

City & Guilds Level 2 Certificate for Dog Grooming Assistants (7863-02)

September 2023 Version 1.2

Qualification Handbook

Qualification at a glance

Industry area	Animal Care and Veterinary Science
City & Guilds qualification number	7863-02
Age group	16-18, 19+
Entry requirements	Centres must ensure that any pre-requisites stated in the <i>What is this qualification about?</i> section are met.
Assessment	To gain this qualification, candidates must successfully achieve the following assessments: <ul style="list-style-type: none"> • One externally set, externally quality assured assignment • One externally set, externally marked exam, sat under examination conditions
Grading	This qualification is graded Pass/Merit/Distinction For more information on grading, please see Section 6: Grading.
Approvals	These qualifications require full centre and qualification approval
Support materials	Sample assessments
Registration and certification	Registration and certification of this qualification is through the Walled Garden, and is subject to end dates.
External quality assurance	This qualification is externally quality assured by City & Guilds, and its internally marked assignments are subject to external quality assurance.

Title and level	Size (GLH)	TQT	City & Guilds qualification number	Ofqual accreditation number
Level 2 Certificate for Dog Grooming Assistants	182	219	7863-02	603/6287/X

Version and date	Change detail	Section
1.0 September 2020	First version	
1.1 October 2021	Points of a dog diagram updated	Appendix 2
1.2 September 2023	Addition of City & Guilds to title page and footer. Reformatting and removal of tracked comments.	Title page and footer. Throughout.

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1 Introduction

What is this qualification about?

The following purpose is for the **Level 2 Certificate for Dog Grooming Assistants (603/6287/X)**

Area	Description
OVERVIEW	
Who is this qualification for?	<p>If you are looking to start a career within the dog grooming industry, then this is qualification is aimed at you.</p> <p>Working with animals is extremely rewarding, but it can require long hours with dedication and enthusiasm within the role is a key to success. This qualification is suitable if you are 16 years old, or over.</p> <p>You will gain the practical skills and knowledge that are important for working as a Dog Grooming Assistant. You could work for a business or franchise, and it could be based in a salon or a mobile unit. You could also progress to further learning and training in this area, to be a Dog Groomer and onto 7863-03 Level 3 Diploma in Dog Grooming.</p> <p>This qualification is the pre-requisite for 7863-03 Level 3 Diploma in Dog Grooming.</p>
What does this qualification cover?	<p>This qualification covers the skills you will need to progress to work as a Dog Grooming Assistant. Mandatory content covers:</p> <ul style="list-style-type: none">• Preparing and grooming dogs prior to bathing• Bathing of dogs• Drying dogs and preparing a dog for styling• Carrying out trimming of a dog's coat to prepare for styling• Moving and lifting dogs• Maintaining the cleanliness and biosecurity of the dog grooming environment• Professional conduct• An introduction to anatomical features, breed characteristics and behaviour of dogs
WHAT COULD THIS QUALIFICATION LEAD TO?	

Will the qualification lead to employment, and if so, in which job role and at what level?	Achievement of this qualification demonstrates to an employer/the public that you have the necessary technical skills and knowledge they are looking for when recruiting/seeking the services of a: <ul style="list-style-type: none"> • Dog Grooming Assistant
Why choose this qualification over similar qualifications?	There are no other recognised qualifications for Dog Groomers at this Level.
Will the qualification lead to further learning?	Yes. Once you have successfully completed this qualification, you could go on to study Level 3 Diploma in Dog Grooming (7863-03).
WHO SUPPORTS THIS QUALIFICATION?	
Employer/Higher Education Institutions	The Pet Industry Federation.
FURTHER INFORMATION	Please refer to the Qualification Handbook, available on the City & Guilds website, for more information on the structure of this qualification, the content of the units, and assessment.

Qualification structure

For the **Level 2 Certificate for Dog Grooming Assistants** the teaching programme must cover the content detailed in the structure below:

Unit number	Unit title	GLH
Mandatory		
201	Prepare and groom dogs prior to bathing	28
202	Bathing of dogs	26
203	Dry dogs and prepare a dog for styling	22
204	Carry out trimming of a dog's coat to prepare for styling	43
205	Move and lift dogs	7
206	Maintain the cleanliness and biosecurity of the dog grooming environment	16
207	Professional conduct	8
208	Introduction to anatomical features, breed characteristics and behaviour of dogs	32

Total qualification time (TQT)

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 Certificate for Dog Grooming Assistants	182	219

Guided Learning Hours (GLH) are defined as all times when a member of Centre staff is present to give specific guidance towards the qualification being studied. GLH include lectures, tutorials and supervised study, whether in the classroom or via open learning. GLH may also include time spent by Centre staff directly assessing a learner's competence. GLH do not include private study, homework or work-based learning. Neither do they include time spent by staff in the day-to-day marking of assignments and homework where the learner is not present nor does it include hours where supervision is of a general nature.

Assessment requirements

To achieve the **Level 2 Certificate for Dog Grooming Assistants** candidates must successfully complete **both** mandatory assessment components.

Component number	Title
Mandatory	
020	Level 2 Certificate for Dog Grooming Assistants - Theory exam
021	Level 2 Certificate for Dog Grooming Assistants – Synoptic Assignment

Certification modules

On achievement of both assessments, the applicable certification grading module must be claimed. Details on the calculation for grading is in section 6: Grading.

Component number	Title
905	Level 2 Certificate for Dog Grooming Assistants – Pass
906	Level 2 Certificate for Dog Grooming Assistants - Merit
907	Level 2 Certificate for Dog Grooming Assistants – Distinction

2 Centre requirements

Approval

New centres will need to gain centre approval. Existing centres who wish to offer this qualification must go through City & Guilds' **full** Qualification Approval Process. There is no fast track approval for this qualification. Please refer to the City & Guilds website for further information on the approval process: www.cityandguilds.com

Resource requirements

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following requirements:

- be technically competent in the areas in which they are delivering
- be able to deliver across the breadth and depth of the content of the qualification being taught
- have recent relevant teaching and assessment experience in the specific area they will be teaching, or be working towards this
- demonstrate continuing CPD.

Physical resources

Centres must be able to demonstrate that they have access to the equipment and technical resources required to deliver this qualification and its assessment.

Internal Quality Assurance

Internal quality assurance is key to ensuring accuracy and consistency of tutors and markers. Internal Quality Assurers (IQAs) monitor the work of all tutors involved with a qualification to ensure they are applying standards consistently throughout assessment activities. IQAs must have, and maintain, an appropriate level of technical competence and be qualified to make both marking and quality assurance decisions through a teaching qualification or recent, relevant experience.

Learner entry requirements

There are no formal entry requirements for this qualification.

Age restrictions

This qualification is approved for learners aged 16 – 19, 19+.

3 Delivering qualifications

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific learning or training needs,
- support and guidance they may need when working towards their qualification,
- the appropriate type and level of qualification.

We recommend that centres provide an introduction so that learners fully understand the requirements of the qualification, their responsibilities as a learner, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for this qualification:

Description	How to access
Sample assessments	Available 2020 on the qualification pages on the City & Guilds Website: www.cityandguilds.com

4 Assessment

Summary of assessment methods and conditions

Component numbers	Assessment method	Description and conditions
021	Synoptic assignment	<p>The synoptic assignment is externally set, internally marked and externally quality assured. The assignment requires candidates to identify and use effectively in an integrated way an appropriate selection of skills, techniques, concepts, theories, and knowledge from across the content area. Candidates will be judged against the assessment objectives.</p> <p>Assignments will be released to centres in the first week of January each year.</p> <p>Centres will be required to maintain the security of all live assessment materials. Assignments will be password protected and released to centres through the website. Centres must ensure that they are using the correct assignment for the year that the assessment is taking place.</p>
020	Externally marked exam	<p>The exam is externally set and externally marked, and will be taken as a Multiple Choice Question (MCQ) exam online.</p> <p>The exam is designed to assess the candidate's depth and breadth of understanding across content in the qualification at the end of the period of learning, using a range of question types and will be sat under invigilated examination conditions. See JCQ requirements for details: http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations</p> <p>The exam specification shows the coverage of the exam across the qualification content.</p>

What is synoptic assessment?

This qualification is based around the development of a toolkit of knowledge, understanding and skills that an individual needs in order to have the capability to work in a particular industry or occupational area. Individuals in all technical areas are expected to be able to apply their knowledge, understanding and skills in decision making to solve problems and achieve given outcomes independently and confidently.

City & Guilds qualifications require candidates to draw together their learning from across the qualification to solve problems or achieve specific outcomes by explicitly assessing this through the synoptic assignment component.

In this externally set, internally marked and externally quality assured assessment the focus is on bringing together, selecting and applying learning from across the qualification rather than demonstrating achievement against units or subsets of the qualification content. The candidate will be given an appropriately levelled, substantial, occupationally relevant problem to solve or outcome to achieve. For example this might be in the form of a briefing from a client, leaving the candidate with the scope to select and carry out the processes required to achieve the client's wishes, as they would in the workplace.

Most tasks will be assessed by observation of the candidate carrying out the tasks and/or an assessment of the final outcome/product. Details of how to mark and grade each task can be found in the synoptic assignment pack.

