



**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 canine and feline sector. iPET Network is unique in its approach, being a sector-specific Awarding Organisation and are constantly developing NEW canine and feline qualifications in the industry. Our Training Providers have exclusive access to brand new qualifications with innovative course design and delivery. We offer an opportunity to leave the norm behind and join a network of forward-thinking professionals. We are continually expanding our network of approved Training Providers across the UK and Europe, giving more opportunities to Candidates and Training Providers alike.

### **We do the hard work for you – fast, flexible and straightforward:**

We have developed extensive resources and work tasks which have been mapped to qualification criteria. The qualifications and assessments are to be delivered on an e-portfolio system or on paper. Our centralised resources make it simple for Training Providers and their Tutors to deliver, manage and mark all in one place. We provide access to training and updates through standardisation meetings (both face-to-face and remotely) allowing greater flexibility for Training Providers that are further afield.

iPET Network offers a range of packages for our Training Providers to choose from. Our aim is to take the headache out of admin and make the process as streamlined as possible, from registrations and certifications, to external quality assurance visits and much more. Low fees, flexible payment terms and reduced administration means our Training Providers can save money and time, and are able to focus on running a profitable, professional business.

### **An exciting and supportive community:**

We pride ourselves on creating new and innovative Continual Professional Development (CPD) opportunities by working with experts in the sector and our Training Providers. Depending on the package you choose, we provide supportive internal quality assurance and ensure that our team are always on hand for support and advice. We run a Candidate social media group where our members can share knowledge, experiences and much more, with a network of some of the best experts and training academies across the globe.

We practice what we preach - every member of the iPET Network team has experience working in the animal or education sector, ensuring our qualifications evolve along with the industry. We believe in removing learning barriers and working with Candidates of all abilities to succeed. We believe in supporting all Candidates as individuals.

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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 as the number of hours the Candidate spends learning under the direct supervision of their Tutor. Required GLH will be stated for each unit within the qualification. 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 may be achieved via:

- Classroom-based / face-to-face teaching
- Real-time online teaching
- Participating in assessment when supervised by a Tutor
- Participating in tutorials with a Tutor
- Directed learning whereby the Tutor sets work for the Candidate to complete independently, which is then reviewed in a live setting by the Tutor ('flipped classroom' approach).
- Using video meetings (for example Teams / Zoom) can form part of the Guided Learning Hours. All meetings need to be recorded either digitally or within the portfolio to demonstrate authenticity and to identify guided learning covered.

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

Total qualification time is defined as the number of Guided Learning Hours (GLH) plus the time taken by the Candidate for private study, work experience or preparation for assessment (unsupervised study time). This time may vary depending upon the individual Candidate e.g. academic ability.

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

In total, a Training Provider must provide a minimum of 30 days training in the learning environment (29 days teaching, this could be a blend of practical dog grooming training and theory training days and 1 day teaching the Canine Emergency First Aid course).

For example, a Training Provider could teach the Candidate from 9am to 5pm each day (8 hours) and set 2 hours of guided homework for 29 days (Candidates should be completing this amount of extra hours each evening just reading, completing diaries, uploading to evidence etc.) This equates to 10 hours per day of guided learning hours, 290 hours over the 29 days. The Canine Emergency First Aid course is another 6 hours direct training with 3 hours of guided homework. This equals the 300 hours of guided learning required. Any additional hours' study i.e. assignment work, research projects and additional activities contributes to the TQT hours.

If a Training Provider teaches fewer hours in a day, then the number of training days will need to be increased to compensate for the reduced hours.

## **2. Candidate Requirements**

### **Entry requirements**

Candidates need to have a level of understanding 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. 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.

## 4. 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.

## 5. 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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## 6. Assessment

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

- Assessments are internally arranged and carried out by iPET Network approved Tutors at the Training Provider.
- The resulting portfolios of assessed evidence are internally quality assured by an Internal Quality Assurer (IQA) at the Training Provider or by remote visit (all formal assessments must be sampled from every Candidate).
- The portfolios of assessed evidence are quality assured either by an iPET Network External Quality Assurer (EQA) or, for Training Providers with Direct Claims Status, an Internal Quality Assurer (IQA) approved by iPET Network. Please note all tutors will require an IQA direct observation per year.
- The portfolios of assessed evidence are quality assured either by an iPET Network External Quality Assurer (EQA) or, for Training Providers with Direct Claims Status, an Internal Quality Assurer (IQA) approved by iPET Network. Please note a minimum of one Candidate's formal assessment will be sampled during the 2 EQA audits per year

### Assessment strategy

When delivering this iPET Network Qualification and units contained, Training Providers must provide evidence that their Candidates have met the assessment criteria and should include:

- 3 x Summative Formal Assessments
- Written questions to evidence the knowledge-based assessment criteria (e-portfolio or paper-based)
- 10 x 'Dog Health Check and Grooming Diary' entries
- Grooming Log
- First aid practical assessments:
  - CPR on a dog mannequin
  - Bandaging on a live dog or mannequin (ear and foot)
  - Taking the pulse on a live dog

### Internal Quality Assurance

A qualified IQA must be instructed to carry out the internal quality assurance of this qualification for each Candidate. The level of sampling carried out will depend the Tutor's and Training Provider's risk rating. See **Internal Quality Assurance Strategy** for further guidance and documentation.

