iPET NETWORK
International Pet Education and Training

iPET Network

Level 3 Suite of Cat Grooming Qualifications (2026)

Qualification Specification

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About Us

iPET Network

LED BY INDUSTRY EXPERTS.

DRIVEN BY PASSION.

BOUND BY ANIMALS.

GUIDED BY CANDIDATES.

UNITED BY iPET NETWORK.

Our iValues

At iPET Network, our values are rooted in animal welfare, integrity, and innovation. We are committed to creating qualifications that are inclusive, practical, and industry-led, ensuring Learners gain real-world skills that make a difference. Collaboration, transparency, and continuous improvement guide everything we do, empowering people and protecting pets through education that sets new standards for excellence.

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Our Approved Centres

Our Approved Centres represent a nationwide community of schools, trainers, tutors, and industry mentors. Each centre delivers high-quality, Ofqual-regulated qualifications with animal welfare, education, and employability at their core. Together, they shape the next generation of animal care professionals with quality, compassion, and confidence leading every lesson. Our Approved Centres have exclusive access to our portfolio of qualifications, courses, learning materials and assessment strategies. We offer an inclusive opportunity to join a diverse network of forward-thinking professionals across the UK, Ireland, Europe and Internationally.

Our Mission - EDUCATION FOR PEOPLE, FOR PETS, FOR THE FUTURE

To be the Awarding Organisation of choice for Centres, Centres, Employers and Learners in the Animal Care and Veterinary Science Sector. We demand the highest standard of practice to ensure our suite of qualifications work: they work for animals who deserve the best care; they work for learners giving valuable skills, and they work for Centres and Centres with strong market appeal.

Leading the way in Qualifications

iPET Network is an Awarding Organisation regulated by Ofqual, CCEA Regulation and Qualifications Wales, specialising in qualifications in the Animal Care and Veterinary Science sector. iPET Network is a sector-specific Awarding Organisation and are constantly developing innovative animal care and veterinary science qualifications in the industry. We are unique in our approach to development, design and awarding of qualifications through the range of services and support we offer.

Supporting the Apprenticeship journey

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iPET Network is also an End-point Assessment Awarding Organisation (EPAO) for English Apprenticeship standards regulated by Ofqual. Winning awards for our customer service and service excellence. Our approach has gained outstanding feedback from Apprentices, Employers and Centres with success gained through collaboration and positive communication.

We do the hard work for you – transparent, flexible and straightforward

We have developed robust systems at the forefront of technology that include extensive resources, quality learning materials and varied assessment methods. Our centralised platform makes it simple for Approved Centres and their teams to deliver, manage, mark and quality assure all in one place. We provide access to training and updates through standardisation to uphold modern best practice. Organisations of many different types, who want to deliver education, can join iPET Network, taking advantage of becoming an Approved Centre direct. With transparent fees and packages to suit every size of organisation from sole traders to limited companies, colleges and large employers.

An exciting and supportive community

We practice what we preach - the iPET Network team has extensive experience and knowledge of working in the Animal Care, Veterinary Science and Education sector. We provide support, advice and Continual Professional Development to help our Approved Centres offer the best standard of education and to inspire the future generation of the industry. We believe in removing learning barriers and working with Learners of all abilities to help them reach their full potential.

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Qualification Summary – Level 3 Award in Feline First Aid

Key Information

Level	3
Guided Learning Hours (GLH)	6
Total Qualification Time (TQT)	10
Credits	1
Age Range	16+
Entry Requirements	N/A
Permitted Delivery Types	Face-to-face, blended, remote (if a Refresher, subject to conditions outlined in this document)
Subject Sector Area (SSA)	3.3 Animal care and veterinary science
Registration Period	12 months
Assessment Methods	Portfolio of Evidence, Practical Observation
Sampling Requirements	Summative only
Overall Grading Type	Pass/Fail
Regulated by	Ofqual
Support Materials	Workbook, First Aid Practical Assessment Record, PowerPoint, Learner Resource Handbook

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Qualification Summary – Level 3 Award in an Introduction to Cat Grooming

Key Information

Level	3
Guided Learning Hours (GLH)	40
Total Qualification Time (TQT)	80
Credits	8
Age Range	16+
Entry Requirements	N/A
Permitted Delivery Types	Face-to-face, blended
Subject Sector Area (SSA)	3.3 Animal care and veterinary science
Registration Period	12 months
Assessment Methods	Portfolio of Evidence, Practical Assessment
Sampling Requirements	Summative only
Overall Grading Type	Pass/Fail
Regulated by	Ofqual
Support Materials	Workbooks, Cleaning and Maintenance Practical Assessment Record, Practical Assessment Record, Cat Health Check and Grooming Diary (Optional), Grooming Log, Learner Resource Handbooks

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Qualification Summary – Level 3 Certificate in Cat Grooming and an Introduction to Styling

Key Information

Level	3
Guided Learning Hours (GLH)	104
Total Qualification Time (TQT)	180
Credits	18
Age Range	16+
Entry Requirements	N/A
Permitted Delivery Types	Face-to-face, blended, remote (if Fast-Track)
Subject Sector Area (SSA)	3.3 Animal care and veterinary science
Registration Period	36 months
Assessment Methods	Portfolio of Evidence, Practical Assessment
Sampling Requirements	Interim and Summative
Overall Grading Type	Pass/Fail
Regulated by	Ofqual
Support Materials	Workbooks, Cleaning and Maintenance Practical Assessment Record, Practical Assessment Records, Cat Health Check and Grooming Diary (Optional), Grooming Log, Learner Resource Handbooks

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Qualification Summary – Level 3 Diploma in Cat Grooming and Salon Management

Key Information

Level	3
Guided Learning Hours (GLH)	202
Total Qualification Time (TQT)	370
Credits	37
Age Range	16+
Entry Requirements	N/A
Permitted Delivery Types	Face-to-face, blended, remote (if Fast-Track/first aid Refresher, subject to conditions outlined in this document)
Subject Sector Area (SSA)	3.3 Animal care and veterinary science
Registration Period	36 months
Assessment Methods	Portfolio of Evidence, Practical Assessment
Sampling Requirements	Interim and Summative
Overall Grading Type	Pass/Fail
Regulated by	Ofqual
Support Materials	Workbooks, Cleaning and Maintenance Practical Assessment Record, Practical Assessment Records, Cat Health Check and Grooming Diary (Optional), Grooming Log, Learner Resource Handbooks

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1. Integrity Statements

1.1. Intellectual Property and Confidentiality Statement

This document is confidential and the intellectual property of iPET Network Ltd. It is provided solely for the use by Approved Centres and iPET Network staff and contractors for the intended purpose only. Any unauthorised use, reproduction, copying, distribution or sharing with any third party is strictly prohibited. By accessing this document, users acknowledge and agree to maintain its confidentiality and to comply fully with our ***Terms and Conditions*** and all relevant intellectual property and copyright laws.

1.2. Welfare Statement

For any qualifications that include handling, restraint, grooming, training, treatments and care of live animals, iPET Network places a strong emphasis on animal welfare and safety. To uphold these standards, iPET Network requires the following:

- All activities should prioritise animal welfare, ensuring suitable handling, reduced stress, and careful monitoring. Any signs of animal distress should lead to an immediate adjustment, pause or termination of assessment or teaching. If a Learner's assessment is affected, please contact iPET Network regarding the potential to submit a Special Consideration request.
- Prior to any teaching or assessment involving live animals, the health, temperament, and suitability of each animal should be assessed. Only animals that are comfortable with handling and the learning environment should participate.
- Strict adherence to relevant regulations, for example, but not limited to: The Animal Welfare Act 2006; Veterinary Surgeons Act 1966; Veterinary Medicines Directorate, must be maintained at all times.

iPET Network highly recommends that a qualified first aid practitioner for the relevant species should be appointed and present during training and assessment involving live animals.

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2. About This Document

This ***Qualification Specification*** is intended for use by Learners, Tutors, Assessors, Internal Quality Assurers, Centre Managers and other staff within iPET Network Approved Centres, External Quality Assurers and other iPET Network personnel. It provides information about the structure, delivery and assessment of the Qualification. The ***Qualification Specification*** should be read in conjunction with the ***Qualification Delivery Handbook*** and ***Approved Centre Manual***, which provides general guidance around operational considerations when delivering, and other relevant policy documents.

Qualification Specifications can be found on www.ipetnetwork.co.uk

This document reflects the most current information at the time of publication. However, as part of our commitment to continuous improvement, iPET Network may update its products and services from time to time. To ensure accuracy, Approved Centres must always refer to the most current version. Any updates will be documented in the version history/document control.

3. About These Qualifications

The legacy qualifications (603/7683/1, 603/7569/3, 603/7568/1, 603/7567/X) were reviewed and replaced by the qualifications set out in this document in 2026. Please ensure you are using the appropriate documentation for the relevant qualifications.

3.1. Qualification Overviews

iPET Network Level 3 Award in Feline First Aid

The **iPET Network Level 3 Award in Feline First Aid** is ideal for owners and professionals alike who want to be prepared should a cat need emergency treatment. This qualification covers a wide range of common feline emergencies and first aid scenarios, including injury management, wound dressing, urinary obstructions, allergic reactions, stings, poisoning, choking, seizures, cardiopulmonary resuscitation (CPR), hypothermia, and more.

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The qualification is an excellent balance of theoretical and practical learning to ensure Learners have the knowledge and skills required should they ever be faced with an emergency first aid situation.