How the assignment is synoptic for this qualification

The typical assignment brief could be to style and cut a range of breeds to requirements and carry out first aid tasks. Candidates will be able to utilise a range of skills and knowledge to achieve the tasks within the assignment,

The way the exam covers the content of the qualification is laid out in the table below:

Assessment type: Examiner marked, written exam, delivered online*

Assessment conditions: Invigilated examination conditions

Grading: X/P/M/D

Pass mark: 36 marks (60%)

020		Duration: 1 hour 30 minutes	
Unit	Unit Title	Number of marks	%
201	Prepare and groom dogs prior to bathing	7	12
202	Bathing of dogs	4	7
203	Dry dogs and prepare a dog for styling	4	7
204	Carry out trimming of a dog's coat to prepare for styling	5	8
205	Move and lift dogs	6	10
206	Maintain the cleanliness and biosecurity of the dog grooming environment	4	7
207	Professional conduct	13	22
208	Introduction to anatomical features, breed characteristics and behaviour of dogs	17	28
Total		60	100

*These exams are sat under invigilated examination conditions, as defined by the JCQ: <http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations>

Entry for exams can be made through the City & Guilds Walled Garden.

5 Standardisation of assessment

City & Guilds' externally set assignments for qualifications are designed to draw from across the qualifications' content, and to contribute a significant proportion towards the learner's final qualification grade. They are subject to a rigorous external quality assurance process.

Supervision and authentication of internally assessed work

The Head of Centre is responsible for ensuring that internally assessed work is conducted in accordance with City & Guilds' requirements.

City & Guilds requires both tutors and candidates to sign declarations of authenticity. If the tutor is unable to sign the authentication statement for a particular candidate, then the candidate's work cannot be accepted for assessment.

Internal standardisation

For internally marked work the centre is required to conduct internal standardisation to ensure that all work at the centre has been marked to the same standard. It is the Internal Quality Assurer's (IQA's) responsibility to ensure that standardisation has taken place, and that the training includes the use of reference and archive materials such as work from previous years as appropriate.

The process must be managed through the IQA. The justification for allowing a resubmission should be recorded and made available on request. The use of this provision will be monitored by City & Guilds.

Internal appeal

Centres must have an internal process in place for candidates to appeal the marking of internally marked components, ie the synoptic assignment. This must take place before the submission of marks. The internal process must include candidates being informed of the marks (or grades) the centre has given for internally assessed components, as they will need these to make the decision about whether or not to appeal.

Centres retaining evidence

Centres must retain assessment records for each candidate for a minimum of three years. To help prevent plagiarism or unfair advantage in future versions, candidate work may not be returned to candidates. Samples may however be retained by the centre as examples for future standardisation of marking.

6 Grading

Awarding individual assessments

The theory exam will be graded, by City & Guilds, as pass/merit/distinction. The synoptic assignment will be graded by the centre pass, merit and distinction, and externally quality assured.

Grading and results

The overall qualification grade will be calculated based on aggregation of the candidate's achievement in each of the assessments for the mandatory units, taking into account the assessments' weighting. The **Level 2 Certificate for Dog Grooming Assistants** will be reported on a three grade scale: Pass, Merit, Distinction.

All assessments **must** be achieved at a minimum of Pass for the qualification to be achieved. Candidates who fail to reach the minimum standard for grade Pass for an assessment(s) will not achieve the qualification and will not receive a certificate.

For both assessments, candidates' grades need to be converted to points. The points available for each assessment grade is listed in the table below.

	Pass	Merit	Distinction
Assignment	2	4	6
Exam	1	2	3

The points achieved for each assessment method should be added together for an overall number of points. The points required for each qualification grade are as follows:

Qualification Grade	Points
Distinction	8-9
Merit	5-7
Pass	3-4

Once both assessments have been achieved and the overall grade has been determined, centres must claim the applicable certification module, as follows:

Component number	Title
905	Level 2 Certificate for Dog Grooming Assistants – Pass
906	Level 2 Certificate for Dog Grooming Assistants – Merit
907	Level 2 Certificate for Dog Grooming Assistants – Distinction

7 Administration

Approved centres must have effective quality assurance systems to ensure valid and reliable delivery and assessment of qualifications. Quality assurance includes initial centre registration by City & Guilds and the centre's own internal procedures for monitoring quality assurance procedures.

Consistent quality assurance requires City & Guilds and its associated centres to work together closely; our Quality Assurance Model encompasses both internal quality assurance (activities and processes undertaken within centres) and external quality assurance (activities and processes undertaken by City & Guilds).

For this qualification, standards and rigorous quality assurance are maintained by the use of:

- internal quality assurance
- City & Guilds external quality assurance.

In order to carry out the quality assurance role, Internal Quality Assurers (IQAs) must have and maintain an appropriate level of technical competence and have recent relevant assessment experience. For more information on the requirements, refer to *Section 2: Centre requirements* in this handbook.

To meet the quality assurance criteria for this qualification, the centre must ensure that the following procedures are followed:

- suitable training of staff involved in the assessment of the qualification to ensure they understand the process of marking and standardisation
- completion by the person responsible for internal standardisation of the Centre Declaration Sheet to confirm that internal standardisation has taken place
- the completion by candidates and supervisors/tutors of the record form for each candidate's work.

External quality assurance

City & Guilds will undertake external quality assurance activities to ensure that the quality assurance criteria for this qualification are being met. Centres must ensure that they co-operate with City & Guilds staff and representatives when undertaking these activities.

City & Guilds requires the Head of Centre to

- facilitate any inspection of the centre which is undertaken on behalf of City & Guilds
- make arrangements to receive, check and keep assessment material secure at all times,
- maintain the security of City & Guilds confidential material from receipt to the time when it is no longer confidential and
- keep completed assignment work and examination scripts secure from the time they are collected from the candidates to their dispatch to City & Guilds.

Enquiries about results

For further details on enquiries and appeals process and for copies of the application forms, please visit the **appeals page** of the City & Guilds website at **www.cityandguilds.com**.

Re-sits and shelf-life of assessment results

Candidates who have failed an assessment or wish to re-take it in an attempt to improve their grade, can re-sit assessments. The best result will count towards the final qualification. See guidance on individual assessment types in Section 4.

Factors affecting individual learners

If work is lost, City & Guilds should be notified immediately of the date of the loss, how it occurred, and who was responsible for the loss. Centres should use the JCQ form, JCQ/LCW, to inform City & Guilds Customer Services of the circumstances.

Learners who move from one centre to another during the course may require individual attention. Possible courses of action depend on the stage at which the move takes place. Centres should contact City & Guilds at the earliest possible stage for advice about appropriate arrangements in individual cases.

Malpractice

Please refer to the City & Guilds guidance notes *Managing cases of suspected malpractice in examinations and assessments*. This document sets out the procedures to be followed in identifying and reporting malpractice by candidates and/or centre staff and the actions which City & Guilds may subsequently take. The document includes examples of candidate and centre malpractice and explains the responsibilities of centre staff to report actual or suspected malpractice. Centres can access this document on the City & Guilds website.

Examples of candidate malpractice are detailed below (please note that this is not an exhaustive list):

- falsification of assessment evidence or results documentation
- plagiarism of any nature
- collusion with others
- copying from another candidate (including the use of ICT to aid copying), or allowing work to be copied
- deliberate destruction of another's work
- false declaration of authenticity in relation to assessments
- impersonation.

These actions constitute malpractice, for which a penalty (eg disqualification from the assessment) will be applied.

Where suspected malpractice is identified by a centre after the candidate has signed the declaration of authentication, the Head of Centre must submit full details of the case to City & Guilds at the earliest opportunity. Please refer to the form in the document *Managing cases of suspected malpractice in examinations and assessments*.

Access arrangements and special consideration

Access arrangements are adjustments that allow candidates with disabilities, special educational needs and temporary injuries to access the assessment and demonstrate their skills and knowledge without changing the demands of the assessment. These arrangements must be made before assessment takes place.

It is the responsibility of the centre to ensure at the start of a programme of learning that candidates will be able to access the requirements of the qualification.

Please refer to the *JCQ access arrangements and reasonable adjustments and Access arrangements - when and how applications need to be made to City & Guilds* for more information. Both are available on the City & Guilds website:

<http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/access-arrangements-reasonable-adjustments>

Special consideration

We can give special consideration to candidates who have had a temporary illness, injury or indisposition at the time of the examination. Where we do this, it is given after the examination.

Applications for either access arrangements or special consideration should be submitted to City & Guilds by the Examinations Officer at the centre. For more information please consult the current version of the JCQ document, *A guide to the special consideration process*. This document is available on the City & Guilds website: **<http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/access-arrangements-reasonable-adjustments>**

Unit 201

Prepare and groom dogs prior to bathing

Level:	2
GLH	28

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to communicate information within the workplace.

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to assess and individual dog, identifying factors which would affect how the animal was prepared for grooming. To provide the learner with knowledge and understanding and skills required to communicate information within the workplace.

The learner will carry out skills to demonstrate the correct procedures for health checking a dog and assessing different dogs for their grooming requirements.

Learning outcomes

In this unit, learners will be able to

1. Carry out a basic health check and record findings
2. Understand tools and equipment to be used prior to bathing.
3. Know relevant health and safety legislation and good practice.

Scope of content

This section gives details of the scope of content to be covered in the teaching of the unit to ensure that all the learning outcomes can be achieved.

