

**7863-032 June 2023**  
**Level 3 Diploma in Dog Grooming**  
**Synoptic exam - written paper**



<b>Q1</b>	List <b>five</b> occupational diseases or disorders related to grooming that would be reportable under the Reporting of Injuries, Disease and Dangerous Occurrence Regulations (RIDDOR) 2013. (5 marks)		
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
<b>QX</b>	<p><b>1 mark each for any of the following, to a maximum of 5 marks:</b></p> <ul style="list-style-type: none"> <li>• Carpal Tunnel Syndrome [1]</li> <li>• (Chronic) <u>Cramp of the hand/forearm</u> [1]</li> <li>• (Occupational) dermatitis [1]</li> <li>• Hand Arm Vibration Syndrome [1]</li> <li>• (Occupational) asthma [1]</li> <li>• Tendonitis/tenosynovitis [1]</li> <li>• Groomer's lung / respiratory tract disease [1]</li> <li>• (Occupational) cancer [1]</li> <li>• Any disease attributed to an occupational exposure to a biological agent [1]</li> <li>• Rabies [1]</li> <li>• Tetanus [1]</li> <li>• Covid – 19 [1]</li> <li>• Lyme disease (1)</li> <li>• Leptospirosis (1)</li> </ul>	<p>Accept any other suitable answers</p> <p>Do not accept ringworm</p>	5

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Q2	Identify the <b>five</b> animal needs from the Animal Welfare Act 2006 and describe how <b>each</b> need could be implemented within the grooming salon for a 14-week-old puppy. (10 marks)		
QX	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
QX	<p><b>1 mark each for the named need (NB must include the keywords shown in bold below), 1 mark for each implementation need, to a maximum of 10 marks:</b></p> <ul style="list-style-type: none"> <li>• Need for <b>suitable diet</b> [1] - by ready access to fresh water [1] suitable puppy food if permitted by owner [1] training treats if permitted by the owner [1]</li> <li>• Need for <b>suitable environment</b> [1] – accommodation is the correct size (to enable the dog to sit, stand, lie down, and turn around) [1] appropriate temperature [1], ventilation [1], light [1], a comfortable resting area/bedding suitable for a puppy [1] easy access to accommodation [1] suitable structure for a puppy [1] safe/clean environment [1]</li> <li>• Need to be <b>protected from pain, suffering, injury or disease</b> - [1] -prevention/ rapid diagnosis and treatment [1] provision of (prompt) <u>veterinary treatment</u> if needed [1] ensuring conditions/treatment avoid mental/physical suffering [1] maintenance of grooming equipment [1] effective biosecurity [1] modifying/supporting restraints (1) work within the puppy’s tolerance [1] proof of primary vaccinations [1]</li> <li>• Need to <b>exhibit normal behaviour</b> - [1] able to move around the environment [1] frequent rest breaks [1] regular toilet breaks/access to puppy mats [1] allow normal vocalisation [1] suitable puppy chew toys [1] enrichment toys [1] supervised play [1]</li> <li>• Need to be <b>housed with or apart from other animals</b> - [1] puppies from same household share accommodation if suitable [1] separate accommodation if necessary [1] puppies from different households not to be mixed [1]</li> </ul>	<p>Accept any other suitable answers</p> <p>Do not award marks for just diet</p> <p>Do not award marks for just environment</p> <p>Award one mark if a minimum of two elements from protected from pain, suffering, injury or disease are provided.</p> <p>Award marks for examples of mental and physical suffering with context</p> <p>Accept brand enrichment names, eg lickly matt, Kong, buster cube</p>	10