Leading industry experts have reviewed this qualification to ensure the outcome is appropriate for the animal care industry and the continued growth and development of the sector.

iPET Network Level 3 Award in an Introduction to Cat Grooming

The **iPET Network Level 3 Award in an Introduction to Cat Grooming** is aimed at Learners who wish to gain the skills and knowledge of foundational preparation and grooming skills. This qualification focuses on core techniques such as brushing, bathing, and general coat care for a variety of cat breeds, while building a sound understanding of feline welfare, health, and handling. Learners will also explore best practice health and safety standards within a grooming environment.

This qualification is designed to be flexible to meet the real-life needs and circumstances of Learners.

The qualification is a balance of theoretical and practical learning to ensure that vocational skills lead the qualification with underpinned knowledge developed throughout.

iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling

The **iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling** is ideal for those who are new to cat grooming and want to gain the core skills and knowledge required to prepare, style, and finish a variety of cat breeds. The qualification is also suitable for experienced cat groomers seeking to formalise their skills through a regulated qualification.

Learners will develop an understanding of feline welfare, health, and handling, alongside best practice principles of health and safety in a professional grooming environment.

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This qualification is designed to be flexible to meet the real-life needs and circumstances of its Learners.

This qualification is suitable for individuals aiming to start their own cat grooming business as well as those looking to secure employment in an established salon.

iPET Network Level 3 Diploma in Cat Grooming and Salon Management

The **iPET Network Level 3 Diploma in Cat Grooming and Salon Management** is suitable both for those who are new to the cat grooming industry and for experienced cat groomers seeking to formalise their skills through a regulated qualification. It is relevant for individuals aiming to start their own cat grooming business as well as those looking to secure employment in an established salon.

Learners will gain the skills and knowledge needed to prepare, style and finish a range of cat breeds. Learners will gain a comprehensive understanding of feline welfare, health and handling, alongside best practice principles of health and safety in a professional cat grooming environment. The qualification also covers essential business management and skills and knowledge in feline emergency first aid, ensuring that Learners are well prepared for the demands of the role of a cat groomer.

This qualification is designed to be flexible to meet the real-life needs and circumstances of Learners.

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

These qualifications are regulated by Ofqual.

3.2. Objectives of the Qualification

Depending on the needs of the Learner, these qualifications can:

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- Prepare individuals to progress to another qualification in the same or related subject area, studying at a higher level or a qualification requiring more specific knowledge, skills and understanding.
- Improve employability skills.
- Improve career satisfaction.
- Encourage engagement in learning.

iPET Network Level 3 Award in Feline First Aid

This qualification has been designed to enable Learners to:

- Know the requirements of feline emergency first aid including who can administer it, classifications of emergencies, primary survey, recovery position and examining injured animals
- Understand how to manage feline behaviour during emergency situations and respond appropriately to injuries
- Be able to record feline vital statistics and conduct cat resuscitation
- Know how, and be able to dress and treat wounds
- Understand the signs and first aid care of various scenarios such as choking, stings, poisoning, burns, electrocution, hyperthermia, hypothermia, water inhalation, convulsions and urinary problems
- Understand what is required in a feline emergency first aid kit and how to communicate in emergency situations

iPET Network Level 3 Award in an Introduction to Cat Grooming

This qualification has been designed to enable Learners to:

- Understand legislative requirements, safe working practices, potential hazards and biosecurity in cat grooming environment

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- Be able to maintain a safe and hygienic grooming environment and work in an environmentally responsible manner
- Know the basic anatomy of the cat, variety of coat types in cats and the appropriate grooming equipment
- Know how to identify and record the health status of a cat and be able to carry out health checks
- Understand and be able to use appropriate techniques to handle cats of different temperaments and recognise risks during grooming
- Be able to remove excess hair, knots and matts and safely bath and dry a range of cats and carry out basic grooming techniques
- Be able to record grooming, health and behaviour information

iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling

This qualification has been designed to enable Learners to:

- Understand legislative requirements, safe working practices, potential hazards and biosecurity in cat grooming environment
- Be able to maintain a safe and hygienic grooming environment and work in an environmentally responsible manner
- Know the basic anatomy of the cat, variety of coat types in cats, breed characteristics, breed-related issues and the appropriate grooming equipment
- Understand how to recognise, promote and maintain feline health and welfare in the grooming environment, including health checks, knowledge of disease, parasites and the skin and coat structure
- Know how to manage incidents and special considerations during grooming
- Understand and be able to assess and plan cat grooming, prepare, maintain and store equipment

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- Understand and be able to manage feline behaviour and handling during grooming, adapting techniques for individual cats
- Understand and be able to safely bath and dry, remove excess knots and matts and clip and scissor cats in accordance with breed and client requirements, using relevant equipment

iPET Network Level 3 Diploma in Cat Grooming and Salon Management

This qualification has been designed to enable Learners to:

- Understand legislative requirements, safe working practices, potential hazards and biosecurity in cat grooming environment
- Be able to maintain a safe and hygienic grooming environment and work in an environmentally responsible manner
- Know the anatomy of the cat, variety of coat types in cats, breed characteristics, breed-related issues and the appropriate grooming equipment
- Understand how to recognise, promote and maintain feline health and welfare in the grooming environment, including health checks, knowledge of disease, parasites and the skin and coat structure
- Know how to manage incidents and special considerations during grooming
- Be able to promote and maintain the health and welfare of felines
- Understand and be able to assess and plan cat grooming, prepare, maintain and store equipment
- Understand and be able to manage feline behaviour and handling during grooming, adapting techniques for individual cats
- Know how to care for and manage customers in line with legislation, including establishing and maintaining customer relations and dealing with customer complaints

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- Understand the fundamental requirements of setting up an animal grooming business including marketing, budgeting and producing a business plan
- Understand and be able to safely bath and dry, remove excess knots and matts and clip and scissor a variety of cats in accordance with breed and client requirements, using relevant equipment
- Know the requirements of feline emergency first aid including who can administer it, classifications of emergencies, primary survey, recovery position and examining injured animals
- Understand how to manage feline behaviour during emergency situations and respond appropriately to injuries
- Be able to record feline vital statistics and conduct cat resuscitation
- Know how, and be able to dress and treat wounds
- Understand the signs and first aid care of various scenarios such as choking, stings, poisoning, burns, electrocution, hyperthermia, hypothermia, water inhalation, convulsions and urinary problems
- Understand what is required in a feline emergency first aid kit and how to communicate in emergency situations

3.3. Progression Routes

iPET Network Level 3 Award in Feline First Aid

Suggested progression routes and other qualifications that may be of interest following completion of the qualification:

- iPET Network Level 3 Award in an Introduction to Cat Grooming
- iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling
- iPET Network Level 3 Diploma in Cat Grooming and Salon Management

iPET Network Level 3 Award in an Introduction to Cat Grooming

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Suggested progression routes and other qualifications that may be of interest following completion of the qualification:

- iPET Network Level 3 Award in Feline First Aid
- iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling
- iPET Network Level 3 Diploma in Cat Grooming and Salon Management
- Employment in the cat grooming industry

iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling

Suggested progression routes and other qualifications that may be of interest following completion of the qualification:

- iPET Network Level 3 Award in Feline First Aid
- iPET Network Level 3 Diploma in Cat Grooming and Salon Management
- Employment or self-employment in the cat grooming industry

iPET Network Level 3 Diploma in Cat Grooming and Salon Management

Suggested progression routes and other qualifications that may be of interest following completion of the qualification:

- Employment or self-employment in the cat grooming industry
- iPET Network Level 3 Diploma in Dog Grooming and Salon Management

3.4. Guided Learning Hours (GLH)

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

- Being taught or given instruction by a lecturer, tutor, supervisor or other appropriate provider of education or training, or

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- Otherwise participating in education or training under the immediate guidance or supervision of such a person.

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

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

Estimated GLH will be stated for each unit which should be used by Centres as a guide for devising teaching and learning plans.

3.5. Total Qualification Time (TQT)

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

Guided Learning Hours and Total Qualification Time are as follows:

Qualification	Guided Learning Hours (GLH)	Total Qualification Time (TQT)
iPET Network Level 3 Award in Feline First Aid	6	10
iPET Network Level 3 Award in an Introduction to Cat Grooming	40	80
iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling	104	180
iPET Network Level 3 Diploma in Cat Grooming and Salon Management	202	370

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3.6. Qualification Delivery Requirements

iPET Network Level 3 Award in Feline First Aid

For standard Learners

Due to the practical nature of this qualification, the Practical Observation must take place face-to-face, in person.

The remainder of the qualification may be delivered as the Approved Centre feels appropriate, ensuring that Guided Learning Hours requirements are met. As part of the application to deliver, Approved Centres must be able to evidence how they intend to deliver the qualification, including the methods by which they will achieve the GLH.

Refresher Learners

The practical first aid tasks for this qualification can be carried out in person or via live video call, provided the below conditions are fully met:

- The Learner has previously achieved a regulated qualification or unit that forms part of a regulated qualification at Level 3 covering Feline First Aid.
    - Evidence of the prior achieved qualification or unit must be uploaded to the Web Portal before the remote assessment can take place.
- The Learner has access to the required resources and suitable provision is made to ensure the thorough assessment of all tasks, e.g. careful checking of bandage tension.

The remainder of the qualification may be delivered as the Approved Centre feels appropriate, ensuring that Guided Learning Hours requirements are met. As part of the application to deliver, Approved Centres must be able to evidence how they intend to deliver the qualification, including the methods by which they will achieve the GLH.

iPET Network Level 3 Award in an Introduction to Cat Grooming

Due to the practical nature of this qualification, practical training and the Practical Assessments must take place face-to-face, in person.