Learning outcome:

1. Carry out a basic health check and record findings

Topics:

- 1.1 Basic health check
- 1.2 Importance of record keeping

Topic 1.1

Identify visual signs of good and ill health:

- Ectoparasites
- Endo-parasites
- Skins and coat conditions
- Ear infections
- Lumps/ bumps/ cuts
- Eyes
- Nose
- Feet/ nails/pads
- Genitalia – in season, entire, testicles
- Teeth/ gums.
- Behaviour
- Gait/limbs/movement
- Body condition
- Respiration rate

Zoonotic diseases to include:

- Ringworm
- Sarcoptic mange

Topic 1.2

Use of prior notes to include:

- Checking record cards for behaviour and temperament
- Health issues previously noted
- Previous grooming requirements

Checking records for previous health conditions and report an abnormal condition.

The importance of record keeping to include:

- Record cards
- Health check
- Disclaimer/new customer/preexisting conditions
- Record findings of new conditions/lumps/bumps etc

Learning outcome:

2. Understand correct tools and equipment to use prior to bathing

Topics:

- 2.1 Tools and equipment for grooming out.
- 2.2 Changing grooming techniques.

Topic 2.1

Selecting correct tools and equipment for the dog's coat type and condition to include:

- Brushes
- Comb
- De matter

When grooming out is or is not required may include:

- Presence of matts/ knots/ tangles
- Compacted (felted) coat
- Smooth coat

Different coats of dogs to include:

- Wire
- Wool
- Silk
- Smooth
- Double
- Corded
- Hairless
- Drop/ parted coat
- Combination/ mixed
- Harsh
- Curly
- Linty
- Single

Confirm the environment and the equipment is safe to use:

- Table
- Comb
- Brushes
- Suitable knot removing equipment e.g de-matter, clippers
- Handling and restraint equipment eg neck noose, muzzle

Procedure to follow if equipment is damaged.

When the need for restraint is required may include:

- Muzzle
- Noose

Topic 2.2

When bathing is not necessary may include:

- Before or after hand stripping, dependant on individual dog
- Bathing may cause unnecessary stress
- Medical reasons

When clipping the dog prior to bath is necessary:

- Matted
- Life stage e.g old
- Long coat required to be clipped down due to lifestyle of dog
- To reduce stress and drying time

Why age or condition of dog may influence the decision:

- Length of time to style e.g arthritic/old dog, puppies
- Condition of coat e.g, matted

Learning outcome:

3. Know relevant health and safety legislation and good practice

Topics:

- 3.1 Communication and professionalism
- 3.2 health and safety, code of practice

Topic 3.1

The importance of communication with supervisor/ other colleagues to include:

- Clients request of style which suits lifestyle of dog
- Health issues
- Dog behavior around other dogs
- Dogs behavior when been handled
- Health issues
- Coat condition

Topic 3.2

Work in a way that maintains health and safety of groomer and dog.

- Demonstrate correct lifting procedures
- Learner to ask for help with larger breeds
- Correct restraint used

Relevant current legislation to include:

- Animal Welfare Act (2006)
- Health and Safety at Work etc Act (1974)
- General Data Protection Regulations (2018) (GDPR)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Control of Substances Hazardous to Health Regulations (2002) (COSHH)
- Manual handling

The importance of following code of conduct:

- Promote professional image of Salon
- Health and safety of dog and groomer

Guidance for delivery

Prepare dogs prior to bathing will be delivered through practical sessions, with a variety of breeds and coat types and conditions as well as life stages.

Suggested learning resources

Books

'What Every Professional Groomer Should Know'

Authors: Joanne Angus, Zoe Duffy and Alison Thomas

ISBN: 9798651154777

The Dog Groomers Manual

Sue Gould

ISBN; 1847975909

Doglapedia

J.M.Evans and Kay White

Grooming manual for the dog and cat

Sue Dallas, Dianna North and Joanne Angus

ISBN: 1405111836

Journals and magazines:

Total Grooming magazine

Websites

The Kennel Club UK

www.thekennelclub.org.uk/

Legislation

www.hse.gov.uk

www.gov.uk/guidance/animal-welfare

Groomers online

www.groomers-online.com

Christies direct

www.christiesdirect.com

Level:	2
GLH	26

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required safely and effectively bath, clean and rinse a dog's coat and skin. The learner will be guided through safe handling techniques, ensuring animal welfare, health and safety in the workplace and maintaining biosecurity while minimising environmental damage.

The learner will gain knowledge of shampoo variants and suitability to coat types and condition along with the use of conditioners and products.

Basic dog anatomy and physiology will be included to aid knowledge of animal welfare during the bathing process.

Learning outcomes

In this unit, learners will be able to

1. Identify and maintain correct equipment and products using in bathing dogs
2. Demonstrate safe use of products, equipment and bathing techniques
3. Know how to deal with potential bathing hazards and injuries

Scope of content

Within this unit the learner will gain knowledge of different coat types and skin conditions. The learner will be exposed to different dog breeds/ cross breeds, behaviours, life stages, and coat types to enable them to make decisions on safe handling, restraining techniques while bathing a dog. Knowledge of different shampoo's, products will be gained in order for the learner to thoroughly bath, clean and rinse different coat types and skin condition.

Emphasis will also be on ensuring animal welfare and health and safety in the workplace is met along with maintaining biosecurity and minimising environmental damage.

Learning outcome:

1. Identify and maintain correct equipment and products using in bathing dogs

Topics:

- 1.1 Types, dilutions and storage of products
- 1.2 Types of equipment and their maintenance

Topic 1.1

Types of products:

- Shampoos: general purpose, medicated/ prescribed, anti-parasitic, colour enhancers, sensitive
- Conditioners
- De-tanglers
- Degreasing

Correct dilutions of products:

- Following manufacturers instruction
- Following veterinary instructions (as applicable)

Storage of products:

- Following manufacturers instruction
- Following veterinary instructions (as applicable)
- Checking expiry dates

Topic 1.2

Confirm the bathing area and the equipment to be used is clean, ready for use and is safe and secure for both assistant/ groomer and the dog. This may include:

- Baths: hydraulics, walk in, hydro, electric
- Bathmats
- Access equipment - ramps
- Sponges/ scrunchies
- Brushes
- Shampoo containers
- Handling and restraint equipment eg neck noose, muzzle
- Personal Protective Equipment (PPE)

Cleaning and maintenance of tools:

- Clean and disinfect baths/ bathmats
- Clean and disinfect shampoos containers (daily)
- Clear hair and debris from drain
- Check for damage
- Sterilising brushes
- Checking plugs and wires for damage and PAT testing is current

The procedure to follow when the equipment is damaged or faulty.

Learning outcome:

2. Demonstrate safe use of products, equipment and bathing techniques

Topics:

2.1 Bathing techniques to suit different coat types

Topic 2.1

Handle animals in a way which:

- Promotes animal welfare
- Instills confidence and cooperation in the dog
- Reassures dog without over stimulation

Ensure appropriate restraint equipment are used for the individual dogs' physical characteristics, temperament and life stage. This may include:

- Neck noose: general purpose for dogs that don't have any specific physical or behaviour considerations
- Muzzles: Basket muzzle, material and full face for aggressive dogs

Benefits of bathing and techniques may include:

- Massaging
- Stimulation of the hair follicles
- Blood circulation

Awareness of breed conformation and impacts on bathing eg brachycephalic breeds.

Consequences of not thoroughly shampooing or rinsing the dogs coat:

- Dirty coat and skin
- Greasy coat
- Skin irritation
- Increased drying time
- Impact on styling
- Damaging equipment

Techniques and methods for bathing according to coat type:

- Establish water temperature and pressure as appropriate for the dog
- Manipulation of the dog
- Correct handling and restraint of dog
- Monitoring the dog throughout the bathing process
- Monitoring the equipment

- Correct dilutions of products
- Safe application of products
- Bath in a methodical pattern ensuring all areas are thoroughly clean
- Care of vulnerable areas
- Rinse in a methodical pattern ensuring all areas are thoroughly rinsed and product free
- Remove excess water from the coat
- Confident and safe use of equipment and technique

Adapt use of restraint and bathing equipment and handling techniques to suit individual dog's needs.

Recognise when restraint and bathing equipment may not be appropriate for an individual dog and situation.

Learning outcome:

3. Know how to deal with potential bathing hazards and injuries

Topics:

- 3.1 Potential bathing injuries and hazards in a dog grooming environment and actions to be taken

Topic 3.1

Common hazards that can occur while bathing (to dog and groomer):

- Slipping
- Jumping out of the bath
- Product in eyes

Common injuries that can occur while bathing and appropriate actions:

- Scalding: remove heat source, cool the area, report to supervisor/ stylist
- Products in eyes or ears: stop bathing, report to supervisor/ stylist for instructions
- Water in ears: stop bathing, report to supervisor/ stylist for instructions

Consequences of injuries that can occur while bathing:

- Scalding: Irritation to the skin leading to self-mutilation and secondary infection
- Product in eyes or ears: ulceration, irritation to the skin leading to self-mutilation and secondary infection
- Water in ears: Irritation that could lead to secondary infections

Guidance for delivery

This unit is essential for learners to develop their skills and knowledge is effectively and safely bathing, cleaning and rinsing a dog's coat and skin. It incorporates units of lifting and moving dogs, Biosecurity, cleaning and waste disposal, Professional practice and dog knowledge and encourages students to extend their knowledge by further self-research.