### Formative sampling

At the point of requesting formative sampling, 5 x Dog Health Check and Grooming must have been completed, uploaded to the e-portfolio (as appropriate) and feedback completed by the Tutor. The 5 diaries must cover a range of days, breeds and coat types. Please see the separate Dog Health Check and Grooming Diary guidance within the Candidate Qualification Overview for further information regarding requirements.

The purpose of formative sampling is to check the standard of skills developed and whether the Candidate's progress is appropriate to their point within the qualification.

### **Summative sampling**

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

### **Summative assessment**

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

### **External Quality Assurance (EQA) observations of IQA activity**

Each External Quality Assurer is responsible for carrying out IQA observations. This is a key element to the quality monitoring process, ensuring that the IQA confirms the Tutor fully understands the assessment process and they are following the assessment strategy that is put in place by iPET Network. IQA observations must be carried out annually, as a minimum, and these will be conducted by the EQA.

The IQA observations may be completed via video call e.g. Skype, zoom etc. The EQA may schedule this directly with the IQA or they may sample pre-recorded evidence along with completed student interviews and the **Tutor Observation Record**.

### **Accessing assessment documents and storage**

All documents relevant to the qualification delivery (Qualification Collateral) will be made available in read-only format online. These documents include (but are not limited to):

- Qualification Handbooks
- Assessment documents including paper-based Workbooks
- Candidate Resource Handbooks
- Other resources for delivery such as activities/handouts/PowerPoint slides etc.
- IQA documents

Any Training Provider choosing not to use the e-portfolio system, will instead, need to use an online document storage platform of your choice, such as OneDrive, Google Drive or Sharepoint. All Candidate evidence will need to be uploaded to this online platform. When we need access to this information for IQA/EQA purposes, iPET Network will request a link to share access to the relevant folder.

After a Formal Summative Assessment has been completed, the results spreadsheet must be uploaded to the Web Portal. The Summative Formal Assessment Record form must also be uploaded to the e-portfolio (if being used), or, if not, uploaded to the Training Provider's choice of online document storage platform.

### **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. Below is a guide to what might constitute a fail during a dog grooming assessment:

- Inappropriate handling of the dog
- A lack of overall knowledge of the dog
- Injury to the dog
- Personal safety jeopardy
- Poor quality of the groom
- Groom not completed to client requirements

Please note this list is not exhaustive.

When making an assessment decision it is important that all evidence and feedback is documented to support the assessment decision whether it is a pass or fail. If the decision is a fail, then the Candidate must be provided with support and the opportunity to re-sit the assessment once they are ready.

## 7. Offering the Qualification

Training Providers wishing to deliver this qualification will need to demonstrate the ability to adhere to quality assurance and assessment regulations.

All procedures for the use of this qualification or units of this qualification, including approval, registration of Candidates, quality assurance process and certification will be completed through iPET Network, who will have an allocated Account Manager to support the Training Provider. Any queries or difficulties should be directed to the iPET Network office on 0800 433 4700.

### Approval to offer the qualification

Training Providers wishing to offer this qualification must note the requirements stipulated in Appendix A of this guide.

To gain approval to offer the qualification, Training Providers must submit an iPET Network qualification form which can be downloaded from the website [www.ipetnetwork.co.uk](http://www.ipetnetwork.co.uk)

To offer this qualification, potential Training Providers must apply for Training Provider approval with iPET Network. Applications can be made via email [info@ipetnetwork.co.uk](mailto:info@ipetnetwork.co.uk) or by calling 0800 433 4700.

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 Candidates' evidence for standardisation if requested.

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

Outcomes from standardisation will be available to Training Providers through iPET Network.

### **Support for Training Providers**

iPET Network provide all of our Training Providers with on-going support and advice on the use of iPET Network units and qualifications, including the requirements for assessment.

If Training Providers are approved to offer iPET Network units and qualifications have obtained a UKPRN (UK Provider Reference Number) from the UKRLP (UK Register of Learning Providers), this will be used as the Training Providers reference number. If a Training Provider has not obtained a UKPRN they will be issued with a unique iPET Network Training Provider number.

Information about obtaining a Unique Candidate Number (UCN) 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.

## 8. Appendix A – Requirements to Deliver This Qualification

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

- 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 PTTLS (or equivalent).

If no formal teaching qualification is held, it will be a requirement that a teaching qualification is achieved within 6 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*)

## 9. Qualification Unit Breakdown and Assessor Guidance

<b>Unit title:</b>	<b>Health and Safety in a Dog Grooming Environment</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>2</b>
<b>GLH:</b>	<b>13</b>
<b>TQT:</b>	<b>20</b>
<b>Unit code:</b>	<b>301</b>
<b>Unit reference number:</b>	<b>Y/618/1636</b>
<b>Unit aim:</b>	<b>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.</b>
<b>Number of learning outcomes</b>	<b>4</b>

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<b>The learner will:</b>	<b>The learner can:</b>
<b>1. Understand the requirements of relevant legislation and safe working practices in the dog grooming environment</b>	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
<b>2. Understand the importance of recognising potential hazards and risks in a grooming environment</b>	2.1. Recognise risks and potential hazards within the grooming environment and strategies for minimising risk
	2.2. Describe how to minimise risk when lone working
	2.3. Describe health risks posed to the groomer at work and how these risks may be minimised
<b>3. Know how to maintain biosecurity of the grooming environment</b>	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
<b>4. Be able to maintain biosecurity of the grooming environment</b>	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

### Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website [www.ipetnetwork.co.uk](http://www.ipetnetwork.co.uk).