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The remainder of the qualification may be delivered as the Approved Centre feels appropriate, ensuring that Guided Learning Hours requirements are met. As part of the application to deliver, Approved Centres must be able to evidence how they intend to deliver the qualification, including the methods by which they will achieve the GLH.

iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling

For standard Learners

Due to the practical nature of this qualification, practical training and the Practical Assessments must take place face-to-face, in person.

The remainder of the qualification may be delivered as the Approved Centre feels appropriate, ensuring that Guided Learning Hours requirements are met. As part of the application to deliver, Approved Centres must be able to evidence how they intend to deliver the qualification, including the methods by which they will achieve the GLH.

For Fast-track Learners

Please refer to Section 5.1 for more information on the Fast-track route.

Learners who are eligible for the Fast-track route may complete their Practical Assessments remotely but live, in real-time via video call e.g. Zoom or Teams.

The remainder of the qualification may be delivered as the Approved Centre feels appropriate, ensuring that Guided Learning Hours requirements are met. As part of the application to deliver, Approved Centres must be able to evidence how they intend to deliver the qualification, including the methods by which they will achieve the GLH.

iPET Network Level 3 Diploma in Cat Grooming and Salon Management

For standard Learners

Due to the practical nature of this qualification, practical training and the Practical Assessments must take place face-to-face, in person.

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The remainder of the qualification may be delivered as the Approved Centre feels appropriate, ensuring that Guided Learning Hours requirements are met. As part of the application to deliver, Approved Centres must be able to evidence how they intend to deliver the qualification, including the methods by which they will achieve the GLH.

For Fast-track Learners

Please refer to Section 5.1 for more information on the Fast-track route.

Learners who are eligible for the Fast-track route may complete their Practical Grooming Assessments remotely but live, in real-time via video call e.g. Zoom or Teams.

The practical first aid tasks for Unit 3017: Feline First Aid can be carried out in person or via live video call, provided the below conditions are fully met:

- The Learner has previously achieved a regulated qualification or unit that forms part of a regulated qualification at Level 3 covering Feline first aid.
    - Evidence of the prior achieved qualification or unit must be uploaded to the web portal before the remote assessment can take place.
- The Learner has access to the required resources and suitable provision is made to ensure the thorough assessment of all tasks, e.g. careful checking of bandage tension.

For all other Fast-track Learners who do not meet the Refresher eligibility criteria, the practical first aid tasks must take place face-to-face, in person.

The remainder of the qualification may be delivered as the Approved Centre feels appropriate, ensuring that Guided Learning Hours requirements are met. As part of the application to deliver, Approved Centres must be able to evidence how they intend to deliver the qualification, including the methods by which they will achieve the GLH.

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4. Requirements to Deliver these Qualifications

Centres wishing to deliver these qualifications must apply by submitting an iPET Network ***Qualification Approval Form*** which can be downloaded from the website. The centre must provide supporting information and documents to demonstrate their ability to deliver these qualifications and adhere to quality assurance and assessment regulations.

Applications can be made via email eqa@ipetnetwork.co.uk or if there are any queries call the iPET Network team on 0800 433 4700.

Centres wishing to offer these qualifications must refer to the requirements stipulated in Section 4.5.

4.1. Head of Centre

Each centre should identify a Head of Centre who has overall responsibility for ensuring the Approved Centre remains compliant with iPET Network's approval criteria and policies.

The Head of Centre must ensure all procedures relating to the delivery of the qualification operate effectively in the centre.

The Head of Centre contact is responsible for ensuring all relevant iPET Network documentation is distributed as required within the centre and that the security requirements for external assessment are adhered to, where applicable.

The Head of Centre will be the main point of contact should iPET Network need to contact the Approved Centre regarding concerns of maladministration or malpractice.

Additional contacts can be agreed with the Approved Centre.

4.2. Tutors

To offer this qualification, centres must ensure that Tutors involved in delivery are professionally competent to do so. This means centres must ensure that Tutors meet criteria detailed in the Requirements for Centre Roles section.

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Evidence of qualifications and experience must be provided in the form of original certificates, detailed CV and employer references. iPET Network reserves the right to request additional information in support of Centre/Tutor applications e.g. references.

The exception to these requirements is where Guest Lecturers are utilised. A Guest Lecturer is an individual invited by an Approved Centre to give occasional lectures in their specific area of expertise or interest. They are usually not permanent staff members, although they might be permanent staff from a different department. Guest Lecturers focus solely on teaching a particular subject and do not have the authority to make assessment decisions. According to iPET Network, “occasional” is defined as delivering no more than 10 hours of lecturing per academic year, or pro rata for shorter courses. This is not permitted for qualifications with less than 10 Guided Learning Hours.

4.3. Assessors

To offer this qualification, Approved Centres must ensure that Assessors involved in assessment meet the criteria detailed in the Requirements for Centre Roles section and are familiar with the assessment requirements of the qualification for which they are assessing. The same individual can fulfil the role of Tutor and Assessor, especially regarding marking of theoretical assessments in workbooks or e-portfolios. The Centre can utilise different Assessors for different Units and, where a formal assessment forms part of the assessment strategy, may prefer to use an Assessor who hasn’t previously assessed the Learner’s work.

Evidence of qualifications and experience must be provided in the form of original certificates, detailed Curriculum Vitae (CV) and employer references. iPET Network reserves the right to request additional information in support of Centre/Assessor applications.

4.4. Internal Quality Assurers (IQAs)

Centres must also ensure that they have in place an Internal Quality Assurer who meets the criteria detailed in the Requirements for Centre Roles section and is familiar with the assessment requirements of the qualification for which they are the Internal Quality Assurer

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Or,

Utilise iPET Network's Internal Quality Assurance service via Gold package registrations. ***(Refer to Centre Fees)***

Use of Unqualified Internal Quality Assurers

Where an Approved Centre has an unqualified Internal Quality Assurer, they must be registered on a relevant regulated IQA qualification (see Requirements for Centre Roles section) and actively working towards its completion. Until the qualification is fully achieved and certificated, the working-towards IQA must have their decisions checked by a qualified and approved IQA, who will provide feedback and ensure reports are only released to Assessors when the IQA decisions are valid and reliable. The qualified IQA will countersign all decisions to confirm the checks have taken place and the decision and feedback was satisfactory.

Centres must either:

- Appoint or employ a qualified IQA who has been approved by iPET Network to act as a countersignatory and provide appropriate support.

Or,

- Engage iPET Network to provide a qualified and approved countersignatory IQA for the duration of the support period, with all associated costs to be paid for by the centre.

Please refer to the ***Approved Centre Manual*** for more information on countersigning requirements.

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4.5. Requirements for Centre Roles

Centres are responsible for ensuring that Tutors, Assessors and Internal Quality Assurers are occupationally competent, suitably qualified and stay current with industry developments and best practices.

iPET Network Level 3 Award in Feline First Aid

Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
Tutor	Hold or be one of the following: • A regulated qualification in feline first aid, e.g.: ○ iPET Network Level 3 Award in Feline Emergency First Aid ○ iPET Network Level 3 Award in Feline First Aid • A regulated qualification in either cat grooming including a first aid unit, e.g.: ○ iPET Network Level 3 Diploma in Cat Grooming and Salon Management; ○ Or equivalent. • Registered Veterinary Nurse (RVN) • Veterinary Surgeon (MRCVS)	• Have a minimum of 1 year demonstrable experience working with cats, from the following: ○ Registered Veterinary Nurse (RVN) ○ Veterinary Surgeon (MCRVS) ○ Cat Groomer • Other combinations of qualification and experience may be accepted by iPET Network.	• Have completed 15 hours of Continuous Professional Improvement over the past year • CPD relevant to animal first aid industry and applicable to role. • Types of CPD completed should be varied. For example, a range of webinars, journal reading, shadowing/industry days, workshops and reflective practice.	A teaching qualification at Level 3 or above, such as **one** of the following: ○ iPET Network Level 3 Award in Education and Training for Animal and Veterinary Professionals (The previous version of this qualification: iPET Network Level 3 Award for Educators in the Canine and Feline Sector, will also be accepted as the skills are transferable) ○ Level 3 Award in Education and Training ○ Level 4 or above Certificate in Education (CertEd/PGCERTEd)

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Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
				○ Level 3 Preparing to Teach in the Lifelong Learning Sector (PTLLS) ○ Level 4 Certificate in Teaching in the Lifelong Learning Sector (CTLLS) ○ Level 5 Diploma in Teaching in the Lifelong Learning Sector (DTLLS) ○ Level 7 Veterinary Education Where no formal teaching qualification is held, it will be a requirement that a teaching qualification is achieved within 12 months of Centre Approval. The Tutor will require mentoring during this period.
Assessor	See Tutor requirements	See Tutor requirements	• Have completed 15 hours of Continuous Professional Improvement over the past year • CPD relevant to animal first aid industry and applicable to role	A qualification in vocational assessment at Level 3 or above, such as one of the following: ○ Level 3 Certificate in Assessing Vocational Achievement (CAVA) ○ D32/33