Delivery of this unit must include practical lessons as well as theory lessons for learners to gain in-depth understanding.

It is recommended to conduct a demonstration of correct and safe bathing and rinsing routines including ways to check all areas are thoroughly rinsed are along with a printed procedure for learners to follow. Demonstrations should include the use of correct PPE and restraint equipment.

Videos of bathing systems and outside speakers from companies manufacturing bathing products could be used to enhance delivery.

Learners should be exposed to a range of different coat types, breeds of dog which should include Brachycephalic breeds, shampoo's and products along with different behaviours life stages, disabilities of dogs.

Suggested learning resources

Books

Grooming manual for dog and cat	By Sue Dallas, Dianna North and Joanne Angus
	ISBN: 1405111836
The Kennel club illustrated breed standards	The Kennel Club
'What Every Professional Groomer Should Know'	Authors: Joanne Angus, Zoe Duffy and Alison Thomas
	ISBN: 9798651154777
The Dog Groomers Manual	Sue Gould
	ISBN; 1847975909

Journals and magazines:

Total Grooming magazine

Websites

The Kennel Club UK	www.thekennelclub.org.uk/
Legislation	www.hse.gov.uk
	www.gov.uk/guidance/animal-welfare
Groomers online	www.groomers-online.com
Christies direct	www.christiesdirect.com

Level:	2
GLH	22

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required correctly and safely dry different coat types. The learner will be exposed to different coat types, coat conditions, breeds and temperaments in order to gain knowledge of how to handle and restrain dog's while using correct equipment and applying correct techniques to dry individual coat types.

The learner will also be exposed to different life stages, disabilities and skull shapes with emphasis on knowledge of Brachycephalic breeds and potential health concerns when drying such as heat stress to dogs, brush and dryer burn. Knowing how to respond to an emergency situation.

The learner will be aware of health and safety around electrical equipment and water. Manual handling operations and the animal welfare act and work in accordance with.

The learner will be able to maintain biosecurity within the drying area and carry out correct maintenance checks on equipment understanding the importance of cleaning and maintaining equipment and potential consequences of not following maintenance procedures.

Learning outcomes

In this unit, learners will be able to

1. Identify equipment and safe techniques
2. Demonstrate safe use of different drying techniques and equipment
3. Know how to deal with potential drying injuries

Scope of content

Throughout this unit emphasis should be on the promotion of safe working practice along with animal welfare, using correct equipment and applying safe techniques to produce an appropriate knot free finish through drying procedures.

Learners should have access to at least five different coat types. Coat types suitable are. Double, Wool, Wire, Silky, Drop, Combination, smooth and a variety of breeds, temperaments and skull shapes and have the ability to modify techniques to the dog's needs.

Learning outcome:

1. Identify equipment and safe techniques

Topics:

- 1.1 Equipment used in drying
- 1.2 Cleaning and maintenance of equipment

The learner should be able to make choices on suitable equipment to be used to dry coats based on a dog's coat type and condition and have knowledge of appropriate finishes for each coat type.

Topic 1.1

Confirm the drying area and the equipment to be used is clean, ready for use and is safe and secure for both assistant/ groomer and the dog. This may include:

- Dryers: High velocity, stand dryers, cabinet dryers, hand dryers, towels, absorbent towels.
- Table
- Comb
- Brushes
- Suitable knot removing equipment
- Handling and restraint equipment eg neck noose, muzzle, slings, protective hood

The procedure to follow when the equipment is damaged or faulty.

Types of equipment used in drying a dog's coat which may include:

- Dryers: High velocity, stand dryers, cabinet dryers, hand dryers, towels, absorbent towels.
- Brushes and combs
- Suitable knot removing equipment

Topic 1.2

Cleaning and maintenance of tools:

- Clean filters
- Remove hair from dryer wheels
- Washing and drying towels
- Sterilising brushes and combs
- Checking for damage
- Correct storage

- Checking plugs and wires for damage and PAT testing is current

Learning outcome:

2. Demonstrate safe use of different drying techniques and equipment

Topics:

2.1 Drying techniques to suit different coat types ready for styling

Topic 2.1

Handle animals in a way which:

- Promotes animal welfare
- Installs confidence and cooperation in the dog
- Reassures dog without over stimulation

Ensure appropriate restraint equipment are used for the individual dogs' physical characteristics, temperament and life stage. This may include:

- Neck noose: general purpose for dogs that don't have any specific physical or behaviour considerations
- Muzzles: Basket muzzle, material and full face for aggressive dogs
- Protective hood

Techniques and methods for drying according to coat type:

- Cabinet dryer: All coat types. Special considerations for brachycephalic breeds and wool coats.
- Stand dryer: All coats, special considerations for parted drop coats and fluff drying for wool coats
- High velocity dryers: All coat types apart from hairless, special considerations for parted drop coats.
- Hand dryers: all coat types
- Towels/ absorbent cloths: All coat types.

Signs of brush burn:

- Red inflamed skin
- Radiating heat from skin surface
- Scratched or grazed skin

The causes of brush burn:

- Overuse in one area over a period of time
- Too heavy pressure
- Incorrect brush
- Sensitive skin

The consequences of brush burn to the dog:

- Irritation to the skin leading to self-mutilation and secondary infection

Signs of heat burn:

- Red inflamed skin

- Radiating heat from skin surface

The causes of heat burn:

- Overuse in one area over a period of time
- Incorrect settings/ temperature
- Sensitive skin
- Distance from drier

The consequences of heat burn to the dog:

- Irritation to the skin leading to self-mutilation and secondary infection

Signs of heat stress:

- Excessive panting
- Excessive saliva
- Agitated behaviour
- Stressed body language

The causes of heat stress:

- Incorrect/ high temperature
- Poor ventilation and circulation
- Dog is stressed
- Environmental considerations

The consequences of heat stress to the dog:

- Heat stroke
- Collapse
- Death

Use correct drying techniques and methods to prepare dogs for styling:

- Manipulation of the dog
- Correct handling and restraint of dog
- Monitoring the dog throughout the drying process
- Monitoring the equipment
- Correct settings and distance of drying equipment to suit the dog
- Care of vulnerable areas
- Dry in a methodical pattern ensuring all areas are thoroughly dry
- Brush the coat during drying to achieve the correct finish appropriate to the style
- Remove matts/knots/ tangles and dead coat as appropriate
- Check the coat to confirm that it is completely dry and free from tangles and knots
- Confident and safe use of equipment and technique

Adapt use of restraint and drying equipment and handling techniques to suit individual dog's needs.

Recognise when restraint and drying equipment may not be appropriate for an individual dog and situation.

Learning outcome:

3. Know how to deal with potential drying injuries

Topics:

- 3.1 Potential drying injuries in a dog grooming environment and actions to be taken

Topic 3.1

Common injuries that can occur while drying and appropriate actions:

- Brush burn: stop procedure, cool the area, report to supervisor/ stylist
- Heat burn: stop procedure, cool the area, report to supervisor/ stylist
- Heat stress: stop procedure, remove heat source, move dog to cool ventilated area, report to supervisor/ stylist to seek urgent veterinary attention

Guidance for delivery

Learners will be guided through practical grooming where tutors could demonstrate drying techniques. Tutors should demonstrate correct techniques and correct any miss use of equipment.

Outside speakers from equipment suppliers could also be beneficial along with companies that fix equipment for students to gain in-depth knowledge.

Delivery of this unit should include practical lessons and formal lectures. Learners should be exposed to a range of coat types, conditions, behaviours, disabilities and skull shapes along with a range of equipment for drying, restraining and brushing.

This unit can also be linked with other units such as Professional practice, Biosecurity, cleaning and disposal of waste and dog knowledge.

Suggested learning resources

Books

Grooming manual for dog and cat	Sue Dallas, Dianna North and Joanne Angus
	ISBN: 1405111836
The Kennel club illustrated breed standards	The Kennel Club
Grooming your dog	Peter Young
The Encyclopaedia of Dog Breeds	Juliette Cunliffe
'What Every Professional Groomer Should Know'	Authors: Joanne Angus, Zoe Duffy and Alison Thomas
	ISBN: 9798651154777

The Dog Groomers Manual

Sue Gould

ISBN; 1847975909

Journals and magazines:

Total Grooming magazine

Websites

The Kennel Club UK

www.thekennelclub.org.uk/

Legislation

www.hse.gov.uk

www.gov.uk/guidance/animal-welfare

Groomers online

www.groomers-online.com

Christies direct

www.christiesdirect.com

Unit 204

Carry out trimming of a dog's coat to prepare for styling

Level:	2
GLH	43

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to complete a full clip/body clip and natural tidy of a dog's coat.

Learning outcomes

In this unit, learners will be able to

1. Work safely and confidently ensuring animal welfare
2. Clip a dog's nails and clean its ears
3. Clip a body coat ready for scissor finishing or clip a coat 'all off'
4. Complete a natural tidy on feet and feathers
5. Know how to deal with potential trimming injuries

Scope of content

The content to be covered includes correct and safe handling of the dog throughout the trim. Correct and safe use and maintenance of clippers, blades and scissors. The ability to follow instruction on clipping /trimming lines. How to recognise potential injuries and how to minimise the risk. The first aid procedure to follow should an injury occur.