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	10.05.22
Unit review date	10.05.23

<b>Unit title:</b>	<b>Promote the Welfare of Dogs Conforming with Relevant Legislation</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>3</b>
<b>GLH:</b>	<b>13</b>
<b>TQT:</b>	<b>30</b>
<b>Unit code:</b>	<b>302</b>
<b>Unit reference number:</b>	<b>D/618/1637</b>
<b>Unit aim:</b>	<b>The aim of this unit is to provide the knowledge, skills and understanding of how to promote and maintain the health and welfare of animals following health and safety and animal welfare requirements. To recognise welfare issues and be able to take specific measures to make adjustments to the environmental conditions.</b>
<b>Number of learning outcomes</b>	<b>2</b>

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<b>The learner will:</b>	<b>The learner can:</b>
<b>1. Know how to recognise, promote and maintain the health and welfare of dogs</b>	1.1. Describe how to promote the health and general welfare of dogs that is consistent with relevant legislation, minimising stress and injury
	1.2. Describe how to identify welfare concerns
	1.3. Explain methods of preventative care that can be provided by a groomer, vet and owner to maintain a dog's health and welfare
	1.4. Identify zoonotic diseases and the precautions necessary to maintain personal hygiene and safety of both yourself and the dogs under your care
	1.5. Identify zoonoanthropo-notic diseases and the precautions necessary to maintain personal hygiene and safety of both yourself and the dogs under your care
	1.6. Describe the three-layered structure of the skin
	1.7. Identify the structure of a hair
	1.8. Explain the process of hair development, growth and shedding
	1.9. Review breed differences in coat texture and growth
	1.10. Discuss factors that influence the hair cycle
	1.11. Describe the role of melanin and health conditions associated with pigmentation, or lack of pigmentation, in the skin and/or hair
	1.12. Identify the mechanisms responsible for body temperature regulation



	1.13. Identify procedures to follow if an incident were to occur during the grooming process
	1.14. Describe how to promote welfare of pregnant bitches during the grooming process
<b>2. Be able to promote and maintain the health and welfare of animals</b>	2.1. Provide and maintain care for animals in a way which is consistent with relevant legislation, minimising stress and injury
	2.2. Demonstrate identification and recording of welfare concerns
	2.3. Carry out actions to promote animal health and welfare

### Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website [www.ipetnetwork.co.uk](http://www.ipetnetwork.co.uk).

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	10.05.22
Unit review date	10.05.23

<b>Unit title:</b>	<b>Customer Care and Managing Complaints</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>2</b>
<b>GLH:</b>	<b>13</b>
<b>TQT:</b>	<b>20</b>
<b>Unit code:</b>	<b>303</b>
<b>Unit reference number:</b>	<b>H/618/1638</b>
<b>Unit aim:</b>	<b>The aim of this unit is to provide the knowledge and understanding to deliver customer service, handle complaints and recommend solutions. The candidate will know how to maintain customer relations and the importance of doing so.</b>
<b>Number of learning outcomes</b>	<b>3</b>

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<b>The learner will:</b>	<b>The learner can:</b>
<b>1. Know how to care for and manage customers, adhering to relevant legislation</b>	1.1. Describe correct techniques for greeting visitors using effective communication
	1.2. Identify the information to be prepared for customers to see and sign during their first consultation
	1.3. Manage customers in a dog grooming environment, complying with relevant health and safety legislation and company policy
<b>2. Understand how to establish and maintain customer relations</b>	2.1. Explain the importance of creating a positive impression and how to establish and maintain customer loyalty and confidence
<b>3. Know and understand how to deal with customer complaints</b>	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

### Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the iPET Network's Assessment Methods and the 'Assessment' section of the iPET Network Handbook, both available on our website [www.ipetnetwork.co.uk](http://www.ipetnetwork.co.uk).

Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	10.05.22
Unit review date	10.05.23

<b>Unit title:</b>	<b>Assess and Plan Dog Grooming Styles and Maintenance of Equipment</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>3</b>
<b>GLH:</b>	<b>13</b>
<b>TQT:</b>	<b>30</b>
<b>Unit code:</b>	<b>304</b>
<b>Unit reference number:</b>	<b>D/618/1640</b>
<b>Unit aim:</b>	<b>The aim of this unit is to provide knowledge, understanding and skills to assess, plan and record dog grooming styles according to breed standard styling or client requirements. Candidates will demonstrate the importance of maintaining equipment and safe working practices in line with current health and safety legislation, animal welfare legislation and environmental good practice.</b>
<b>Number of learning outcomes</b>	<b>4</b>