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Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
			• Types of CPD completed should be varied. For example, a range of webinars, journal reading, shadowing/industry days, workshops and reflective practice.	○ A1 Where the Assessor is also the Tutor a teaching qualification as outlined above for Tutors will be accepted in lieu of a vocational assessment qualification, where the content of the Teaching qualification included assessment. Where no formal teaching or Assessor qualification is held, it will be a requirement that one is achieved within 12 months of Centre Approval. In many instances the role of Tutor and Assessor may be completed by the same individual. If the Assessor is not also the Tutor, it is recommended that they achieve a vocational assessment qualification rather than a teaching qualification. The Assessor will require mentoring during any period of working towards their qualification and the reliability of their assessment decisions checked and

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Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
				countersigned. The counter signatory should not also be the IQA.
Internal Quality Assurer	See Assessor requirements	See Assessor requirements	• Have completed 15 hours of Continuous Professional Improvement over the past year • CPD relevant to animal first aid industry and applicable to role • Types of CPD completed should be varied. For example, a range of webinars, journal reading, shadowing/industry days, workshops and reflective practice.	A qualification in Internal Quality Assurance, such as: • D34 • V1 • Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (Level 4 Award in *Understanding* the Internal Quality Assurance of Assessment Processes and Practices will not be accepted unless accompanied by evidence of extensive IQA practice)

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iPET Network Level 3 Award in an Introduction to Cat Grooming and Level 3 Certificate in Cat Grooming and an Introduction to Styling

Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
Tutor	• A regulated Level 3 or above qualification in either cat or dog grooming, e.g.: ○ iPET Network Level 3 Diploma in Cat Grooming and Salon Management; ○ iPET Network Level 3 Diploma in Dog Grooming and Salon Management; ○ Or equivalent. • OR, be working towards a relevant regulated cat or dog grooming qualification such as the above which must be achieved within 12 months of approval	If a regulated Level 3 dog or cat grooming qualification is held: • Have a minimum of 1 year demonstrable experience working as a cat groomer • Submit a portfolio demonstrating experience to include: ○ Photos of a range of grooms, including a lion trim ○ Customer reviews and/or references ○ CV/career profile demonstrating relevant industry / subject-specific skills, knowledge, experience and achievements	• Have completed 15 hours of Continuous Professional Improvement over the past year • CPD relevant to cat grooming industry and applicable to role • Types of CPD completed should be varied. For example, a range of webinars, journal reading, shadowing/industry days, workshops and reflective practice.	A teaching qualification at Level 3 or above, such as **one** of the following: ○ iPET Network Level 3 Award in Education and Training for Animal and Veterinary Professionals (The previous version of this qualification: iPET Network Level 3 Award for Educators in the Canine and Feline Sector, will also be accepted as the skills are transferable) ○ Level 3 Award in Education and Training ○ Level 4 or above Certificate in Education (CertEd/PGCERTEd)

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Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
		If working towards a regulated Level 3 dog or cat grooming qualification: • Have a minimum of 2 years demonstrable experience working as a cat groomer • Submit a portfolio demonstrating experience as above • Other combinations of qualification and experience may be accepted by iPET Network.		○ Level 3 Preparing to Teach in the Lifelong Learning Sector (PTLLS) ○ Level 4 Certificate in Teaching in the Lifelong Learning Sector (CTLLS) ○ Level 5 Diploma in Teaching in the Lifelong Learning Sector (DTLLS) ○ Level 7 Veterinary Education Where no formal teaching qualification is held, it will be a requirement that a teaching qualification is achieved within 12 months of Centre Approval. The Tutor will require mentoring during this period.
Assessor	See Tutor requirements	See Tutor requirements	• Have completed 15 hours of Continuous Professional Improvement over the past year • CPD relevant to cat grooming industry and applicable to role • Types of CPD completed should be varied. For example, a range of webinars,	A qualification in vocational assessment at Level 3 or above, such as one of the following: ○ Level 3 Certificate in Assessing Vocational Achievement (CAVA) ○ D32/33 ○ A1 Where the Assessor is also the Tutor a teaching qualification as

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Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
			journal reading, shadowing/industry days, workshops and reflective practice.	outlined above for Tutors will be accepted in lieu of a vocational assessment qualification, where the content of the Teaching qualification included assessment. Where no formal teaching or Assessor qualification is held, it will be a requirement that one is achieved within 12 months of Centre Approval. In many instances the role of Tutor and Assessor may be completed by the same individual. If the Assessor is not also the Tutor, it is recommended that they achieve a vocational assessment qualification rather than a teaching qualification. The Assessor will require mentoring during any period of working towards their qualification and the reliability of their assessment decisions checked and countersigned. The counter signatory should not also be the IQA.

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Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
Internal Quality Assurer	See Assessor requirements	See Assessor requirements	• Have completed 15 hours of Continuous Professional Improvement over the past year • CPD relevant to cat grooming industry and applicable to role • Types of CPD completed should be varied. For example, a range of webinars, journal reading, shadowing/industry days, workshops and reflective practice.	A qualification in Internal Quality Assurance, such as: • D34 • V1 • Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (Level 4 Award in *Understanding* the Internal Quality Assurance of Assessment Processes and Practices will not be accepted unless accompanied by evidence of extensive IQA practice)

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iPET Network Level 3 Diploma in Cat Grooming and Salon Management

Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements

Tutor	Hold one of the following:
	• A regulated Level 3 or above qualification in either cat or dog grooming, e.g.:
	  ○ iPET Network Level 3 Diploma in Cat Grooming and Salon Management;
	  ○ iPET Network Level 3 Diploma in Dog Grooming and Salon Management;
	  ○ Or equivalent.
	• OR, be working towards a relevant regulated cat or dog grooming qualification such as the above which must be achieved within 12 months of approval
	
	AND
	
	Hold or be one of the following:
	• A regulated qualification in feline first aid, e.g.:
		If a regulated Level 3 dog or cat grooming qualification is held:
		• Have a minimum of 1 year demonstrable experience working as a cat groomer
		• Submit a portfolio demonstrating experience to include:
		  ○ Photos of a range of grooms, including a lion trim
		  ○ Customer reviews and/or references
		  ○ CV/career profile demonstrating relevant industry / subject-specific skills, knowledge, experience and achievements
		
		If working towards a regulated Level 3 dog or cat grooming qualification:
			• Have completed 15 hours of Continuous Professional Improvement over the past year
			• CPD relevant to cat grooming industry and applicable to role.
			• Types of CPD completed should be varied. For example, a range of webinars, journal reading, shadowing/industry days, workshops and reflective practice.
				A teaching qualification at Level 3 or above, such as **one** of the following:
				
				○ iPET Network Level 3 Award in Education and Training for Animal and Veterinary Professionals (The previous version of this qualification: iPET Network Level 3 Award for Educators in the Canine and Feline Sector, will also be accepted as the skills are transferable)
				○ Level 3 Award in Education and Training
				○ Level 4 or above Certificate in Education (CertEd/PGCERTEd)
				○ Level 3 Preparing to Teach in the Lifelong Learning Sector (PTLLS)
				○ Level 4 Certificate in Teaching in the Lifelong Learning Sector (CTLLS)

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Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
	○ iPET Network Level 3 Award in Feline Emergency First Aid ○ iPET Network Level 3 Award in Feline First Aid • A regulated qualification in either cat grooming including a first aid unit, e.g.: ○ iPET Network Level 3 Diploma in Cat Grooming and Salon Management; ○ Or equivalent. • Registered Veterinary Nurse (RVN) • Veterinary Surgeon (MCRVS)	• Have a minimum of 2 years demonstrable experience working as a cat groomer • Submit a portfolio demonstrating experience as above • Other combinations of qualification and experience may be accepted by iPET Network.		○ Level 5 Diploma in Teaching in the Lifelong Learning Sector (DTLLS) ○ Level 7 Veterinary Education Where no formal teaching qualification is held, it will be a requirement that a teaching qualification is achieved within 12 months of Centre Approval. The Tutor will require mentoring during this period.
Assessor	See Tutor requirements	See Tutor requirements	• Have completed 15 hours of Continuous Professional Improvement over the past year • CPD relevant to cat grooming industry and applicable to role • Types of CPD completed should be varied. For example, a range of webinars, journal reading,	A qualification in vocational assessment at Level 3 or above, such as one of the following: ○ Level 3 Certificate in Assessing Vocational Achievement (CAVA) ○ D32/33 ○ A1 Where the Assessor is also the Tutor a teaching qualification as

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Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
			shadowing/industry days, workshops and reflective practice.	outlined above for Tutors will be accepted in lieu of a vocational assessment qualification, where the content of the Teaching qualification included assessment. Where no formal teaching or Assessor qualification is held, it will be a requirement that one is achieved within 12 months of Centre Approval. In many instances the role of Tutor and Assessor may be completed by the same individual. If the Assessor is not also the Tutor, it is recommended that they achieve a vocational assessment qualification rather than a teaching qualification. The Assessor will require mentoring during any period of working towards their qualification and the reliability of their assessment decisions checked and countersigned. The counter signatory should not also be the IQA.

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Role	Subject-specific knowledge	Vocationally relevant experience	Currency of knowledge	Role specific requirements
Internal Quality Assurer	Best practice is to meet the Assessor requirements; however, other combinations of qualification, CPD and experience may be accepted at the discretion by iPET Network.	Best practice is to meet the Assessor requirements; however, other combinations of qualification, CPD and experience may be accepted at the discretion by iPET Network.	• Have completed 15 hours of Continuous Professional Improvement over the past year • CPD relevant to cat grooming industry and applicable to role • Types of CPD completed should be varied. For example, a range of webinars, journal reading, shadowing/industry days, workshops and reflective practice.	A qualification in Internal Quality Assurance, such as: • D34 • V1 • Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (Level 4 Award in *Understanding* the Internal Quality Assurance of Assessment Processes and Practices will not be accepted unless accompanied by evidence of extensive IQA practice)

Applications that fall outside of the exact requirements above may still be considered on a case-by-case basis at the discretion of iPET Network.