Learning outcome:

1. Work safely and confidently ensuring animal welfare

Topics:

- 1.1 The styling area and the equipment prior to use
- 1.2 Handling and restraint equipment

Learners will need to understand and demonstrate a safe working environment to include table safety and appropriate restraints e.g neck noose. Understand a dog's behaviour throughout the process and recognise symptoms of stress or discomfort.

Topic 1.1

Confirm the styling area and the equipment to be used is clean, ready for use and is safe and secure for both assistant/ groomer and the dog. This may include:

- Clippers
- Blades
- Scissors
- Table
- Comb
- Brushes
- Handling and restraint equipment eg neck noose, muzzle, slings

The procedure to follow when the equipment is damaged or faulty.

Topic 1.2

Handle animals in a way which:

- Promotes animal welfare
- Installs confidence and cooperation in the dog
- Reassures dog without over stimulation

Ensure appropriate restraint equipment are used for the individual dogs' physical characteristics, temperament and life stage. This may include:

- Neck noose: general purpose for dogs that don't have any specific physical or behaviour considerations. Should not be used if dog has a history of neck injuries e.g. collapsed trachea
- Muzzles: Basket muzzle, material and full face for aggressive dogs. Should not be used if dog has a history of severe breathing problems.
- Elizabethan Collar: nervous, sight impaired and brachycephalic breeds.
- Slings: dogs with physical impairments that need assistance when standing. Should not be used if dog has a history of gastric torsion or Gastric Dilation Volvulus Syndrome (GVD)

Adapt use of restraint equipment and handling techniques to suit individual dog's needs.

Recognise when restraint equipment may not be appropriate for an individual dog and situation.

Dog's behaviour throughout the process and recognise symptoms of stress or discomfort.

Learning outcome:

2. Clip a dog's nails and clean its ears

Topics:

2.1 Safely clip a dog's nails

2.2 Clean around the external ear canal

Understand and demonstrate a safe clipping of both white and coloured nails. Describe different types of nail clippers. Explain the importance of nail trimming and the consequences of overgrown nails. Explain how to deal with a bleeding nail. Explain the appearance of both a healthy and non-healthy ear. Demonstrate how to clean the ears with care to prevent cross infection.

Topic 2. 1

Considerations when clipping nails:

- White nails; visibility of vein
- Coloured nails; vein not visible
- Dew claws (front and rear)
- Breed of dog and natural nail shape
- Medical considerations/ medications eg Haemophilia, von Willebrand's, blood thinners
- Natural wear – not appropriate to clip nails
- Broken nails

Importance of nail trimming:

- To prevent overgrowth
- Impact on posture and movement

Consequences of overgrown nails include:

- Embedded
- Pressure sores
- Impacts on anatomy, posture and gait eg feet splaying

Technique and method for clipping nails:

- Limb and foot manipulation
- Angle of the clippers
- Length to be removed
- Confident use of equipment and technique

Clipping nails using correct equipment, which may include:

- Clippers: Guillotine, scissor, grinder
- Nail files
- Coagulant powder

Topic 2.2

The appearance of a healthy and unhealthy ear:

Healthy ear:

- Clean
- No odour
- No discharge
- No visual inflammation

Unhealthy ear:

- Inflammation
- Odour
- Discharge
- Excessive heat
- Skin conditions

Recognise when ear cleaning is not appropriate:

- When veterinary attention is required

Clean around the external ear canal with care to prevent cross infection and prevent irritation:

- Using separate cleaning materials per ear eg cotton wool, cleansing wipes
- Appropriate use of solutions

Learning outcome:

3. Clip a body coat and clip a coat

Topics:

- 3.1 Impacts of drying on a dog's coat
- 3.2 Clippers, blades and clipping lines
- 3.3 Trim a round/ teddy foot

The learner will need knowledge of grooming equipment required and the maintenance of; brushes, combs, scissors, thinning scissors. Areas of the dog to be clipped including body, feet, hygiene areas and head.

Topic 3.1

How incorrect drying can affect the clipping of a dog's coat:

- Damage to equipment
- Uneven finish to clipping

Topic 3.2

Different types of clippers and blades:

- Corded

- Cordless
- Trimmers
- Snap on blades
- Comb attachments

How to use clippers and blades safely and confidently:

- Correct hold and balance of the clippers
- Suitable pressure and angle
- Selection and attachment of blades/ comb attachments
- Smooth even strokes following style requirements
- Consideration around vulnerable areas
- Checking for damage to the clippers and blade
- Monitoring the heat of the blade and clippers

Clipping under supervision:

- Body
- Hygiene area

Signs of clipper rash:

- Red, hot skin
- Visible graze of the skin
- Blood rising to the surface

The causes of clipper rash/ burn:

- Hot blades
- Dull blade
- Incorrect blade
- Inappropriate or overuse of blade

The consequences of clipper/ rash to the dog:

- Irritation to the skin leading to self-mutilation and secondary infection

How to clean and maintain clippers and blades:

- Servicing of clippers
- Sharpening of blades
- Oiling
- Checking wires
- Sterilising
- Removal of hair
- Safe storage

Clip a dog using the correct blade size following the stylist's/ supervisor's instructions.

Topic 3.3

Technique and method for trimming foot and pads:

- Limb and foot manipulation

- Angle of the scissors/ trimmers
- Length to be removed
- Confident and safe use of equipment and technique

Learning outcome:

4. Use scissors to complete a natural tidy trim on a dog

Topics:

4.1 Use and maintenance of scissors

The learner will need knowledge of grooming equipment required; brushes, combs, scissors, thinning scissors. Areas of the dog to be tidied and thinned including feathers, feet and head

Topic 4.1

Appropriate scissors to use for area being trimmed:

- Thinning scissors
- Straight scissors
- Bullnose scissors

How to use thinners and straight scissors correctly and safely:

- Hold and balance of scissor
- Angle of scissor

How to clean and maintain scissors:

- Removing hair
- Oiling
- Servicing
- Sterilising
- Storage

The procedure to follow if equipment is damaged or faulty.

Technique and method for trimming feet to a natural foot shape:

- Limb and foot manipulation
- Angle of the scissors/ trimmers
- Length to be removed
- Confident and safe use of equipment and technique

Tidy feathers/chest/tail with thinners to meet stylist's requirements:

- Angle of the scissors
- Length to be removed
- Confident and safe use of equipment and technique

Learning outcome:

5. Know how to deal with potential trimming injuries

Topics:

5.1 Potential trimming injuries in a dog grooming environment and actions to be taken

Topic 5.1

Common injuries that can occur while trimming and appropriate actions:

- Bleeding nail: Apply coagulant and pressure, report to supervisor/ stylist
- Cut pads: apply pressure, report to supervisor/ stylist
- Clipper rash/ burn: stop clipping, cool the area, report to supervisor/ stylist

Signs of an aural haematoma:

- a blood-filled swelling under the skin/ ear leather

Causes of an aural haematoma:

- Removal of severe matting from the pinna/ ear leather
- Ear infections
- Trauma to the ear

First aid measures for an aural haematoma:

- Elevate the ear leather
- Report to supervisor/ stylist for medical attention

Guidance for delivery

The unit should be practically assessed including maintenance of equipment and tools, nail clipping and ear care. Research and Questioning can be done to further extend the knowledge of breed styles and behaviour

Suggested learning resources

Books

Grooming manual for dog and cat	By Sue Dallas, Dianna North and Joanne Angus
	ISBN: 1405111836
The Kennel club illustrated breed standards	The Kennel Club
'What Every Professional Groomer Should Know'	Authors: Joanne Angus, Zoe Duffy and Alison Thomas
	ISBN: 9798651154777
The Dog Groomers Manual	Sue Gould

Theory of five

ISBN: 1847975909

Melissa Verplank

ISBN: 1732379718

Journals and magazines:

Total Grooming magazine

Websites

The Kennel Club UK

Legislation

Groomers online

Christies direct

www.thekennelclub.org.uk/

www.hse.gov.uk

www.gov.uk/guidance/animal-welfare

www.groomers-online.com

www.christiesdirect.com

Level:	2
GLH	7

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to assess and individual dog, identifying factors which would affect how the animal was handled, moved and lifted to ensure the welfare of the animals is maximized at all times whilst under their care. The learner will also gain knowledge of suitable equipment to assist in moving and lifting dogs and health and safety legislations to protect themselves.

The learner will carry out skills to demonstrate the correct movement and lifting of dogs while ensuring their own personal safety.

This unit is fundamental to the running of a grooming environment, to ensure the safe working practice of groomers and the dogs in their care. It allows learners to develop knowledge and practical based experience to minimise risk levels on a day to day basis.

Learning outcomes

In this unit, learners will be able to

1. Understand the principles of safe manual handling
2. Understand factors which affect the lifting and moving of dogs
3. Carryout safe lifting and moving of dogs

Scope of content

This section gives details of the scope of content to be covered in the teaching of the unit to ensure that all the learning outcomes can be achieved.