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<b>The learner will:</b>	<b>The learner can:</b>
<b>1. Know and understand requirements for assessing, planning and styling a dog, including the preparation and maintenance of essential equipment</b>	1.1. Explain why it is important to discuss and follow the client's requirements for styling
	1.2. Describe how to assess and plan the grooming process according to breed standard and mixed breed styling
	1.3. Explain the types of problems that may occur during the grooming process and how these issues should be dealt with
	1.4. Explain the correct preparation, safe maintenance and storage of grooming equipment
<b>2. Be able to assess and plan the styling requirements of a dog</b>	2.1. Complete and record a pre-grooming consultation
	2.2. Plan required styling methods
<b>3. Be able to prepare, maintain and use relevant equipment and record equipment used</b>	3.1. Ensure equipment is prepared and maintained in a safe, effective condition and stored correctly after use
	3.2. Select the appropriate tools and equipment for work
	3.3. Maintain records of equipment used for styling
<b>4. Be able to promote health and safety and environmental good practice</b>	4.1. Work in a way that is consistent with relevant legislation, codes of practice and any additional requirements
	4.2. Ensure work is carried out in a manner which minimises environmental damage

### Assessment information

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Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	10.05.22
Unit review date	10.05.23

<b>Unit title:</b>	<b>Health Checking, Handling and Canine Behaviour</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>6</b>
<b>GLH:</b>	<b>44</b>
<b>TQT:</b>	<b>60</b>
<b>Unit code:</b>	<b>305</b>
<b>Unit reference number:</b>	<b>K/618/1639</b>
<b>Unit aim:</b>	<b>The aim of this unit is to provide the knowledge, skills and understanding required to care for dogs in a grooming environment. To be able to carry out health checks and identify anatomical points on a dog, know and understand canine behaviour and be able to adapt handling methods to different dogs.</b>
<b>Number of learning outcomes</b>	<b>5</b>

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<b>The learner will:</b>	<b>The learner can:</b>
<b>1. Understand the anatomy of a dog</b>	1.1. Identify anatomical points of a dog 1.2. Identify possible breed-related issues that could affect the health of a dog and the adjustments that can be made during the grooming process
<b>2. Know and understand canine characteristics, behaviour traits and handling</b>	2.1. Identify the 7 UK Kennel Club breed groups and the behaviour traits of each breed group 2.2. Describe how dogs communicate including signs of stress 2.3. Identify different restraint equipment and methods of use 2.4. Identify techniques for handling, restraining and controlling a dog to include the correct method of moving joints 2.5. Explain how to identify, reduce, record and report stress-related behaviours in dogs
<b>3. Know how to identify and report the health status of a dog</b>	3.1. Identify the information that should be recorded about the dog's health status and how these records are kept 3.2. Describe signs of health and ill-health in dogs 3.3. Summarise how poor health affects the grooming process 3.4. Identify types of endo and ectoparasites 3.5. Describe the signs and management of canine endo- and ectoparasites 3.6. Describe the life cycle of the flea
<b>4. Be able to carry out a health check</b>	4.1. Carry out a full health check on a dog 4.2. Monitor and report signs of health and ill-health in dogs

<b>5. Be able to influence canine behaviour and adapt handling techniques</b>	5.1. Correctly handle, restrain and control a dog to include the correct method of moving joints
	5.2. Identify, reduce, record and report stress-related behaviours in dogs
	5.3. Modify restraint techniques for a range of behaviours and situations
	5.4. Use appropriate PPE (Personal Protective Equipment) for handling and restraint

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Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	10.05.22
Unit review date	10.05.23

<b>Unit title:</b>	<b>Prepare, Style and Finish a Range of Dog Breeds</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>20</b>
<b>GLH:</b>	<b>189</b>
<b>TQT:</b>	<b>203</b>
<b>Unit code:</b>	<b>306</b>
<b>Unit reference number:</b>	<b>H/618/1641</b>
<b>Unit aim:</b>	<b>The aim of this unit is to provide knowledge, understanding and skills required to prepare, style and finish a range of dog breeds using various techniques according to breed pattern or client requirements.</b>
<b>Number of learning outcomes</b>	<b>9</b>

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<b>The learner will:</b>	<b>The learner can:</b>
<b>1. Understand the preparation for styling and finishing techniques for different breed patterns and client requirements</b>	1.1 Identify and describe the variety of coat types in dogs and list the appropriate grooming equipment for each
<b>2. Understand the use of appropriate techniques to handle and restrain a range of dogs, with different temperaments, during preparation and styling</b>	2.1. Identify the risks to the dog and handler during the grooming process
	2.2. Explain how health and safety risks can be reduced for the dog and handler during the grooming process
	2.3. Explain how to adapt handling techniques where necessary, to suit the dog
<b>3. Know how to assess a dog for hand stripping and understand the hand stripping process</b>	3.1. Explain the method and technique used when hand stripping (to include carding the coat)
	3.2. Identify a breed of dog, from each of the UK Kennel club breed groups, that can be hand stripped
	3.3. Describe the factors that may prevent hand stripping
	3.4. Explain the correct bathing process and the potential health risks involved with hand stripping
<b>4. Be able to use appropriate techniques to handle and restrain a range of dogs with different temperaments during preparation and styling</b>	4.1. Recognise the risks to the dog and handler during the grooming process
	4.2. Reduce the health and safety risks to the dog and handler during the grooming process
	4.3. Adapt handling techniques where necessary, to suit the dog
	4.4. Demonstrate effective handling and restraining techniques whilst carrying out a range of tasks using a variety of equipment