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4.6. Standardisation

Standardisation of Assessors and quality assurance personnel promotes consistency in the understanding and application of standards.

Assessors and quality assurance personnel will have their practise standardised through feedback and standardisation exercises and events. Centres should ensure that their internal teams are standardised and personnel are able to attend iPET Network standardisation events and complete standardisation exercises and training as required.

It is a requirement of the centre approval process that each centre offering units from iPET Network qualifications provides assessment materials and Learner evidence for standardisation if requested.

Common errors, good practice and recommendations arising from standardisation will be disseminated to Approved Centres by iPET Network.

4.7. Support for Centres

iPET Network provides all Approved Centres with on-going support, including:

- The requirements for assessment.
- Standardisation for Assessors and IQAs
- Training for centre admin staff on IT systems and processes
- Centre policies

4.8. Centre Resources and Equipment

Approved Centres must ensure full compliance with all relevant animal welfare legislation and licensing requirements and provide Learners with adequate opportunities to meet all assessment criteria effectively.

Core Cat Types and Equipment Requirements

Centres/Learners must have access to:

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A diverse range of cat coat types/breeds to support practical learning and assessment, including a minimum of:

- One short-haired breed (e.g. British Shorthair)
- One semi-long breed (e.g. Maine Coon)
- One long-haired breed (e.g. Persian)

Essential equipment should include but is not limited to:

- Grooming table with non-slip surfaces
- Bath
- Brushes and combs for different coat types
- Clippers and blades suitable for feline grooming
- A variety of scissors
- Nail trimming tools
- Dryers with adjustable settings
- Cleaning and disinfection supplies for tools and workspaces
- Personal protective equipment (e.g. grooming aprons, gloves)
- First aid supplies for both groomer and animal (including mannequin or suitable alternative)

For Centres delivering the Feline First Aid Unit/Qualification

- First aid supplies for the animal (including mannequin or suitable alternative and bandaging materials):

CPR

As best practice, Centres should provide appropriate CPR mannequins for relevant qualifications, such as "**Fluffy**" for feline CPR practice. Fluffy is a basic lifesaving CPR mannequin which enable demonstrations of realistic chest compressions and mouth-to-snout resuscitation.

If the Centre does not have access to a Fluffy mannequin, they must ensure that their alternative equipment is suitable, fit for purpose and enables the assessment criteria to be

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demonstrated effectively. One acceptable alternative is "CasPeR" (Simulaids®) which is normally used for canine CPR practice. CasPeR is a basic life saving CPR mannequin which enable demonstrations of realistic chest compressions and mouth-to-snout resuscitation. Centres must demonstrate access to appropriate realistically sized equipment as part of the Centre approval process. If a Centre intends to use an alternative mannequin, they must submit a photograph to eqa@ipetnetwork.co.uk asking for their alternative to be considered, before use.

CPR must **never** be performed on live animals.

Centres Delivering Face-to-Face / On-Site

Approved Centres delivering practical sessions on-site must have direct access to the cats and equipment listed above within their facilities.

Centres Delivering Remotely

Where practical activities will take place off-site (e.g. at the Learner's home, workplace, or placement), the Approved Centre must ensure - prior to registration and assessment - that the Learner has access to the required cats and equipment at that location. Assessment must be conducted via live video call e.g. Zoom or Teams.

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5. Learner Requirements

5.1. Entry Requirements

All Learners must meet the following criteria:

1. Minimum Age and Requirements Learners must possess **all** of the following:		**2. Subject-specific Qualifications** Learners must possess the following:		**3. Relevant Experience** Learners must possess the following:
• Minimum age of 16 years • Be capable of working at a Level 3 or above • Be able to complete the assessments for this qualification in English	**AND**	N/A	**OR**	N/A

Approved Centres must recruit Learners with integrity: ensuring they have appropriate experience and ability to achieve the Qualification requirements, work consistently at the required level and demonstrate professional behaviours. All Learners must be screened via robust admission processes to ensure their suitability for the registration on the qualification. Whilst the above criteria form the basis of eligibility, Approved Centres may apply further requirements at their discretion. The admission screening may consist of:

- English and Maths Initial Assessments, such as, BKSB
- Skills scan
- Entry assessment/test
- Interview
- Curriculum vitae, to include previous experience, qualifications and achievements
- Academic or employer references

Admissions processes will form part of External Quality Assurance audits.

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5.1. Eligibility for Fast Track

Fast-track is a term used by iPET Network where an accelerated learning pathway has been identified for a particular qualification. This enables Approved Centres to reduce Learners' attendance of some teaching delivery or apply an adapted assessment technique, whilst maintaining assessment criteria and standards. This is a form of Recognition of Prior Learning and further information can be found in iPET Network's ***Recognition of Prior Learning and Achievement Policy*** and ***Approved Centre Manual***. The iPET Network Level 3 Diploma in Cat Grooming and Salon Management and Level 3 Certificate in an Introduction to Cat Grooming and Styling can be offered as a 'Fast-track' options. The Learner must demonstrate the following to prove eligibility for the Fast Track option of delivery:

- Approximately 1 years' experience of cat grooming (this may be part time or full time) demonstrated through a range of evidence provided
- Photo evidence showcasing a sufficient breadth and standard of grooms, including different breeds and styles, bath and brush/de-shed, lion trims, matted cat and nervous cat handling
- Customer reviews and/or employer reference

Centres may apply additional requirements if they feel it is necessary for safety or quality assurance, provided all Learners still have access to the standard fast-track route where minimum criteria are met.

Centres must apply the same integrity, screening and admissions principles outlined in the previous section when considering fast-track applicants. This includes reviewing the Learner's evidence of prior experience, judging whether the evidence demonstrates competent practice, and ensuring the Learner has the ability to meet qualification requirements.

Evidence of eligibility for the fast-track route must be uploaded by the Centre on the Learner's screen within the web portal.

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6. Reasonable Adjustments

Assessment within this qualification is designed to be accessible and inclusive. iPET Network is an inclusive organisation and operates in line with legislation set out in the Equality Act, 2010. It should be noted that any Learner registering for an iPET Network qualification, must be able to meet the assessment criteria, with appropriate reasonable adjustment where required, in order to be certificated.

Those Learners with additional educational or physical needs, should discuss their support requirements with their centre. Centres should refer to the ***Reasonable Adjustments and Special Considerations Policy*** which gives clear guidance on the reasonable adjustments and arrangements that take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

Further guidance and support can be accessed by contacting iPET Network on info@ipetnetwork.co.uk

7. Recognition of Prior Learning and Achievement

Recognition of Prior Learning and Achievement will be considered for these qualifications. Depending on the prior learning or attainment a Learner may be exempted from some teaching sessions or even exempted from an assessment or unit.

Centres wishing to obtain further details regarding the process of recognising prior learning and achievement should refer to the iPET Network ***Recognition of Prior Learning and Achievement Policy*** and contact their EQA for further guidance.

Learners that have completed the following qualifications qualify for exemption from the units stated below:

Achieved Qualification		Progression Qualification	Unit(s) Exempt	Assessments	Evidence Required

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Level 3 Award in an Introduction to Cat Grooming (610/7500/0)	→	Level 3 Certificate in Cat Grooming and an Introduction to Styling (610/7510/3)	3011: Principles of Health and Safety in Cat Grooming	Cleaning and Maintenance Practical Assessment (L3-PA-0051) and Assessment 1 (L3-PA-0052) can be recognised towards the new qualification and do not need to be repeated	Qualification certificate
			3014: Principles of Cat Grooming Preparation		
			3016: Prepare and Groom Cats		
Level 3 Award in an Introduction to Cat Grooming (610/7500/0)	→	Level 3 Diploma in Cat Grooming and Salon Management (610/7511/5)	3011: Principles of Health and Safety in Cat Grooming	Cleaning and Maintenance Practical Assessment (L3-PA-0051) and Assessment 1 (L3-PA-0052) can be recognised towards the new qualification and do not need to be repeated	Qualification certificate
			3014: Principles of Cat Grooming Preparation		
			3016: Prepare and Groom Cats		
Level 3 Certificate in Cat Grooming and an Introduction to Styling (610/7510/3)	→	Level 3 Diploma in Cat Grooming and Salon Management (610/7511/5)	3011: Principles of Health and Safety in Cat Grooming	Cleaning and Maintenance Practical Assessment (L3-PA-0051) and Assessment 1 (L3-PA-0052) and Assessment 2 (L3-PA-0053) can be recognised towards the new qualification and do not need to be repeated	Qualification certificate
			3012: Promotion of Feline Health and Welfare		
			3014: Principles of Cat Grooming Preparation		
			3015: Cat Breeds, Behaviour and Handling		
			3016: Prepare and Groom Cats		
			3018: Principles of Cat Grooming		

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Level 3 Award in Feline First Aid (610/7499/8)	→	Level 3 Diploma in Cat Grooming and Salon Management (610/7511/5)	3017: Feline First Aid	N/A	Qualification certificate

If the Learner has completed any of the previous (legacy) cat grooming suite of qualifications (listed below) and is seeking Recognition of Prior Learning and Attainment Achievement, or unit exemption, please contact iPET Network for further guidance.