Learning outcome:

1. Understand the principles of safe manual handling

Topics:

- 1.1 Principles of safe manual handling
- 1.2 Principles of lifting a dog
- 1.3 Principles of paired lifting

Topic 1.1

Principles of safe manual handling

- Lifting static items: correct use of legs, back and arms
- Assessing weight
- Lifting equipment: hydraulic/electric tables, hydraulic/electric baths, ramps, steps
- Planning and clearing route
- Consequences of poor manual handling on human health

Topic 1.2

Principles of lifting a dog

- How to approach a dog to minimise stress
- Behavioural indicators of stress, pain and aggression
- Lifting and lowering dogs; small and medium dogs
- Dealing with lifting live animals; shifts in weight, movement, behaviour changes
- Establishing a dog at the new location
- Consequences of poor manual handling on canine health and welfare

Topic 1.3

Paired lifting:

- Communication between those lifting: planning, beginning the lift, ending the lift, movement throughout the lift
- Techniques of paired lifting

Learning outcome:

2. Understand factors which affect the lifting and moving of dogs

Topics:

- 2.1 Impact of breed conformation and temperament on lifting and moving dogs
- 2.2 Impact of life stages on lifting and moving dogs
- 2.3 Impact of diseases, disorders and disabilities on lifting and moving dogs

Topic 2.1

Impact of breed conformation and temperament on lifting and moving dogs

- Methods to safely move small, medium, large and giant breeds
- Methods to safely lift small, medium, large and giant breeds
- Considerations when moving and lifting brachycephalic breeds
- Considerations when moving and lifting breeds with long backs
- Methods to safely move nervous, aggressive, stressed and excitable dogs
- Equipment to ensure personal safety and animal welfare: muzzles, ramps, steps

Topic 2.2

Impact of life stage on lifting and moving dogs

- Introducing puppies/young dogs to being lifted
- Methods to safely lift pregnant dogs
- Methods to safely move and lift geriatric dogs
- Importance of correct pace of movement

Topic 2.3

Impact of diseases, disorders and disabilities on lifting and moving dogs:

- Impact of diseases and disabilities on a dog's range of movement: hip and elbow dysplasia, arthritis, impaired vision, impaired hearing, luxating patella, breathing problems, missing limbs

Learning outcome:

3. Carryout safe lifting and moving of dogs

Topics:

3.1 Lift and move dogs

Topic 3.1

Lift and move dogs.

Approach, handle and move animals in a manner that is appropriate to their specific needs, minimising stress and safely:

- Plan and prepare the route for the movement of the animal
- Lift and move the dog in ways which are suitable to meet the dog's specific needs
- Ensure the dog is secured at location
- Move and lift dogs into/ out of bath, crates, grooming table, into public areas (eg reception areas)
- Move dogs to provide comfort breaks

Guidance for delivery

This unit is essential for learners to develop their knowledge and skills in order to confidently move dogs in a range of situations. It provides the learner with fundamental understanding of safe manual handling in relation to immobile objects and live animals. In addition to practical application, the learner will also develop knowledge of how to modify techniques and the consequences of poor manual handling. Videos and demonstrations of moving and lifting techniques would enhance the delivery of this unit.

It is recommended that the delivery of this unit is fundamentally carried out within the grooming salon to enhance the learner experience in a real environment. Learners should be given the opportunity to deal with a range of dog breeds, temperaments, ages etc, and be exposed to a range of equipment, such as different types of muzzles, ramps, slip leads, harnesses etc, which reflects current industry practice.

Suggested learning resources

Books

Safe Handling and Restraint of Animals: A Comprehensive Guide	Stella Chapman Published by: Wiley-Blackwell; 2017 ISBN: 978-1119077909
'What Every Professional Groomer Should Know'	Authors: Joanne Angus, Zoe Duffy and Alison Thomas ISBN: 9798651154777
The Dog Groomers Manual	Sue Gould ISBN; 1847975909

Journals and magazines:

Total Grooming magazine

Websites

Health and safety executive: Safe manual handling:	www.hse.gov.uk/toolbox/manual.htm
Health and safety executive: Manual handling at work	www.hse.gov.uk/msd/manual-handling/index.htm

Unit 206

Maintain the cleanliness and biosecurity of the dog grooming environment

Level:	2
GLH	16

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to maintain clean and hygienic working areas whilst minimizing environmental damage

Learning outcomes

In this unit, learners will be able to

1. Maintain the cleanliness of the grooming environment
2. Maintain biosecurity measures within a grooming environment
3. Minimise the environmental impact of dog grooming

Scope of content

The aim of this unit is to provide the learner with the knowledge, understanding and skills

required to ensure the working environment is kept clean and hygienic and to minimise the environmental impact of dog grooming.

Learners will work in line with current waste disposal legislation and guidance to ensure all waste products are disposed of correctly and sustainably.

This unit is fundamental to working in a grooming environment, to ensure safe working practice of groomers and the dogs in their care. It allows learners to develop knowledge and practical based experience to minimise risk levels on a day to day basis.

Learning outcome:

1. Maintain the cleanliness of the grooming environment

Topics:

1.1 Clean and maintain the dog grooming environment

1.2 Waste disposal

The focus of this unit is on ensuring a clean and hygienic dog grooming environment. Learners are expected to demonstrate practical cleaning across a range of areas within the salon each of which has a different cleaning routine.

All waste generated during the grooming process and the cleaning process should be disposed of in a safe and sustainable way.

Topic 1.1

Clean areas of the salon to include:

- Use of required personal protective equipment (PPE) eg gloves
- Appropriate cleaning and disinfecting products, their preparation, use, application and disposal
- Use chemicals according to instructions regarding dilution rates, uses and health and safety precautions
- Chemical warning symbols
- Store chemicals and equipment safely and correctly after use
- Daily cleaning and disinfecting routines: grooming tables, baths, holding pens, floors and worksurfaces, reception, outside areas
- Methods of cleaning and disposing of dog waste including hair, faeces, urine, blood, vomit and discharge
- Follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and product

Topic 1.2

Legislation regarding waste disposal to include:

- The Waste Electric and Electronic Equipment (WEEE) Regulations 2013
- The Environment Protection Act 1990

- The Controlled Waste Regulations 2012
- The Waste Regulations 2011
- General Data Protection Regulations (2018) (GDPR)
- The Control of Substances Hazardous to Health Regulations (2002) (COSHH)

Categories of waste, their storage and disposal methods to include:

- Domestic
- Commercial
- Offensive
- Hazardous
- Clinical

Specific requirements for disposing of:

- Sharps
- Dog faeces
- Records containing personal details

Learning outcome:

2. Maintain biosecurity measures within grooming environment

Topics:

- 2.1 Maintain personal hygiene, health and safety
- 2.2 Following sterilising procedures using a range of products
- 2.3 Procedures for dealing with a contagious animal

This outcome focuses on methods of biosecurity and disease control in the grooming salon. Learners should understand the importance of their own actions on the spread of disease and actions to minimise these risks. This includes maintaining their own personal hygiene and that of their tools and working environment. It is important that learners are able to distinguish between cleaning, disinfecting and sterilizing and the advantages and disadvantages of each. While many grooming salons do not have formal isolation areas learners must be familiar with the actions to take if a contagious disease is suspected.

Topic 2.1

Methods to prevent cross contamination to include:

- Hand washing
- Disinfecting routines

Personal protective equipment and its uses.

Recognise and report all concerns regarding hygiene.

Topic 2.2

Differences between cleaning, disinfecting and sterilizing.

Methods of sterilization and their uses to include:

- Ultraviolet

- Chemical
- Heat

Topic 2.3

Reporting procedures including animals' owners and other individuals at risk:

- Oral feedback
- Record cards

Cleaning and disinfecting procedures:

- Between each client: tables and equipment
- Daily: Floors and work surfaces, baths
- Weekly: Deep clean

Methods to isolate dogs to include:

- Crates
- Isolation area
- Return to owner

Signs and symptoms of zoonotic diseases and parasites:

- Ringworm: Red, circular lesions. Skin irritation
- Sarcoptic mange: Alopecia, skin irritation
- Fleas: Skin irritation, presence of flea dirt, alopecia
- Ticks: Presence of tick

Learning outcome:

3. How environmental damage can be minimised within the grooming environment

Topics:

- 3.1 Recycling and waste disposal
- 3.2 Sustainable working practices

The focus of this learning outcome is on sustainable and environmentally friendly working practices. All individuals have a responsibility to minimise environmental impact and this can be through switching off unnecessary lights to composting dog faeces. Learners should be encouraged to investigate new technologies and products with a lower environmental impact for example biodegradable dog waste bags or refillable shampoo bottles.

Topic 3.1

Correct methods for disposing all types of waste - recyclables, domestic, clinical.

- Products which can be recycled: glass, paper, cardboard, metal, categories of plastic.
- Disposal of dog hair
- How to recycle effectively: rinse containers, separate recycling
- Alternatives to recycling: composting, reusing.

Topic 3.2

Sustainable working practices to include:

- Reducing resource use: water, electricity

- Reducing plastic consumption: bulk buying, refillable containers, plastic alternatives
- Ethical products
- Maintaining equipment to ensure efficient working

Guidance for delivery

This unit is essential for learners to develop their knowledge and skills in order to minimise the impact dog grooming has on the environment. It provides the learner with fundamental understanding of sustainability and waste disposal which can be transferred to the learner's wider environment.

