publishing.service.gov.uk) Conditions - PDSA http://www.legislation.gov.uk/ukpga/2006/45/contents http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf www.pdsa.org.uk www.dogstrust.org.uk www.bluecross.org.uk https://www.thekennelclub.org.uk/health https://www.legislation.gov.uk/nia/2011/16/contents
358: Preparing Dogs for Styling, Equipment and Maintenance	**Literature** **Notes from the Grooming Table;** Publisher: The Pet Book Publishing Company Ltd; 2nd Revised edition (1 Sept. 2016); ISBN-10: 0692658076 ISBN-13: 978-0692658079; Verplank, M.

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	The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming; The Crowood Press Ltd; 1 edition (4 July 2014); ISBN-10: 1847975909 ISBN-13: 978-1847975904; Gould, S. **Grooming Manual for the Dog and Cat;** Publisher: Wiley-Blackwell; 1st Edition (13 April 2006) ISBN-10: 1405111836 ISBN-13: 978-1405111836; Dallas, S., North, D. & Angus, J. **All-breed Dog Grooming;** Published by: The Publications Inc; 2010 ISBN: 9780793806478; Dobish, D., Ernst, G., Gutman, S. and King, S. **What Every Professional Groomer Should Know: The Professional Groomers Textbook;** Published by: Independently Published, 2020; ISBN: 979-8651154777; Angus, J., Duffy, Z and Thomas, A. **Websites** www.christiesdirect.com www.groomers-online.com www.groomersgallery.com www.thegroomersspotlight.com http://www.mybiga.org/ https://www.noahcompendium.co.uk/?id=-312921
359: Canine Behaviour and Handling for Groomers	**Literature** **Meet Your Dog: The Game-Changing Guide to Understanding Your Dog's Behaviour.** Publisher: Chronicle Books (2018) ISBN-10: 1452148996. Brophey, K. **The Dog: Its Behaviour, Nutrition and Health** Published by: Wiley-Blackwell (2005) 2nd edition. ISBN: 0-813-81254-2. Case, L. **Practical Canine Behaviour For Veterinary Nurses and Technicians** Published by: CABI, 2021 (second edition) ISBN: 9781789246810 Hedges, S. **What's My Dog Thinking?** Publisher: DK (2020) ISBN-10: 0241435838 ISBN-13: 978-0241435830 Molloy, H. **Taking the Grrr out of the Grooming Salon** Independently published. 2021. ISBN-13: 979-8712268986 Williamson, S. **Dog Grooming Without Fear or Force** Independently published. 2019. ISBN-13: 978-1097968770 Stweart, G. and Harkin, D. **The Magic of Holistic Grooming: A No-Nonsense Guide To Pawsitively Grooming Your Dog With Less Stress**. Published by: Stephanie Zikmann. 2021. ISBN-13: 978-1527288485 Zikmann, S.

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	Websites
	Fear in Dogs: An Introduction For Owners of Anxious Dogs - Depend On Dogs Dog Body Language and Chart (servicedogtrainingschool.org) Canine Compilation - Canine Compilation https://www.pdsa.org.uk/pet-help-and-advice/looking-after-your-pet/puppies-dogs/canine-ladder-of-communication
360: Planning and Techniques for Completing a Range of Dog Grooming Styles	**Literature** **Notes from the Grooming Table.** Published by: The Pet Book Publishing Company Ltd; 2nd edition (2016) ISBN-10: 0692658076 ISBN-13: 978-0692658079. Verplank, M. **The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming.** Published by: The Crowood Press Ltd. 1 edition (2014) ISBN-10: 1847975909 ISBN-13: 978-1847975904. Gould, S. **Grooming Manual for the Dog and Cat.** Published by: Wiley-Blackwell; 1st Edition (2006) ISBN-10: 1405111836 ISBN-13: 978-1405111836. Dallas, S., North, D. & Angus, J. **What Every Professional Groomer Should Know: The Professional Groomers Textbook** Published by: Independently Published (2020) ISBN: 979-8651154777 Angus, J., Duffy, Z and Thomas, A. **Websites** www.christiesdirect.com www.groomers-online.com www.groomersgallery.com www.thegroomersspotlight.com http://www.mybiga.org/
363: Canine Anatomy and Physiology for Groomers	**Literature** **Introduction to Animal and Veterinary Anatomy and Physiology**. Published by: CABI, 2019 ISBN: 978178924117 – Aspinall, V. & Capello, M. **Anatomy of the Dog: In Straightforward Terms.** Published by: Cadmos Publishing Limited, 2010 ISBN: 3-86127-979-7 Mielke, K. **BSAVA Textbook of Veterinary Nursing** Published by: BSAVA, 2020 (sixth edition) ISBN: 1910443395 Cooper, B. **Anatomy and Physiology of Domestic Animals.** Published by: Wiley. 2013. ISBN: 9781118688601. Akers, R.M. & Denbow, M. **Websites** Structure of the Skin in Dogs - Dog Owners - MSD Veterinary Manual (msdvetmanual.com) Dog coat color genetics explained - YouTube Part 1of 13 dog coat color genetics - YouTube Dog Colour Genetics: Part 1 - Introduction - YouTube

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364: Adapting the Grooming Process to Meet the Individual Needs of the Dog	**Literature** **Notes from the Grooming Table.** Published by: The Pet Book Publishing Company Ltd; 2nd Revised edition (1 Sept. 2016) ISBN-10: 0692658076 ISBN-13: 978-0692658079 Verplank, M. **The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming.** Published by: The Crowood Press Ltd; 2014; ISBN-10: 1847975909 ISBN-13: 978-1847975904; Gould, S. **Grooming Manual for the Dog and Cat.** Published by: Wiley-Blackwell; 2006; ISBN-10: 1405111836 ISBN-13: 978-1405111836; Dallas, S., North, D. & Angus, J. **All Breed Dog Grooming**. Published by: The Publications Inc; 2010; ISBN: 9780793806478 Dobish, D., Ernst, G., Gutman, S. and King, S. **What Every Professional Groomer Should Know: The Professional Groomers Textbook.** Published by: Independently Published; 2020; ISBN: 979-8651154777; Angus, J., Duffy, Z and Thomas, A.
365: Successful Running of a Pets Grooming Salon	**Literature** **Workplace Communication.** Published by: Routledge Taylor & Francis Group; (2020); ISBN: 978-0-367-18571-8; Mikkola, L. & Valo, M. **Resolving Conflicts at Work: Ten Strategies for Everyone on the Job.** Published by: Jossey-Bass; (2011); ISBN-13: ISBN-13: 978-0787980245. Cloke, K. & Goldsmith, J. Additional resources available within Success Factors Learning Library.

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, SharePoint, or the web portal.

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

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Document Number: Q60

Date of Correction	Version Number	Correction Reason
	1	
4/10/2022	2	Updated mission statement, added duration of registration. Opening hours updated. General updates.
12/07/2023	3	Change of document name from 'Qualification Guide' to 'Qualification Specification' and amendment to assessment section Change from 'The Groom Room' to 'Pets Grooming' across document
08/01/2024	4	Specimen assessment materials clarified, qualification review section updated and formatting updates

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