- iPET Network Level 3 Award in Feline Emergency First Aid (603/7683/1)
- iPET Network Level 3 Award in an Introduction to Cat Grooming (603/7569/3)
- iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling (603/7568/1)
- iPET Network Level 3 Diploma in Cat Grooming and Salon Management (603/7567/X)

If the Learner has previously completed the iPET Network Level 3 Diploma in Dog Grooming and Salon Management (603/5945/6), the following units can be used to confirm accredited prior learning:

Achieved Qualification	Progression Qualification	Unit(s) Exempt	Evidence Required
Level 3 Diploma in Dog Grooming and Salon Management (603/5945/6)	Level 3 Diploma in Cat Grooming and Salon Management (610/7511/5)	3013: Customer Care and Managing Complaints 3021: Planning the Operation of an Animal Grooming Business	Qualification certificate

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8. Induction

At the induction of each Learner, the Centre should identify if the Learner has any specific learning or training needs.

Each Centre must carry out an induction so that Learners fully understand the requirements of the qualification, their responsibilities as a Learner, and the responsibilities of the Centre. Centres should manage expectations by outlining their timeframes for responding to communications from Learners, accepted platforms for communication and timeframes for marking. This information will need to be recorded e.g., within a contract.

During the induction, Learners must be made aware of academic malpractice and the consequences of committing malpractice such as plagiarism or cheating. Please see iPET Network's ***Malpractice and Maladministration Policy and Procedure (including sanctions)*** for details of indicative sanctions that iPET Network could take against Learners and Centres.

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9. Achieving the Qualification

9.1. Duration of Registration

Qualification	Duration of Registration (months)
iPET Network Level 3 Award in Feline First Aid	12
iPET Network Level 3 Award in an Introduction to Cat Grooming	12
iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling	36
iPET Network Level 3 Diploma in Cat Grooming and Salon Management	36

All Learners will be registered with iPET Network for a maximum period as outlined in the table above. Centres should refer to the ***Approved Centre Manual*** and their ***iPET Network Terms and Conditions*** for further guidance about re-registration or requesting an extension due to extenuating circumstances.

iPET Network sets a registration period for each qualification. However, the time period for delivery and completion of the qualification is agreed upon between the Approved Centre and the Learner and must not exceed the registration period set by iPET Network. This is a separate contractual agreement which iPET Network is not responsible for, including any associated costs.

9.2. Unit Registration

Standalone unit registration is not accepted for these qualifications.

9.3. Unit Achievement

All assessment criteria in each unit must be met before the unit is deemed to be achieved. The unit achievement is not graded: units are either achieved or not achieved.

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9.4. Recording Achievement

Centres must record the Learner's achievement of the unit on an appropriate form(s) or electronic system. Centres should record the Learner's achievement against the specific unit assessment criteria evidenced by the task. Further information can be found in the Assessment Strategy.

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10. Qualification Structure

10.1. Units

iPET Network Level 3 Award in Feline First Aid 610/7499/8

The structure of the qualification is as follows:

iPET Network Reference No.	Unit Title	Level	Credits	GLH	TQT	Unit Regulatory Number
3017	**Feline First Aid**	3	1	6	10	F/652/1780
		TOTALS	**1**	**6**	**10**	

iPET Network Level 3 Award in an Introduction to Cat Grooming 610/7500/0

The structure of the qualification is as follows:

iPET Network Reference No.	Unit Title	Level	Credits	GLH	TQT	Unit Regulatory Number
3010	**Introduction to Cat Health and Behaviour**	3	2	7	20	J/652/1773
3011	**Principles of Health and Safety in Cat Grooming**	3	1	5	10	K/652/1774
3014	**Principles of Cat Grooming Preparation**	3	2	8	20	R/652/1777
3016	**Prepare and Groom Cats**	3	3	20	30	Y/652/1779
		TOTALS	**8**	**40**	**80**	

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iPET Network Level 3 Certificate in Cat Grooming and an Introduction to Styling 610/7510/3

The structure of the qualification is as follows:

iPET Network Reference No.	Unit Title	Level	Credits	GLH	TQT	Unit Regulatory Number
3011	**Principles of Health and Safety in Cat Grooming**	3	1	5	10	K/652/1774
3012	**Promotion of Feline Health and Welfare**	3	2	8	20	L/652/1775
3014	**Principles of Cat Grooming Preparation**	3	2	8	20	R/652/1777
3015	**Cat Breeds, Behaviour and Handling**	3	2	8	20	T/652/1778
3018	**Principles of Cat Grooming**	3	1	5	10	H/652/1781
3019	**Prepare, Groom and Style a Selection of Cats**	3	10	70	100	J/652/1782
		TOTALS	**18**	**104**	**180**	

iPET Network Level 3 Diploma in Cat Grooming and Salon Management 610/7511/5

The structure of the qualification is as follows:

iPET Network Reference No.	Unit Title	Level	Credits	GLH	TQT	Unit Regulatory Number
3011	**Principles of Health and Safety in Cat Grooming**	3	1	5	10	K/652/1774

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3012	**Promotion of Feline Health and Welfare**	3	2	8	20	L/652/1775
3013	**Customer Care and Managing Complaints**	3	2	8	20	M/652/1776
3014	**Principles of Cat Grooming Preparation**	3	2	8	20	R/652/1777
3015	**Cat Breeds, Behaviour and Handling**	3	2	8	20	T/652/1778
3017	**Feline First Aid**	3	1	6	10	F/652/1780
3018	**Principles of Cat Grooming**	3	1	5	10	H/652/1781
3020	**Prepare, Groom and Style a Range of Cats**	3	23	145	230	K/652/1783
3021	**Planning the Operation of an Animal Grooming Business**	3	3	9	30	L/652/1784
		TOTALS	**37**	**202**	**370**	

10.2. Level Descriptor

Level	Knowledge Descriptor (the holder…)	Skills Descriptor (the holder can…)
Level 3	Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks that while well-defined, may be complex and non-routine. Can interpret and evaluate relevant information and ideas. Is aware of the nature of the area of study or work. Is aware of different perspectives or approaches within the area of study or work.	Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine. Use appropriate investigation to inform actions. Review how effective methods and actions have been.

(Source: Ofqual, Handbook: General Conditions of Recognition, 2023)

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11. Assessment

11.1. Assessment Process Overview

The iPET Network assessment process is as follows:

1. Assessments are developed by iPET Network and provided to the centre or, where permitted, devised by the Approved Centre and approved by iPET Network in advance (See Centre-Devised Assessments Section 11.5).
2. The assessment is then delivered and implemented by the relevant iPET Network Approved Centre.
3. All Assessors involved in the assessment process must have been approved by iPET Network, on an individual basis, in advance of any assessments being carried out.
4. Compiled portfolios of assessed evidence are internally quality assured by an iPET Network approved Internal Quality Assurer (IQA).
5. Completed portfolios of assessed evidence are then quality assured by an External Quality Assurer (EQA) approved by iPET Network.

11.2. General Assessment Principles

Assessments must be designed to ensure the following principles are met:

- Valid – the assessment/ work is relevant to the assessment criteria and set at the correct level.
- Authentic – the work is the Learner's own
- Reliable – the Learner can perform tasks or recall knowledge consistently over time. The Learner has completed the tasks as confirmed.
- Current - the work has been completed and assessed in a timely manner
- Sufficient – the assessment/ work covers all the assessment criteria of all the Units

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11.3. Assessment Method and Strategy

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

When delivering iPET Network Qualifications and the units contained, Approved Centres must provide evidence that their Learners have met the assessment criteria and should include the following assessment method(s):

The core assessment methods for this qualification, in line with the regulator's defined categories, are a **Portfolio of Evidence and Practical Demonstration.**

11.4. Specimen Assessment Materials

Specimen assessment materials are not applicable to this qualification and therefore are not provided.

Please refer to the remainder of the assessment section in the ***Qualification Delivery Handbook*** for details of the assessment materials supplied by iPET Network.

11.5. Centre-Devised Assessments

Approved Centres that wish to develop their own assessments, instead of using those provided by iPET Network, are permitted to do so for this qualification, subject to the following requirements:

- Centres may devise their own assessments for the theory-based assessment criteria only.
- The practical evidence for Units 3016, 3017, 3019 and 3020 must be produced using the mandatory iPET Network documents listed in the relevant mapping tables provided later in this document.

Where Centres develop their own assessments, all assessment materials must be subjected to pre-release moderation. Pre-release moderation ensures assessment materials are fit for purpose, consistent across Centres, and free from error before they are used with Learners.

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The process includes checking accuracy, clarity, validity, reliability, fairness, accessibility and alignment to the qualification's learning outcomes and assessment requirements.

Pre-release moderation must ensure that assessments meet the criteria, level and standard required. The Centre will need to provide evidence that pre-release moderation checks have taken place and that actions identified by the moderator have been acted upon. The Approved Centre will also need to demonstrate, via a mapping document, that all assessment criteria will be assessed at some point during the qualification via the devised assessments. Pre-release moderation should ideally be completed by the Centre's Internal Quality Assurer where the Approved Centre employ their own. Alternatively, an individual who meets the Assessor requirements for the qualification can complete pre-release moderation of the assessment materials and checking of the mapping exercise, as long as they have experience in assessment moderation or have had additional training. iPET Network can provide pre-release moderation and mapping documentation templates. If an Approved Centre is unable to appoint a moderator, then the Approved Centre must discuss alternative arrangements and associated fees with iPET Network's Lead IQA or EQA team.

Approved Centres must make pre-release moderation and mapping records available for quality assurance when requested.

11.6. Marking

Please refer to ***iPET Network Artificial Intelligence and Protecting the Integrity of Qualifications Policy*** which governs the use of artificial intelligence in assessing any Learner's work.