Suggested learning resources

Books

'What Every Professional Groomer Should Know'

Authors: Joanne Angus, Zoe Duffy and Alison Thomas

ISBN: 9798651154777

Websites

Types of waste, GOV.UK

www.gov.uk/how-to-classify-different-types-of-waste

Department for Environment, Food and Rural Affairs

www.defra.gov.uk

Level:	2
GLH	8

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to demonstrate professionalism in working practices both in and out of the salon. This includes working safely in the workplace to ensure their own and others health and safety. It will also provide knowledge, understanding and skills of business structure and codes of conduct and skills in reporting procedures. The learner will also be proficient in their ability to deal with emergency situations.

Learning outcomes

In this unit, learners will be able to

1. Work safely and responsibly in the grooming salon.
2. Reduce the risks to health and safety in the workplace
3. Know relevant health and safety legislation
4. Demonstrate professional conduct both in and out of the workplace
5. Demonstrate and understand policies and procedures for dealing with emergency situations

Scope of content

Within this unit, the focus of safe working to minimise risk levels is essential. The underpinning knowledge of animal welfare legislations and human health and safety is key to this unit in order to identify hazards and put measures in place to reduce them.

Awareness and understanding of the following legislation is imperative when carrying out this unit. The following is a guided list of the legislation that applies to the workplace and dogs within the care of the groomer. This should be followed and linked to the delivery of the unit where appropriate.

Learners should know the aims and purpose of the legislation/regulation, within this unit, and link this, when relevant, to other units across the Level 2 Dog Grooming Assistant.

Animal based legislation and regulations:

- Animal Welfare Act 2006 (incorporating the Five Animal Welfare Needs)
- Dogs Act 1871
- Code of Practice for the Welfare of Dogs
- Dangerous Dogs Act 1991 (amended 2014)
- Veterinary Surgeons Act 1966
- Animal Activities Licensing (AAL) regulations 1 October 2018
- Clean Neighbourhood and Environmental Act 2005
- Micro-chipping of Dogs Regulation (England) 2015

Groomer health and safety legislation and regulations:

- Health and Safety at Work Act etc 1974
- PPE Regulations 2002
- The Control of Substances Hazardous to Health Regulations (2002) (COSHH)
- The Environmental Protection Act 1990
- Control Waste Regulation 1992
- Regulatory Reform (Fire safety) Order 2005
- Provisional Use of Work Regulations 1998
- Electricity at Work Regulations 1989
- Workplace (Health, Safety and Welfare) Regulations 1992
- Employment Act 2008
- Manual Handling Operations 1992
- The Waste Electric and Electronic Equipment (WEEE) Regulations 2013

Centres should be up to date with legislations, policies and codes of practice used in the taught content. The learner will gain the knowledge understanding and skills of First Aid treatment and the procedures for dealing with emergency situations that may arise in a grooming situation to include injuries and accidents involving both animals and humans

Learning outcome:

1. **Work safely and responsibly in the grooming salon.**

Topics:

- 1.1 Roles and responsibilities within the business structure
- 1.2 Personal limitations and well being

1.3 Safe working in the grooming environment

1.4 Follow instructions and effective communication with other staff members

An assistant will have knowledge of the business structure and their role within it. Personal health and safety and wellbeing should be demonstrated along with knowledge of their limitations. The learner will understand and demonstrate the importance of working safely following salon procedures. This unit will cross reference to moving and lifting animals. They will be able to communicate effectively and follow instruction from supervisor/senior team member and understand the importance of correct reporting methods.

Topic 1.1

Business structures and roles within it.

Limitations and salon procedures.

Topic 1.2

Personal health and safety and wellbeing to include:

- Correct lifting
- Correct use of equipment to prevent injuries

Topic 1.3

Effective communication within the workplace.

Topic 1.4

Relevant reporting within the business and job role.

Learning outcome:

2. Reduce the risks to health and safety in the workplace

Topics:

2.1 Risk assessments required in the workplace

2.2 How to minimise hazardous situations in the grooming salon

2.3 Reporting of hazards and risks

The learner will have knowledge and be able to understand and follow risk assessments and how to minimize hazards by working with care following salon procedures. Understand and follow relevant Health & safety laws such as COSHH. Follow correct reporting procedures for any potential risks and hazards.

Topic 2.1

- Follow salon policies to minimize risks
- The principles of COSHH
- Definition of risks and hazards.

Topic 2.2

Work safely to minimize hazards to include:

- Wet floors
- Trailing cables
- A clean working environment

Topic 2.3

Reporting in line with company policy and legislation.

Learning outcome:

3. Know relevant health and safety legislation

Topics:

3.1 Relevant Health & Safety legislations for both human and animals

The list of legislations required for this outcome is included in the scope of content.

Topic 3.1

How health and safety legislation impact the role of a dog grooming assistant to include:

- The Animal Welfare Act 2006
- Veterinary Surgeons Act 1966
- Health and Safety at Work Act etc 1974
- Personal Protective Equipment (PPE) Regulations 2002
- General Data Protection Regulations (2018) (GDPR)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Control of Substances Hazardous to Health Regulations (2002) (COSHH)

Learning outcome:

4. Demonstrate professional conduct both in and out of the workplace

Topics:

4.1 Professional conduct within the grooming environment
4.2 Individual grooming businesses policies on social media use

Topic 4.1

Professional conduct according to grooming business policies to include:

- Equality Act 2010
- Communication methods: online, printed, email, verbal
- Personal hygiene
- Appropriate dress.

Topic 4.2

The impact of social media presence and the consequences of how it can affect a business, this can include:

- Posts on all social media platforms
- Responses to posts on all social media platforms
- Inappropriate photographs on all social media platforms

Learning outcome:

5. Demonstrate and understand policies and procedures for dealing with emergency situations

Topics:

5.1 How to deal with emergency situations in the grooming salon

5.2 Follow correct procedures for reporting incidents and accidents

Topic 5.1

Individual and legal limitations as a grooming assistant/ employee when dealing with emergencies to include:

- Fire safety
- Accidents – human and animal, completion of accident book
- Electrical equipment faults

Procedures for dealing with an emergency that could occur in the grooming environment to include:

- Escaped animals
- Injured and illness in animal
- Fighting between animals
- Injuries to people
- Fire evacuation
- Electrical and equipment faults
- Extremes of temperature.

Topic 5.2

Procedures for reporting incidents and injuries in the work environment may include:

- Immediate response to the situation
- Reporting to supervisor/stylist

Guidance for delivery

Content can be delivered in traditional theory lessons, home study, question and answer papers. It is imperative for the learner to have practical tuition for safe working practices in order to demonstrate knowledge and work effectively. The unit is also a cross over for moving and lifting animals and biosecurity units. Simulation for emergency procedures can be implemented in order to assess the learner's competency in these areas.

Suggested learning resources

Books

Grooming Manual of the Dog & Cat

Diana North, Joanne Angus & Sue Dallas

'What Every Professional Groomer Should Know'

Authors: Joanne Angus, Zoe Duffy and Alison Thomas

ISBN: 9798651154777

Journals and magazines:

Total Grooming magazine

Websites:

Health and Safety Executive (HSE)

www.hse.gov.uk/

Animal welfare legislation

www.gov.uk/guidance/animal-welfare-legislation-protecting-pets

Unit 208

Introduction to anatomical features, breed characteristics and behaviour of dogs

Level:	2
GLH	32

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to recognise different breeds and non- breed specific dogs, their temperament and characteristics. The learner will also have knowledge and understanding of coat types and coat growth cycle. They will have knowledge and understanding of the structure of the nail, basic anatomical points and brachycephalic skull shape and hereditary or common conditions affecting dogs.

This unit is essential for learners to confidently carry out their role as an assistant and is the basis for further learning and development

Learning outcomes

In this unit, learners will be able to

1. Identify breeds and non-breeds, their temperament and characteristics
2. Identify and demonstrate knowledge of different coat types and coat growth cycle
3. Understand the basic anatomy, nail structure and brachycephalic skull shape
4. Understand hereditary and common conditions affecting dogs
5. Know basic dog behaviour

Scope of content

The content to be covered in this unit is extensive knowledge of different breeds of dog and their coat types and how this will affect the grooming process. They will need to research Kennel Club groups and the specific characteristics and temperaments commonly associated within each group. Knowledge will be tested on basic anatomy and points of a dog relevant to grooming and how certain anatomical features i.e. brachycephalic skulls impact handling the dog safely.

Learning outcome:

1. Identify breeds and non-breeds, their temperament and characteristics

Topics:

- 1.1 Breed identification through UK Kennel Club grouping system
- 1.2 Characteristics of cross breeds

Depth section: The learner will have knowledge of the Kennel Club group system and specific character traits within them. They will use this knowledge to be able to give a profile assessment of non-breeds e.g. characteristics of 2 breeds together. Different temperaments of dogs require different handling techniques and the learner's knowledge will ensure understanding of this.

Topic 1.1

The UK Kennel Club grouping system and the general characteristics and temperaments:

- Pastoral
- Working
- Toy
- Terrier
- Hound
- Utility
- Gundog

Topic 1.2

Identifying crossbreed characteristics and traits carried from parentage, this may include:

- Cockerpoo: Cocker Spaniel and Poodle
- Labradoodle: Labrador and Poodle
- Cavachon: Cavalier Kings Charles Spaniel and Bichon

Learning outcome:

2. Know different coat types and the coat growth cycle

Topics:

- 2.1 Coats
- 2.2 Coat growth cycle

Depth section: The learner will have knowledge of the Kennel Club group system and specific coat types within them. They will use this knowledge to be able to give a profile assessment of non-breeds/designer breeds e.g. the coat type of 2 breeds together. Both breed specific and grooming descriptive coats should be researched to include examples of; wire, wool, silk, smooth, double, corded, hairless, drop coat, combination, harsh, curly, linty. Research and have knowledge of the coat growth cycle to include the phases; anagen, catagen, telogen and exogen and be able to understand how the different phases may affect the grooming process.