5. Be able to remove excess hair, knots and matts prior to bathing	5.1. Select and use techniques and equipment, appropriate to the coat type, to remove knots and excess hair
	5.2. Trim excess hair to reduce friction areas
6. Be able to safely bath and dry a range of dogs	6.1. Correctly prepare a dog for grooming
	6.2. Carry out bathing techniques using appropriate shampoo for dog's coat type and condition
	6.3. Dilute products according to the manufacturer instructions
	6.4. Perform drying techniques appropriate for the dog's coat type
7. Be able to record grooming styles	7.1. Record the equipment used
	7.2. Record the styling skills and patterns used
8. Be able to carry out styling and finishing techniques in accordance with breed patterns and client requirements	8.1. Evaluate a dog's coat type and condition to select appropriate grooming equipment for use
	8.2. Style dogs to cover a range of coat types in accordance with: <ul style="list-style-type: none"> <li>• Breed pattern</li> <li>• Client requirements</li> <li>• Agreed plan</li> <li>• Coat type</li> <li>• Health</li> <li>• Temperament</li> </ul>
	8.3. Demonstrate how the dog's 5 animal welfare needs (Animal Welfare Act, 2006) are met during the grooming process
	8.4. Groom at least 20 dogs, to include a minimum of 10 different breeds, covering the 6 coat types: <ul style="list-style-type: none"> <li>• Double coat</li> <li>• Wool mix coat</li> <li>• Wire coat</li> <li>• Silk coat</li> <li>• Wool coat</li> <li>• Short and smooth</li> </ul>
	8.5. Complete the agreed style within a realistic timescale, agreed plan, coat type, breed pattern and client's requirements, in line with safe working practices
9. Be able to use relevant equipment for preparing, styling and finishing of dogs	9.1. Demonstrate the type of equipment used for styling and finishing a range of dog grooms
	9.2. Correctly use equipment, ensuring high levels of animal welfare and safe working practices



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Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	10.05.22
Unit review date	10.05.23

<b>Unit title:</b>	<b>Canine Emergency First Aid</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>1</b>
<b>GLH:</b>	<b>6</b>
<b>TQT:</b>	<b>10</b>
<b>Unit code:</b>	<b>307</b>
<b>Unit reference number:</b>	<b>K/618/1642</b>
<b>Unit aim:</b>	<b>The aim of this unit is to provide the knowledge, understanding and skills 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 treat a variety of potential injuries and emergency events.</b>
<b>Number of learning outcomes</b>	<b>15</b>

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<b>The learner will:</b>	<b>The learner can:</b>
<b>1. Understand the requirements of canine emergency first aid including who can administer it</b>	1.1. Explain the objectives of canine emergency first aid 1.2. Outline who can perform first aid on dogs in emergency situations
<b>2. Understand how to manage canine behaviour during emergency situations</b>	2.1. Explain the techniques and tools to manage canine behaviour in an emergency situation
<b>3. Understand the classification of emergencies</b>	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
<b>4. Understand the DR ABC of Canine Emergency First Aid and actions to take following the DR ABC assessment</b>	4.1. Explain what is meant by DR ABC in canine emergency first aid and the steps involved in making this assessment
<b>5. Understand how to put a dog in the recovery position</b>	5.1. Describe the procedure to put a dog in the recovery position
<b>6. Understand the examination of an injured animal and the actions to take to manage shock</b>	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)
<b>7. Be able to record key elements of canine vital statistics and conduct dog resuscitation (CPR)</b>	7.1. 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. Conduct CPR on a CPR mannequin
<b>8. Know how to dress and treat wounds and fractures</b>	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
<b>9. Be able to dress and treat wounds</b>	9.1. Apply a dressing on a dog
<b>10. Understand choking, stings and poisoning and the necessary first aid treatment</b>	10.1 Explain how to perform abdominal thrusts on a dog
	10.2. Explain how to treat insect stings and snake bites
	10.3. Identify common household poisonous substances
	10.4. Explain the clinical signs, emergency treatment and prevention of poisoning in a dog
<b>11. Understand the signs and treatment of hyperthermia, hypothermia and water inhalation</b>	11.1. Describe the clinical signs and treatment of a dog with hyperthermia
	11.2. Describe the clinical signs and treatment of a dog who has suffered water inhalation
	11.3. Describe the clinical signs and treatment of a dog with hypothermia
	11.4. Explain how to take temperature measurements during canine emergency first aid
<b>12. Understand the signs and treatment of a dog having a convulsion</b>	12.1. Describe the signs and treatment of a dog having a convulsion
<b>13. Understand signs and treatment of gastric torsion</b>	13.1. Describe the clinical signs, treatment and prevention of gastric torsion or gastric dilation (bloat)
<b>14. Understand different types of burns</b>	14.1. Describe three types of burns
	14.2. Describe the treatment of one type of burn
	14.3. Describe the clinical signs and treatment required for electrocution
<b>15. Understand what is required in a canine emergency first aid kit and how to communicate in emergency situations</b>	15.1. Describe the information you may need to have and communicate to a vet in emergency cases
	15.2. List the basic content required in a canine emergency first aid kit