Please note re-assessments are permitted.

11.7. Qualification Grading

These qualifications are graded pass or fail.

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11.8. Appeals

To ensure a fair assessment procedure is carried out, the Learner must be fully briefed on the assessment requirements and given instructions on their right to appeal an assessment decision. All Approved Centres must have an up-to-date appeals procedure.

11.9. What Constitutes a Fail?

It is at the Assessor's professional discretion if they confirm achievement or deny achievement to the Learner.

Examples of what may constitute a fail (theory)(list is not exhaustive):

- Plagiarism
- Irrelevant content
- Incomplete knowledge
- Incomplete coverage of an assessment criterion

Examples of what may constitute a fail (practical) (list is not exhaustive):

- Failure to address one or more of the assessment criteria
- Unsafe practice or behaviour
- Practice of behaviour that compromises animal welfare
- Failure to address key safety points and measures
- Poor standard of delivery
- Learner did not select appropriate equipment
- Assessment criteria were not achieved in the time allowed

When making an assessment decision it is important that all evidence and feedback is documented to support the assessment decision regardless of the decision.

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12. Qualification Unit Breakdown

Unit 3010: Introduction to Cat Health and Behaviour

IPN Code	3010	**Unit aim**	This unit aims to provide Learners with a foundational understanding of feline breeds, behaviour, health, and anatomy, alongside safe handling and restraint techniques. Learners will develop the knowledge and practical skills needed to identify and record a cat's health status, recognise signs of stress or ill-health, and adapt handling approaches to meet the needs of individual cats, ensuring welfare and safety during grooming.
Reg Code	J/652/1773		
Level	3		
Credits	2		
GLH	7		
TQT	20		

Unit 3010: Introduction to Cat Health and Behaviour

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Know the basic anatomy of cats	1.1. Identify the anatomical points of the cat
2. Understand how to identify and record the health status of a cat	2.1. Identify what health information should be recorded for a cat
	2.2. Outline how health records for cats should be kept
	2.3. Describe signs of good health and ill-health in cats
	2.4. Summarise how ill- health affects the grooming process
3. Understand cat breeds, characteristics and colours	3.1. Describe the traits and behavioural characteristics of different cat breeds
	3.2. Describe colours and patterns in a range of cat breeds
4. Understand cat coat types and the appropriate equipment	4.1. Describe different cat coat types
	4.2. Describe appropriate equipment for different coat types

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Unit 3010: Introduction to Cat Health and Behaviour	
5. Understand cat behaviour and handling during grooming	5.1. Describe how cats communicate including signs of stress
	5.2. Explain different restraint equipment and their methods of use
	5.3. Describe techniques for approaching cats safely and removing from a crate, carrier or basket
	5.4. Explain techniques for handling, restraining and managing a cat
	5.5. Explain how to adapt handling techniques to meet the needs of individual cats
	5.6. Explain how to identify and reduce stress-related behaviours in cats
	5.7. Outline how to record and report stress-related behaviours in cats

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Unit 3011: Principles of Health and Safety in Cat Grooming

IPN Code	3011	**Unit aim**	The aim of this unit is to provide the knowledge and understanding of how to work safely and responsibly in a cat grooming environment. The unit considers compliance with legislation on animal welfare, health and safety and understand how these influence daily grooming practice. Learners will gain an awareness of potential hazards and risks and how to minimise them and follow safe working practices. The unit also equips Learners with the knowledge to maintain a clean, hygienic, and secure grooming environment, while working in an environmentally responsible manner that reduces waste and protects both animal and human health.
Reg Code	K/652/1774		
Level	3		
Credits	1		
GLH	5		
TQT	10		

Unit 3011: Principles of Health and Safety in Cat Grooming

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Understand legislative requirements and safe working practices in a cat grooming environment	1.1. Explain how animal welfare is maintained in line with legislation
	1.2. Discuss other relevant legislation relating to cats and how these are met
	1.3. Explain legislation relating to safe working practices within the grooming salon
	1.4. Summarise how grooming salons can minimise their environmental impact through sustainable practices
	1.5. Explain how to safely dispose of waste in accordance with relevant legislation
2. Understand potential hazards and	2.1. Discuss risks and potential hazards within the grooming environment
	2.2. Describe strategies to mitigate risks

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Unit 3011: Principles of Health and Safety in Cat Grooming	
risks in a grooming environment	2.3. Describe health risks posed to the groomer at work and how these risks may be minimised
3. Understand the risks associated with cat bites and scratches and appropriate responses	3.1. Outline the potential infections and diseases transmitted through cat bites and scratches
	3.2. Explain the procedures to take following a cat bite
4. Understand how to maintain biosecurity of the grooming environment	4.1. Describe different methods of cleaning, disinfecting and sterilising grooming equipment
	4.2. Explain how to maintain the welfare and security of the cats during cleaning procedures

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Unit 3012: Promotion of Feline Health and Welfare

IPN Code	3012	**Unit aim**	The aim of this unit is to provide the knowledge and understanding of how to promote and maintain the health and welfare of cats in a grooming environment. Learners will explore feline anatomy, breed-related issues and common health concerns. This unit also covers the structure of the feline skin and coat and considerations for grooming higher risk cats.
Reg Code	L/652/1775		
Level	3		
Credits	2		
GLH	8		
TQT	20		

Unit 3012: Promotion of Feline Health and Welfare

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Know the basic anatomy of a cat and breed-related issues	1.1. Identify the anatomical points of the cat
	1.2. Describe breed-related health issues in cats and the adjustments that can be made during the grooming process
2. Understand how to identify and record the health status of a cat	2.1. Identify what health information should be recorded for a cat
	2.2. Outline how health records for cats should be kept
	2.3. Describe signs of good health and ill-health in cats
	2.4. Summarise how ill- health affects the grooming process
3. Understand how to recognise, promote and maintain feline health and welfare in the grooming environment	3.1. Describe how to promote good feline welfare
	3.2. Discuss welfare concerns in cats, the signs, treatment and prevention
	3.3. Explain preventative care methods that can be carried out by groomers to support and maintain feline health
	3.4. Explain preventative care methods that can be carried out by veterinary surgeons to support and maintain feline health

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Unit 3012: Promotion of Feline Health and Welfare	
	3.5. Explain preventative care methods that can be carried out guardians/owners to support and maintain feline health
4. Understand zoonotic and zooanthroponotic diseases in cats	4.1. Summarise zoonotic diseases and the required precautions to protect groomer health
	4.2. Summarise zooanthroponotic diseases and the required precautions to protect cat health
5. Understand common feline parasites and their impact on health	5.1. Identify types of endo- and ectoparasites
	5.2. Describe the signs, treatment and management of endoparasites
	5.3. Describe the signs and management of ectoparasites
	5.4. Describe the life cycle of the flea
6. Understand the structure of feline skin, and coat and physiology relevant to grooming	6.1. Describe the structure of feline skin
	6.2. Identify the structure of feline hair
	6.3. Explain the hair growth cycle in cats
	6.4. Discuss breed differences in coat texture, skin thickness and growth in cats
	6.5. Discuss factors that influence the hair cycle
	6.6. Describe the role of melanin
	6.7. Outline health conditions related to pigmentation in the skin and hair of cats
	6.8. Identify the mechanisms of body temperature regulation in cats
7. Understand the welfare, behavioural, and legal considerations when working with higher risk cats	7.1. Explain the legal restrictions and welfare considerations relating to wild or hybrid cats
	7.2. Explain potential wild behavioural traits and risks that may affect grooming or handling
	7.3. Describe safe working practices for grooming or interacting with wild or hybrid cats
	7.4. Describe how to promote the welfare of pregnant queens during the grooming process

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Unit 3012: Promotion of Feline Health and Welfare	
	7.5. Describe how to promote the welfare of elderly cats during the grooming process

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Unit 3013: Customer Care and Managing Complaints

IPN Code	3013	**Unit aim**	The aim of this unit is to develop the knowledge and understanding of professional customer care and service within a cat grooming environment. Learners will explore effective communication techniques, professional customer service practices and preparation for consultations. This unit also covers how to handle complaints effectively and provide solutions and ensure high standards of service and maintain client confidence.
Reg Code	M/652/1776		
Level	3		
Credits	2		
GLH	8		
TQT	20		

Unit 3013: Customer Care and Managing Complaints

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Understand customer care in a grooming environment	1.1. Describe effective techniques for greeting customers
	1.2. Describe how to manage customers and comply with relevant legislation
2. Be able to prepare the necessary documentation for a first consultation	2.1. Prepare the necessary information and documents for a first consultation
3. Understand how to establish and maintain customer relations	3.1. Explain how to create a positive impression
	3.2. Explain how to establish and maintain customer loyalty and confidence
4. Understand how to deal with customer complaints	4.1. Outline the types of problems that may lead to customer complaints
	4.2. Identify different platforms through complaints may be received
	4.3. Explain how to deal with complaints effectively

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Unit 3013: Customer Care and Managing Complaints	
	4.4. Explain possible complaint outcomes that help maintain customer loyalty and confidence

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Unit 3014: Principles of Cat Grooming Preparation