Topic 2.1

Different coats of dogs to include:

- Wire
- Wool
- Silk
- Smooth
- Double
- Corded
- Hairless
- Drop/ parted coat
- Combination/ mixed
- Harsh
- Curly
- Linty
- Single

Coats in individual dogs may not reflect the breed standard descriptions due to hormonal changes, poor coat or medical conditions.

Topic 2.2

The coat growth cycle to include the phases:

- Anagen
- Catagen
- Telogen
- Exogen

How the different phases may affect the grooming process:

- Dependent on coat type and environmental factors. It is more relevant to double coated and wire coated breeds
- Anagen: new hair growth
- Catagen: hair stops growing (reaches the maximum length)
- Telogen: hair lays dormant (no new growth)
- Exogen: shedding

Learning outcome:

3. Understand the basic dog anatomy, nail structure and brachycephalic skull shape

Topics:

3.1 Brachycephalic skull shape and how this affects the grooming process

3.2 Common anatomical terms used in grooming

3.3 Nail structure

Topic 3.1.

Features of brachycephalic skull shape:

- Broad
- Short

How a brachycephalic skull shape impacts the handling and grooming of a dog to include:

- Eye care
- Skin fold care
- Breathing

The precautions to be taken when handling a brachycephalic dog to include:

- Handling and correct restraints
- Bathing and drying techniques

Topic 3.2

Common anatomical points of the dog to include:

- Stop
- Hock
- Muzzle
- Withers
- Tail
- Occiput
- Elbow
- Hip
- Stifle
- Chest
- Pastern
- Ear
- Flank
- Loin
- Flew

Topic 3.3

The structure of the nail:

- Veins/ quick
- Nail bed
- Hard outer shell
- Cuticle

The purpose of the vein/ quick,

Nails are made from Keratin.

Nail colours and impact on trimming.

Nail growth:

- Continuous: require cutting if not worn down naturally, especially the dew claws.
- Consequences of overgrown nails include ingrowing nails, posture issues, infection, pressure on the bone behind the nail (phalanges)

Learning outcome:

4. Understand hereditary and common conditions affecting dogs

Topics:

4.1 Breed specific hereditary conditions

4.2 Common conditions affecting dogs

Topic 4.1

Breed specific hereditary diseases/conditions to include:

- Hip/elbow dysplasia
- Achondroplasia
- Luxating patella
- Gastric torsion

The limitations when handling a dog with the conditions listed may include:

- Movement of limbs
- Support of the spine
- Dual lifting techniques

How the grooming process may be affected to include:

- Lifting and moving throughout the salon
- Lifting and moving throughout all stages of the grooming process
- Use of restraints to support the dog

Topic 4.2

Common conditions affecting dogs to include:

- Cherry eye
- Eye prolapse (proptosis)
- Alopecia
- Diabetes
- Brachycephalic Obstructive Airway Syndrome (BOAS)
- Blindness
- Cataracts
- Progressive Retinal Atrophy (PRA)
- Epilepsy
- GDV (Gastric Dilation Volvulus)

- Umbilical hernia
- Cushing's disease

The limitations when handling a dog with the conditions listed may include:

- Immediate first aid requirements
- Supplemental feeding
- Recognition of symptoms

How the grooming process may be affected to include:

- When to stop the grooming process
- Care around the eye
- Care of the skin
- Food and water
- Toileting

Learning outcome:

5. Know basic dog behaviour

Topics:

5.1 Basic dog behaviours

Topic 5.1

Signs of aggression (aggression ladder).

Signs of:

- Pain
- Discomfort
- Distress
- Content
- Playful
- Submissive
- Alert
- Dominance
- Stress
- Nervous

Guidance for delivery

Delivery can be through home study and research guided with question and answer papers. Set assignments can be used to research breeds and groups, and conditions. Practical skills will be demonstrated to identify breeds, their correct coat types and points of the dog.

Suggested learning resources

Books

'What Every Professional Groomer Should Know'

Authors: Joanne Angus, Zoe Duffy and Alison Thomas

ISBN: 9798651154777

Caring for your dog

DR. Bruce Fogle

ISBN 1405308621

The Ultimate Dog Book

David Taylor

ISBN; 086318443x

The Encyclopaedia of dog breeds

Juliette Cunliffe

ISBN;0752565664

Journals and magazines

Your dog

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on **www.cityandguilds.com**.

City & Guilds Centre Manual

This document provides guidance for organisations wishing to become City & Guilds approved centres, as well as information for approved centres delivering City & Guilds qualifications. It covers the centre and qualification approval process as well as providing guidance on delivery, assessment and quality assurance for approved centres.

It also details the City & Guilds requirements for ongoing centre and qualification approval, and provides examples of best practice for centres. Specifically, the document includes sections on:

- the centre and qualification approval process
- assessment, internal quality assurance and examination roles at the centre
- registration and certification of candidates
- non-compliance and malpractice
- complaints and appeals
- equal opportunities
- data protection
- management systems
- maintaining records
- internal quality assurance
- external quality assurance.

Our Quality Assurance Requirements

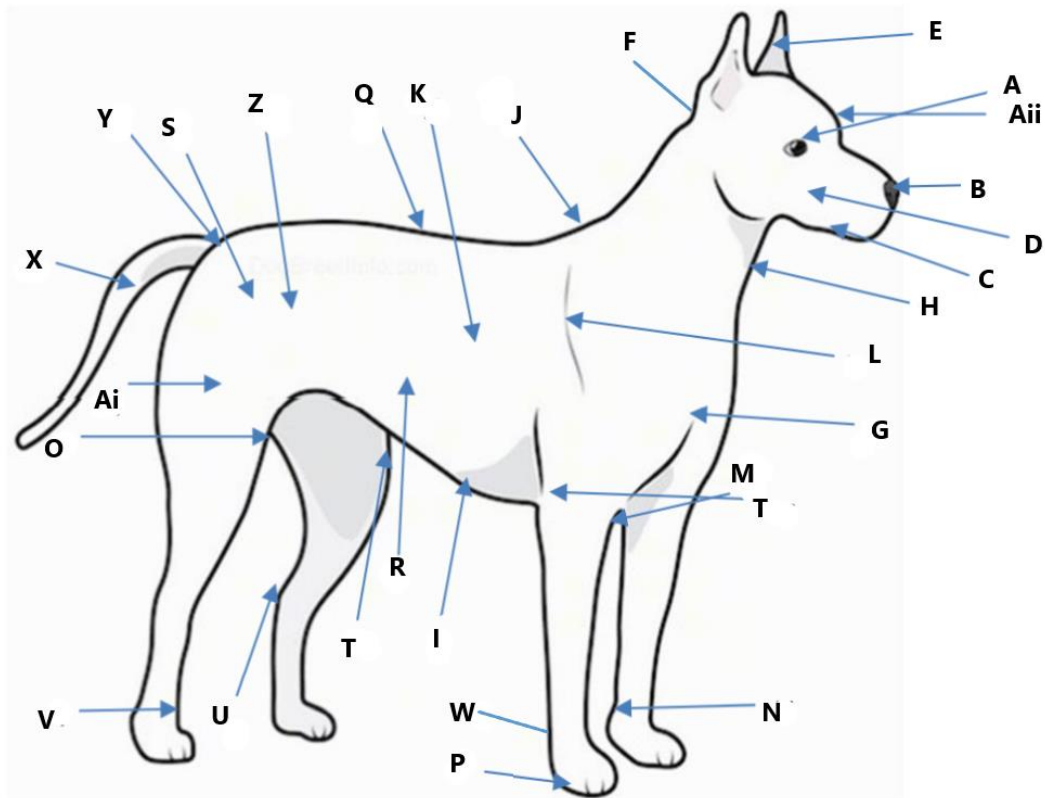
This document explains the requirements for the delivery, assessment and awarding of our qualifications. All centres working with City & Guilds must adopt and implement these requirements across all of their qualification provision. Specifically, this document:

- specifies the quality assurance and control requirements that apply to all centres
- sets out the basis for securing high standards, for all our qualifications and/or assessments
- details the impact on centres of non-compliance

The **centre homepage** section of the City & Guilds website also contains useful information on

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

Appendix 2 Points of a dog diagram



N Dew claw

Key

A	Eyes	O	Genitalia
B	Nose	P	Pads of paws
C	Lower jaw	Q	Back
D	Muzzle	R	Abdomen
E	Ears	S	Hip
F	Occiput	T	Stifle
G	Breastbone	U	Hock
H	Adams apple	V	Pastern
I	Sternum	W	Stopper pads
J	Withers	X	Tail
K	Ribs	Y	Tail set
L	Shoulder	Z	Flank
M	Elbow		

Ai Thigh

Aii Stop

Useful contacts

UK learners General qualification information	E: learnersupport@cityandguilds.com
International learners General qualification information	E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com

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City & Guilds Group

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