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<b>Q3</b>	Describe <b>five</b> stages of first aid to be given for a dog showing signs of heat stroke.		(5 marks)
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
<b>QX</b>	<p><b>1 mark each for any of the following, to a maximum of 5 marks:</b></p> <ul style="list-style-type: none"><li>• Remove the dog from the source of the heat/take the dog off the table/put the dog on the floor [1]</li><li>• Cool the dog down (slowly) [1]</li><li>• Spray or sponge with tepid water [1]</li><li>• Use of a fan to reduce the core temperature [1]</li><li>• Place cold towels on undercarriage and armpits (change frequently) [1]</li><li>• If conscious give small drinks [1]</li><li>• If dog will not voluntarily drink, moisten the tongue with water [1]</li><li>• Place dog in a cooler area/outside [1]</li><li>• Seek veterinary attention [1]</li></ul>	<p>Do not accept dowsing in cold water</p> <p>Accept application of surgical spirit to the pads</p> <p>Do not award marks for 'cover with wet towels/contact owner'</p>	5

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<b>Q4</b>	State <b>five</b> handling and restraining techniques and equipment that can be used during the grooming process, for a dog with a partial tear of the cruciate ligament. (5 marks)		
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
<b>QX</b>	<p><b>1 mark each for any of the following, to a maximum of 5 marks:</b></p> <ul style="list-style-type: none"><li>• Use of a ramp in and out of the bath [1]</li><li>• Do not allow the dog to jump on or off a table/bath [1]</li><li>• Lower tables to allow the dog to step on [1]</li><li>• The use of a belly/padded strap [1]</li><li>• Paired lifting [1]</li><li>• Groomer's helper (1)</li><li>• The use of a hammock/sling within the groom [1]</li><li>• Padded table cover [1]</li><li>• Allow frequent rest breaks [1]</li><li>• Careful movement of affected limb when grooming [1]</li><li>• Not to put too much strain on the supporting limb [1]</li></ul>	<p>Do not accept a block or working on floor</p>	5

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Q5	A clipped Miniature Schnauzer is booked in for a groom. State the trimming lines and techniques for the head for a breed standard groom. (5 marks)		
QX	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
QX	<p><b>1 mark each for any of the following, to a maximum of 5 marks:</b></p> <p><b>Head:</b></p> <ul style="list-style-type: none"> <li>• Head/face 7f# against the grain/7f# with the grain/10# with the grain [1]</li> <li>• Ear 10#/15# /30#/40# (1)</li> <li>• Scissor around the edge of the ear (for neat finish) (1)</li> <li>• Clip from in front of the occiput to the brow bone [1]</li> <li>• Clip in front of the ear canal to the outside corner of the eye [1]</li> <li>• Clip from the outside corner of the eye to the outside corner of the mouth [1]</li> <li>• Clip from the breastbone to the mole/whorl under the chin [1]</li> <li>• Blend any hair protruding from the outside corner of the eye to the corner of the mouth [1]</li> <li>• Blend/scissor the top of the brow/ stop (1)</li> <li>• Using scissors to trim the eyebrows (1)</li> <li>• Eyebrows to create a triangular shape area to create a long/short-split eyebrow [1]</li> <li>• Comb the beard forward and (tidy) for a natural appearance [1]</li> </ul>	<p>Accept any other suitable answer</p> <p>Accept use of alternative anatomical points</p> <p>To achieve full marks, candidates must reference both trimming lines and techniques.</p> <p>Do not award marks for techniques without blade length</p>	5

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<b>Q6</b>	<p>A dog becomes aggressive during the nail clipping process.</p> <p>Describe <b>three</b> actions that could be taken to ensure the safety of the dog and groomer to enable the process to be completed. <span style="float: right;">(3 marks)</span></p>		
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
<b>QX</b>	<p><b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Groomer to stay calm throughout clipping process [1]</li> <li>• Use a muzzle (for groomer's safety) [1]</li> <li>• Use alternative nail clipping equipment (eg nail grinder) [1]</li> <li>• Reassure the dog throughout [1]</li> <li>• Adjust the environment in a way that is calming for the dog [1]</li> <li>• Ask for additional assistance [1]</li> <li>• Modify restraints for safety [1]</li> <li>• Wear suitable PPE [1]</li> <li>• Kept paw on the table (1)</li> </ul>	<p>Accept any other suitable answer</p> <p>Do not award marks for 'terminate the groom'</p> <p>Accept distraction technique eg licking mats, Kong, grooming other parts of the body</p> <p>Accept groomers helper</p>	3