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Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	10.05.22
Unit review date	10.05.23

<b>Unit title:</b>	<b>Planning the Operation of a Small Canine Business</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>3</b>
<b>GLH:</b>	<b>9</b>
<b>TQT:</b>	<b>30</b>
<b>Unit code:</b>	<b>308</b>
<b>Unit reference number:</b>	<b>M/618/1643</b>
<b>Unit aim:</b>	<b>The aim of this unit is to provide the knowledge and understanding of the operation of a small canine business, including establishing an effective marketing strategy and financial planning.</b>
<b>Number of learning outcomes</b>	<b>3</b>

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<b>The learner will:</b>	<b>The learner can:</b>
<b>1. Understand the fundamental requirements of setting up a small canine business</b>	1.1. Describe the different types of business ownership
	1.2. Identify the key requirements to operate a small canine business
	1.3. Explain the key elements of a business plan and how one is created
<b>2. Understand the role of marketing in a small canine business</b>	2.1. Describe how to use different marketing platforms for a small canine business
	2.2. Develop a basic marketing strategy for a small canine business
<b>3. Understand the financial requirements of running a small canine business</b>	3.1. Explain requirements for the keeping of business financial records
	3.2. Investigate costs involved with a small canine business and produce a financial budget
	3.3. Explain the requirement for management and payment of tax for your business

### Assessment information

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Sector Subject Area (SSA)	3.3
Date from which unit will be available for learners	10.05.22
Unit review date	10.05.23

## 10. Suggested Learning Resources

Unit	Suggested learning resources
<p><b>Health and Safety in a Dog Grooming Environment</b></p>	<p><b>Literature</b></p> <p><b>Health &amp; Safety at Work Essentials: The One-stop Guide to Health and Safety Issues in the Workplace.</b> Published by Lawpack Publishing Ltd; 9<sup>th</sup> edition (18 June 2015); ISBN-10: 1910143235; Henmans Freeth LLP.</p> <p><b>The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming</b> The Crowood Press Ltd; 1 edition (4 July 2014) ISBN-10: 1847975909 ISBN-13: 978-1847975904 Gould, S.</p> <p><b>Grooming Manual for the Dog and Cat</b> Publisher: Wiley-Blackwell; 1st Edition (13 April 2006) ISBN-10: 1405111836 ISBN-13: 978-1405111836 Dallas, S., North, D. &amp; Angus, J.</p> <p><b>The Dog Law Handbook</b> Published by: Sweet &amp; Maxwell, 2011 (Second edition) ISBN: 0-414-04818-0 Clayden, P.</p> <p><b>Websites</b></p> <p><a href="#">Risk assessment: Template and examples - HSE</a>  <a href="#">Dog laws UK   Blue Cross</a>  <a href="#">Dog laws for owners - PDSA</a>  <a href="http://www.legislation.gov.uk/ukpga/2006/45/contents">http://www.legislation.gov.uk/ukpga/2006/45/contents</a>  <a href="https://www.hse.gov.uk/riddor/">https://www.hse.gov.uk/riddor/</a>  <a href="https://www.hse.gov.uk/coshh/">https://www.hse.gov.uk/coshh/</a>  <a href="http://www.defra.gov.uk">www.defra.gov.uk</a>  <a href="http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf">http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf</a>  <a href="https://www.legislation.gov.uk/niu/2011/16/contents">https://www.legislation.gov.uk/niu/2011/16/contents</a>  <a href="#">Code of practice for the welfare of dogs (publishing.service.gov.uk)</a></p>
<p><b>Promote the Welfare of Dogs Conforming with Relevant Legislation</b></p>	<p><b>Literature</b></p> <p><b>Animal Biology and Care</b> Published by: Wiley-Blackwell, 2014 (3<sup>rd</sup> edition) ISBN: 978-1118276068 Dallas, S. &amp; Jewell, E.</p> <p><b>The Dog: Its Behaviour, Nutrition and Health</b> Published by Wiley-Blackwell, 2005 (2nd edition) ISBN: 0-813-81254-2 Case, L.</p> <p><b>The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming</b> The Crowood Press Ltd; 1 edition (4 July 2014) ISBN-10: 1847975909 ISBN-13: 978-1847975904 Gould, S.</p> <p><b>What Every Professional Groomer Should Know: The Professional Groomers Textbook</b></p>