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<b>Q7</b>	List <b>five</b> pieces of information required on a client disclaimer record form. (5 marks)		
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
<b>QX</b>	<b>1 mark each for any of the following, to a maximum of 5 marks:</b> <ul style="list-style-type: none"><li>• Name of organisation [1]</li><li>• (Client's) name [1]</li><li>• (Client's) address [1]</li><li>• (Client's) contact number [1]</li><li>• Emergency contact number [1]</li><li>• Name of dog [1]</li><li>• Breed/type of dog [1]</li><li>• Reason for the disclaimer [1]</li><li>• Contraindications [1]</li><li>• Fees/additional fees [1]</li><li>• Client's consent signature [1]</li><li>• Date of signature [1]</li><li>• Animal Welfare Act 2006 (5 needs) [1]</li><li>• Terms and conditions (1)</li></ul>	Accept any other suitable answer  Do not award marks for information required on the generic record form  Accept protecting from pain, injury or suffering in place of Animal Welfare Act 2006 (5 needs)	5





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	<ul style="list-style-type: none"><li>• Inform other owners of dogs within the salon of a suspected case [1] for awareness and monitoring of their own dog [1]</li><li>• Advise owners to contact vet (1) for diagnosis/treatment (1)</li><li>• Provide water (1) to minimise symptoms (1)</li></ul>		
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<b>Q10</b>	Describe the process of removing a tick. <span style="float: right;">(6 marks)</span>		
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
<b>QX</b>	<p><b>1 mark each for any of the following, to a maximum of 6 marks:</b></p> <ul style="list-style-type: none"> <li>• Use a tick remover/(tick) tweezer (1)</li> <li>• Safely restrain the dog (1)</li> <li>• Seek assistance if require (1)</li> <li>• Part the hair (to access the tick) (1)</li> <li>• Slide it under the tick/grasp near the head [1]</li> <li>• Firmly grasp the tick/twist several times until the tick comes loose [1]</li> <li>• Clean the site (1)</li> <li>• Ensure the head has been removed [1]</li> <li>• Dispose of the tick correctly [1]</li> <li>• Clean equipment after use [1]</li> <li>• Wash your hands [1]</li> </ul>		<b>6</b>