	<p>Published by: Independently Published, 2020 ISBN: 979-8651154777 Angus, J., Duffy, Z and Thomas, A.</p> <p><b>Websites</b></p> <p><a href="https://publishing.service.gov.uk">Code of practice for the welfare of dogs (publishing.service.gov.uk)</a>  <a href="https://www.legislation.gov.uk/ukpga/2006/45/contents">Conditions - PDSA</a>  <a href="http://www.legislation.gov.uk/ukpga/2006/45/contents">http://www.legislation.gov.uk/ukpga/2006/45/contents</a>  <a href="https://www.hse.gov.uk/riddor/">https://www.hse.gov.uk/riddor/</a>  <a href="https://www.hse.gov.uk/coshh/">https://www.hse.gov.uk/coshh/</a>  <a href="http://www.defra.gov.uk">www.defra.gov.uk</a>  <a href="http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf">http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf</a>  <a href="http://www.pdsa.org.uk">www.pdsa.org.uk</a>  <a href="http://www.dogstrust.org.uk">www.dogstrust.org.uk</a>  <a href="http://www.bluecross.org.uk">www.bluecross.org.uk</a>  <a href="https://www.thekennelclub.org.uk/health">https://www.thekennelclub.org.uk/health</a>  <a href="https://www.legislation.gov.uk/nia/2011/16/contents">https://www.legislation.gov.uk/nia/2011/16/contents</a></p>
<p><b>Customer Care and Managing Complaints</b></p>	<p><b>Literature</b></p> <p><b>Common Sense Customer Service - Improve your job skills and provide a great customer experience</b> Published by: CreateSpace Independent Publishing Platform, 2013 (1<sup>st</sup> edition) ISBN: 978-1482746150 Wells, V.</p> <p><b>Dealing with Difficult People: Creating success, 129)</b> Published by: Kogan Page, 2013 (2nd edition) ISBN: 0-749-46694-4 Lilley, R.</p> <p><b>Websites</b></p> <p><a href="http://www.forbes.com">www.forbes.com</a>  <a href="https://www.simplybusiness.co.uk/knowledge/articles/2019/12/dealing-with-customer-complaints-and-profiting/">https://www.simplybusiness.co.uk/knowledge/articles/2019/12/dealing-with-customer-complaints-and-profiting/</a></p>
<p><b>Assess and Plan Dog Grooming Styles and Maintenance of Equipment</b></p>	<p><b>Literature</b></p> <p><b>Notes from the Grooming Table</b>  Publisher: The Pet Book Publishing Company Ltd; 2nd Revised edition (1 Sept. 2016) ISBN-10: 0692658076 ISBN-13: 978-0692658079 Verplank, M.</p> <p><b>The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming</b>  The Crowood Press Ltd; 1 edition (4 July 2014) ISBN-10: 1847975909 ISBN-13: 978-1847975904 Gould, S.</p> <p><b>Grooming Manual for the Dog and Cat</b>  Publisher: Wiley-Blackwell; 1st Edition (13 April 2006) ISBN-10: 1405111836 ISBN-13: 978-1405111836 Dallas, S., North, D. &amp; Angus, J.</p> <p><b>Website</b></p> <p><a href="http://www.christiesdirect.com">www.christiesdirect.com</a>  <a href="http://www.groomers-online.com">www.groomers-online.com</a></p>

	<p><a href="http://www.groomersgallery.com">www.groomersgallery.com</a>  <a href="http://www.thegroomersspotlight.com">www.thegroomersspotlight.com</a>  <a href="http://www.mybiga.org/">http://www.mybiga.org/</a></p>
<p><b>Health Checking, Handling and Canine Behaviour</b></p>	<p><b>Literature</b></p> <p><b>Think Dog</b>          Publisher: Cassell; 01 edition (14 July 2016) ISBN-10: 1844039099 ISBN-13: 978-184403909 Fisher, J.</p> <p><b>The Domestic Dog: Its evolution, behaviour and interaction with people</b>          Published by Cambridge University Press, 2016 (2<sup>nd</sup> edition) ISBN: 978-1107699342 Serpell, J.</p> <p><b>The Dog: Its Behaviour, Nutrition and Health</b>          Published by Wiley-Blackwell, 2005 (2nd edition) ISBN: 0-813-81254-2 Case, L.</p> <p><b>Anatomy of the Dog: In Straightforward Terms</b>          Published by: Cadmos Publishing Limited, 2010 ISBN: 3-86127-979-7 Mielke, K.</p> <p><b>Encyclopaedia of Dog Breeds</b>          Published by Barron's Educational Series, Inc., 2005 (2nd edition) ISBN: 0-764-15700-0 Coile, C.</p> <p><b>Websites</b>  <a href="http://www.defra.gov.uk">www.defra.gov.uk</a>  <a href="http://www.pdsa.org.uk">www.pdsa.org.uk</a>  <a href="http://www.dogstrust.org.uk">www.dogstrust.org.uk</a>  <a href="http://www.bluecross.org.uk">www.bluecross.org.uk</a>  <a href="http://www.purina.co.uk">www.purina.co.uk</a>  <a href="http://www.legislation.gov.uk/ukpga/2006/45/contents">http://www.legislation.gov.uk/ukpga/2006/45/contents</a>  <a href="https://www.thekennelclub.org.uk/health">https://www.thekennelclub.org.uk/health</a>  <a href="https://www.legislation.gov.uk/nia/2011/16/contents">https://www.legislation.gov.uk/nia/2011/16/contents</a></p>
<p><b>Prepare, Style and Finish a Range of Dog Breeds</b></p>	<p><b>Literature</b></p> <p><b>Notes from the Grooming Table</b>          Publisher: The Pet Book Publishing Company Ltd; 2nd Revised edition (1 Sept. 2016) ISBN-10: 0692658076 ISBN-13: 978-0692658079 Verplank, M.</p> <p><b>The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming</b>          The Crowood Press Ltd; 1 edition (4 July 2014) ISBN-10: 1847975909 ISBN-13: 978-1847975904 Gould, S.</p> <p><b>Grooming Manual for the Dog and Cat</b>          Publisher: Wiley-Blackwell; 1st Edition (13 April 2006) ISBN-10: 1405111836 ISBN-13: 978-1405111836 Dallas, S., North, D. &amp; Angus, J.</p> <p><b>All-breed Dog Grooming</b></p>