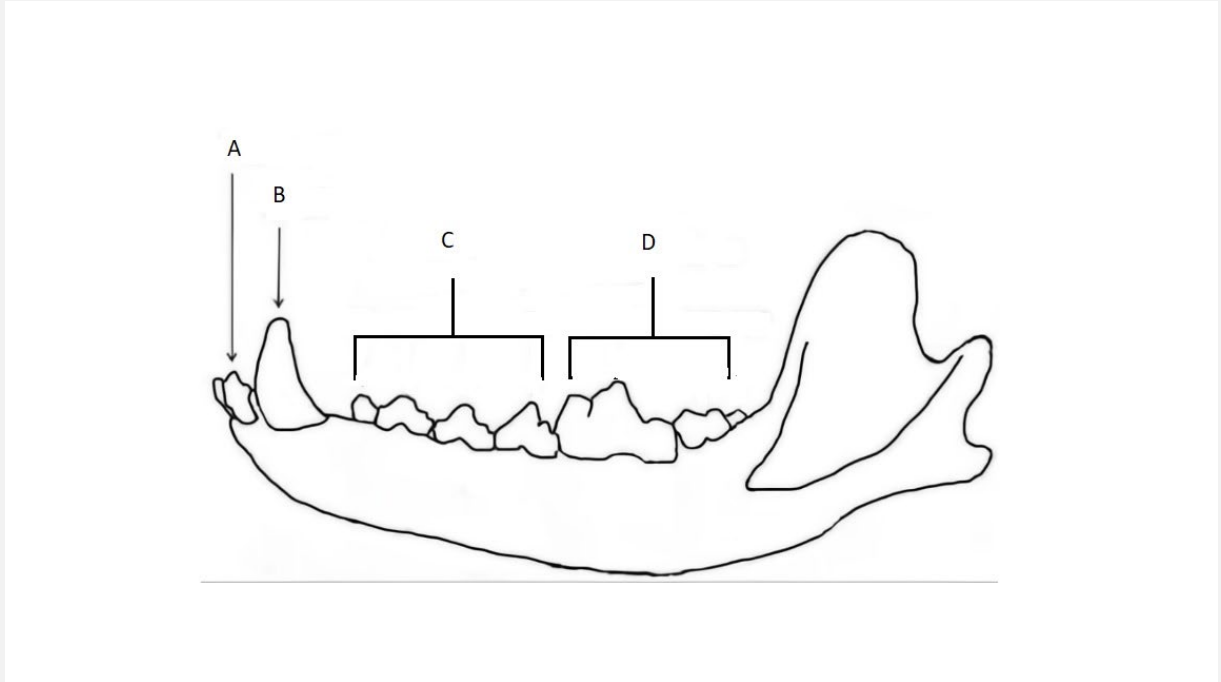
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<b>Q11</b>	List <b>five</b> breeds susceptible to gastric torsion. (5 marks)		
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
<b>QX</b>	<b>1 mark each for any of the following, to a maximum of 5 marks:</b> <ul style="list-style-type: none"><li>• Great Dane [1]</li><li>• Boxer [1]</li><li>• German Shepherd [1]</li><li>• Setters [1]</li><li>• Standard poodle [1]</li><li>• Greyhound [1]</li><li>• Whippet [1]</li><li>• St Bernard [1]</li><li>• Old English Sheep Dog [1]</li><li>• Weimaraner [1]</li><li>• Basset hound [1]</li><li>• Cane Corso [1]</li><li>• Mastiff [1]</li><li>• Dalmatian [1]</li><li>• Dachshund [1]</li></ul>	<p>Award marks for any other suitable deep chested breed</p> <p>Do not award more than 1 mark for multiple sub-breeds</p>	5

Q12

From the Figure 1 below, name the teeth labelled A to D.

(4 marks)



[dogs teeth jaw bone outline - Bing](#)

Figure 1

QX	Acceptable answer(s)	Guidance	Max marks
QX	<p><b>1 mark each for any of the following, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>a. Incisors [1]</li> <li>b. Canines [1]</li> <li>c. Premolars [1]</li> <li>d. Molars [1]</li> </ul>		4

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<b>Q13</b>	Explain <b>three</b> reasons for keeping detailed client record cards. (6 marks)		
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max mks</b>
<b>QX</b>	<p><b>2 marks per explanation for any of the following, to a maximum of 6 marks (1 mark for statement and 1 mark for the explanation):</b></p> <ul style="list-style-type: none"> <li>• Clients can be contacted at any time [1] in case of emergency/change of groom (1)</li> <li>• To maintain a reliable groom history [1] to ensure client consistency (1)</li> <li>• To be able to contact the vet (1) in case of an emergency [1]</li> <li>• For consistency in fees to clients [1] to avoid incorrect charging/for consistent pricing [1]</li> <li>• To be aware of any changes in the health of the dog [1] so action can be taken [1]</li> <li>• To be aware of any behaviour changes in the habits of the dog [1] to avoid injury to the groomer/dog [1]</li> <li>• In case of any accidents occurring [1] in order to obtain client consent for administering first aid [1]</li> <li>• To maintain an audit trail [1] in case of complaints [1]</li> </ul>	<p>Accept any other suitable answer</p> <p>Award a maximum of 3 marks for statements</p> <p>Do not award marks for repetitive answers</p> <p>Award marks for interchangeable answers</p>	<b>6</b>

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<b>Q14</b>	Identify <b>five</b> payment methods acceptable within a grooming salon. (5 Marks)		
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
<b>QX</b>	<b>1 mark each for any of the following, to a maximum of 5 marks:</b> <ul style="list-style-type: none"><li>• Cash [1]</li><li>• Cheque [1]</li><li>• Card payments [1]</li><li>• Bank transfers [1]</li><li>• Direct debits [1]</li><li>• Contactless/Mobile payments (Apple/Google pay) [1]</li><li>• PayPal [1]</li><li>• Payment link/web payment [1]</li></ul>	Accept any other suitable answer	5