	<p>Published by: The Publications Inc; 2010 ISBN: 9780793806478 Dobish, D., Ernst, G., Gutman, S. and King, S.</p> <p><b>What Every Professional Groomer Should Know: The Professional Groomers Textbook</b> Published by: Independently Published, 2020 ISBN: 979-8651154777 Angus, J., Duffy, Z and Thomas, A.</p> <p><b>Website</b>  <a href="http://www.christiesdirect.com">www.christiesdirect.com</a>  <a href="http://www.groomers-online.com">www.groomers-online.com</a>  <a href="http://www.groomersgallery.com">www.groomersgallery.com</a>  <a href="http://www.thegroomersspotlight.com">www.thegroomersspotlight.com</a>  <a href="http://www.mybiga.org/">http://www.mybiga.org/</a></p>
<p><b>Canine Emergency First Aid</b></p>	<p><b>Literature</b></p> <p><b>The Dog: Its behaviour, nutrition and health</b> Published by Wiley-Blackwell, 2005 (2nd edition) ISBN: 0-813-81254-2 Case, L.</p> <p><b>The Dog Groomer's Manual: A Definitive Guide to the Science, Practice and Art of Dog Grooming</b> The Crowood Press Ltd; 1 edition (4 July 2014) ISBN-10: 1847975909 ISBN-13: 978-1847975904 Gould, S.</p> <p><b>The A to Z of First Aid and Emergency Care for Dogs and Cats: How to save an ill or injured pet</b> Published by: CreateSpace Independent Publishing Platform, 2014 ISBN: 1-493-71045-1 Glover, A.</p> <p><b>What Every Professional Groomer Should Know: The Professional Groomers Textbook</b> Published by: Independently Published, 2020 ISBN: 979-8651154777 Angus, J., Duffy, Z and Thomas, A.</p> <p><b>Websites</b>  <a href="http://www.defra.gov.uk">www.defra.gov.uk</a>  <a href="http://www.pdsa.org.uk">www.pdsa.org.uk</a>  <a href="http://www.dogstrust.org.uk">www.dogstrust.org.uk</a>  <a href="http://www.bluecross.org.uk">www.bluecross.org.uk</a>  <a href="http://www.legislation.gov.uk/ukpga/2006/45/contents">http://www.legislation.gov.uk/ukpga/2006/45/contents</a></p>
<p><b>Planning the Operation of a Small Canine Business</b></p>	<p><b>Literature</b></p> <p><b>The Dog Grooming Business Course: How to Set Up and Run Your Own Dog Grooming Business. At Home. Mobile. Salon</b> Publisher: AuthorHouseUK (2016) ISBN-10: 0957569122 ISBN-13: 978-0957569126 Maris, K.</p> <p><b>How to Start a Business: An Essential Guide to Starting a Small Business from Scratch and Going from Business Idea and Plan to Scaling Up and Hiring Employees</b></p>

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**Build a Business: Discover the True Earning Potential of Self Employment by Building a Business the Profitable Way**

Publisher: CreateSpace Independent Publishing Platform (2017) ISBN-10: 197372331X ISBN-13: 978-1973723318 Connors, K.

**Websites**

[www.centrestagedogs.co.uk](http://www.centrestagedogs.co.uk) – groomers hourly rate calculator  
[www.gov.uk](http://www.gov.uk)  
[www.hmrc.gov.uk](http://www.hmrc.gov.uk)  
[www.hse.gov.uk](http://www.hse.gov.uk)  
[www.legislation.gov.uk](http://www.legislation.gov.uk)  
[www.boughtbymany.com](http://www.boughtbymany.com)  
[www.petplansanctuary.co.uk](http://www.petplansanctuary.co.uk)  
[www.petbusinessinsurance.co.uk](http://www.petbusinessinsurance.co.uk)  
<https://www.morebusiness.com/developing-a-profitable-small-business-operational-plan/>  
[www.fsb.org.uk](http://www.fsb.org.uk)  
[www.gov.uk](http://www.gov.uk)  
[www.acas.org.uk](http://www.acas.org.uk)  
<http://www.mybiga.org/>

## 11. Supporting Documents and General

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

**iPET Network**, 71 Clifton Drive, Northwich, Cheshire, CW9 8BQ  
 Tel: 0800 433 4700 Email: [info@ipetnetwork.co.uk](mailto:info@ipetnetwork.co.uk)  
 Web: [www.ipetnetwork.co.uk](http://www.ipetnetwork.co.uk)  
 Office Hours: Monday to Thursday - 9am to 5.30pm  
 Friday - 9am to 1.30pm

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