<b>Q15</b>	<p>A Bichon Frisé that has recently been diagnosed with Cushing’s disease is brought into the salon. The owner has requested a manageable style and not to be completely clipped off. You will need to provide a complete service from receiving the dog to returning to the customer.</p> <p>Discuss, with justifications, how to approach this task in order to achieve animal welfare, Health and Safety and customer satisfaction. [12 marks]</p>		
<b>QX</b>	<b>Acceptable answer(s)</b>	<b>Guidance</b>	<b>Max marks</b>
<b>QX</b>	<p><b>Band 1: 1 - 4 marks</b></p> <p>A basic discussion which is largely descriptive giving minimal or no justification for the choices made. The range of key points provided in the scenario have not been considered in any detail and suggestions made may not suit the dog or situation. There is little or no correct use of specialist terminology. There is little evidence of understanding the topics.</p> <p><b>To access the higher marks in the band:</b> the response will show a limited understanding of the considerations of the medical condition and its groom and planning of an on-going grooming programme.</p> <p><b>Band 2: 5 - 8 marks</b></p> <p>A clear discussion which shows an understanding of the topic and why they are doing things. Most key points are covered with at least one showing some detail and linked to the scenario provided. There is some use of specialist terminology, although this may not always be used appropriately. Suggestions made are appropriate to the scenario and choices are supported with some relevant justification.</p> <p><b>To access the higher marks in the band:</b> most of the key points are covered with some detail and linked to the scenario provided. More detailed justifications are provided and will include justification for suitable communication for the customer and the on-going grooming programme.</p> <p><b>Band 3: 9 - 12 marks</b></p> <p>A detailed discussion which shows breadth and depth of understanding of the topics giving reasoning for actions. All key points are discussed, and the impacts of the choices made are fully supported with sound justification. Specialist terminology is used appropriately and correctly.</p> <p><b>To access the higher marks in the band:</b> a full understanding of all key points in the scenario is</p>	<p><b>Indicative content: (key points underlined)</b></p> <p><b><u>Receiving</u></b></p> <p>Greeting customer appropriately          Positive first impression          Positive body language and eye contact          Knowledgeable of the condition and breed          Listening and questioning          Health and safety re medical condition          Appropriate communication for the customer          Completing signed paperwork          Managing client expectations          Discussing any known ailments/need requirements          AWA 5 animal needs          Updating medical records/medication</p> <p><b><u>Approach</u></b></p> <p>Assessment of coat, thinning of coat          Assessment of customer’s needs, is it realistic          How to come to an agreed styling plan          What trim could you do and why (scissoring verses comb attachment)          Conduct a basic health check</p> <p><b><u>Handling and restraint</u></b></p>	12



	<p>shown through a comprehensive discussion with thorough justifications. Information given is relevant.</p>	<p>Modifications required on handling and restraining considering the medical condition. Types of equipment required Allowing the dog to sit Rest/toilet/hydration periods</p> <p><b><u>Perform</u></b> Bathing/drying process Suitable (sensitive) Shampoo/conditioner Hygiene trim Modification of the groom to disguise the pot belly/to level the top line Clipping / Choice of blades/attachments Scissoring techniques / blending Shaping/angulation Nail trimming Cleaning ears/eyes</p> <p><b><u>Returning to customer</u></b> Update grooming record Client advice Payment type (card/cash/transfer) Regular grooming scheduled appointments</p> <p><b><u>Biosecurity</u></b> Maintenance of tools and equipment Cleaning of the grooming environment Disposal of waste PPE</p> <p><b>Legislation that may be included:</b></p> <ul style="list-style-type: none"> <li>• Animal welfare act 2006 (5 animal needs)</li> <li>• The Personal Protective Equipment at Work Regulations 1992</li> <li>• Data Protection Act 2018 (GDPR)</li> <li>• Provision and Use of Work Equipment Regulations 1998 (PUWER)</li> </ul>	
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