IPN Code	3014	**Unit aim**	The aim of this unit is to equip Learners with the knowledge and understanding required to prepare cats for grooming using appropriate techniques and equipment. It covers methods for brushing, de-matting, de-shedding, knot removal, and trimming hygiene areas, pads, and nails, as well as cleaning and preparing ears. Learners will also cover bathing and drying techniques, including the use of different products and equipment. This unit also covers the theory of the correct preparation, maintenance, storage of grooming equipment to ensure safe and effective grooming practices. The unit further develops awareness of potential risks to both cats and handlers during grooming and provides strategies to minimise these risks, ensuring safety and welfare throughout the process.
Reg Code	R/652/1777		
Level	3		
Credits	2		
GLH	8		
TQT	20		

Unit 3014: Principles of Cat Grooming Preparation

Learning Outcomes	**Assessment Criteria**
The Learner will:	**The Learner can:**
1. Understand how to follow client requirements and address issues during cat grooming	1.1. Explain the importance of discussing and following client requirements for grooming
	1.2. Describe suitable methods for resolving problems that may occur during grooming
2. Understand the preparation, maintenance, and storage of grooming equipment	2.1. Describe the correct preparation, safe maintenance and storage of grooming equipment
	2.2. Explain the importance of correct preparation, maintenance and storage of grooming equipment
3. Understand the techniques and equipment required for the	3.1. Summarise equipment required and methods of brushing, de-matting, de-shedding and knot removal
	3.2. Outline the techniques for trimming of pads and hygiene areas of cats

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Unit 3014: Principles of Cat Grooming Preparation	
preparation of cats	3.3. Describe techniques for trimming cats' nails
	3.4. Describe techniques for cleaning and preparing cats' ears
	3.5. Describe techniques for cleaning cats' eyes
4. Understand techniques and equipment for bathing cats	4.1. Describe bathing techniques to include use of different products and equipment
	4.2. Describe how to use dry shampoo on cats
	4.3. Evaluate the use of dry shampoo
5. Understand techniques and equipment for drying cats	5.1. Explain different techniques and equipment for drying cats
6. Understand risks and prevention during cat grooming	6.1. Discuss the risks to the cat and handler during the grooming process
	6.2. Explain how risks can be reduced for the cat and handler during the grooming process

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Unit 3015: Cat Breeds, Behaviour and Handling

IPN Code	3015	**Unit aim**	This unit aims to provide Learners with a comprehensive understanding of cat breeds, their physical traits, colours, and coat types, alongside the selection of appropriate grooming equipment. It also develops knowledge of feline behaviour and communication, including recognising signs of stress. It equips Learners with safe and effective handling techniques, covering approaching, restraining, adapting and strategies to minimise stress-related behaviours to ensure welfare and safety throughout the grooming process.
Reg Code	T/652/1778		
Level	3		
Credits	2		
GLH	8		
TQT	20		

Unit 3015: Cat Breeds, Behaviour and Handling

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Understand cat breeds, characteristics and colours	1.1. Describe the traits and behavioural characteristics of different cat breeds
	1.2. Describe colours and patterns in a range of cat breeds
2. Understand cat coat types and the appropriate equipment	2.1. Describe different cat coat types
	2.2. Describe appropriate equipment for different coat types
3. Understand feline behaviour and handling during grooming	3.1. Describe how cats communicate including signs of stress
	3.2. Explain different restraint equipment and their methods of use
	3.3. Describe techniques for approaching cats safely and removing from a crate, carrier or basket
	3.4. Explain techniques for handling, restraining and managing a cat
	3.5. Explain how to adapt handling techniques to meet the needs of individual cats
	3.6. Explain how to identify and reduce stress-related behaviours in cats

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Unit 3015: Cat Breeds, Behaviour and Handling	
	3.7. Outline how to record and report stress-related behaviours in cats

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Unit 3016: Prepare and Groom Cats

IPN Code	3016	**Unit aim**	This unit aims to develop the practical skills required to prepare and carry out basic cat grooms safely and effectively within a professional environment. Learners will learn how to maintain a safe, hygienic, and environmentally responsible grooming environment, in line with legislation and best practice. Learners will also gain competence in handling cats safely, performing health checks, and assessing coat types to select suitable equipment. The unit covers bathing, drying, and basic grooming techniques, including nail clipping, ear cleaning, and knot removal, while ensuring welfare and minimising risks to both cats and handlers. Learners will complete grooms within appropriate timescales and accurately record health, behaviour, and grooming details.
Reg Code	Y/652/1779		
Level	3		
Credits	3		
GLH	20		
TQT	30		

Unit 3016: Prepare and Groom Cats

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Be able to maintain a safe, hygienic and environmentally responsible grooming environment	1.1. Demonstrate correct use of appropriate personal protective equipment
	1.2. Clean a range of areas within the grooming environment
	1.3. Demonstrate routine salon maintenance checks
	1.4. Work in accordance with legislation, codes of practice, and other relevant requirements
	1.5. Demonstrate sustainable working practices
2. Be able to handle cats	2.1. Recognise the risks to the cat and handler during the preparation and basic grooming process

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Unit 3016: Prepare and Groom Cats	
safely during preparation and basic grooming	2.2. Reduce the risks to the cat and handler during the preparation and basic grooming process
	2.3. Demonstrate safely removing a cat from a crate, carrier or basket
	2.4. Demonstrate safe handling and restraint techniques for individual cats
3. Be able to carry out cat health checks	3.1. Demonstrate a full health check on a cat
4. Be able to assess a cat's coat and select suitable grooming equipment	4.1. Assess a cat's coat type and condition
	4.2. Select appropriate grooming equipment
5. Be able to safely bath and dry cats	5.1. Dilute bathing products in line with the manufacturer's instructions
	5.2. Demonstrate bathing cats safely
	5.3. Perform drying techniques appropriate for the cat's coat type and temperament
6. Be able to carry out basic cat grooming and preparation techniques	6.1. Remove matts, knots and excess hair using suitable techniques
	6.2. Trim excess hair in areas prone to friction
	6.3. Demonstrate cleaning a cat's ears safely
	6.4. Demonstrate clipping a cat's nails safely
	6.5. Demonstrate cleaning a cat's eyes safely
	6.6. Apply basic grooming and preparation skills across a range of breeds and coat types
	6.7. Use preparation and basic cat grooming equipment correctly
	6.8. Complete basic cat grooms within an appropriate timescale
7. Be able to record information from cat preparation and basic grooms	7.1. Record the equipment and techniques used for cat grooms
	7.2. Record the health status of a cat
	7.3. Record the behaviour of a cat

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Unit 3017: Feline First Aid

IPN Code	3017	**Unit aim**	The aim of this unit is to provide the knowledge, understanding and skills of feline first aid, including the principles of first aid and the legalities surrounding it. It addresses when to call the veterinary surgeon, who can administer first aid and the classification of emergencies. The Learner will understand how to assess and examine injured cats, along with learning how to provide first aid care for a variety of potential injuries and emergency events such as choking, burns and urinary obstruction. Learners will be able to dress wounds and simulate CPR on a mannequin.
Reg Code	F/652/1780		
Level	3		
Credits	1		
GLH	6		
TQT	10		

Unit 3017: Feline First Aid

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Know the fundamentals of feline emergency first aid	1.1. State the objectives of feline emergency first aid
	1.2. Identify who can perform first aid on cats in emergency situations
2. Understand how to manage feline behaviour during emergency situations	2.1. Explain the techniques and tools to manage feline behaviour in an emergency situation
3. Understand the classification of emergencies	3.1. Identify the three main classifications of emergency
	3.2. Identify emergency situations within each classification
	3.3. Assess the difference between collapsed and unconscious cats
4. Understand the primary survey of feline first aid	4.1. Summarise the primary survey in feline emergency first aid

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Unit 3017: Feline First Aid	
and actions to take	
5. Understand how to put a cat in the recovery position	5.1. Describe the procedure to put a cat in the recovery position
6. Understand the examination of an injured cat and the actions to take to manage shock	6.1. Explain the examination of an injured cat
	6.2. Identify the clinical signs of a cat suffering from shock
	6.3. Describe the first aid care of a cat suffering from shock
	6.4. State the key clinical signs of impending cardiopulmonary arrest (CPA)
7. Be able to record key cat vital statistics and conduct cardiopulmonary resuscitation	7.1. Record the pulse rate of a cat with accuracy
	7.2. Record the respiration rate of a cat with accuracy
	7.3. Conduct cardiopulmonary resuscitation (CPR) on a CPR mannequin
8. Know how to provide first aid care for wounds and fractures	8.1. Classify a range of different types of wounds
	8.2. Describe the emergency first aid care of wounds
	8.3. Classify and describe different types of fracture
	8.4. Outline the signs of a fracture
	8.5. Explain the first aid care of a fracture
9. Be able to dress wounds	9.1. Apply a dressing on a cat
10. Understand managing choking, stings and poisoning and the necessary first aid care	10.1. Explain how to manage choking and perform abdominal thrusts on a cat
	10.2. Explain how to provide first aid care for insect stings and snake bites
	10.3. Identify common household poisonous substances
	10.4. Explain the clinical signs, first aid care and prevention of poisoning in a cat

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Unit 3017: Feline First Aid	
11. Understand the signs and first aid care of hyperthermia, hypothermia and water inhalation	11.1. Describe the clinical signs and first aid care of a cat with hyperthermia
	11.2. Describe the clinical signs and first aid care of a cat who has suffered water inhalation
	11.3. Describe the clinical signs and first aid care of a cat with hypothermia
	11.4. Explain how to take temperature measurements during feline emergency first aid
12. Understand the signs and first aid care of a cat having a convulsion	12.1. Describe the clinical signs and first aid care of a cat having a convulsion
13. Understand different types of burns and electrocution in felines	13.1. State three types of burns
	13.2. Describe the first aid care of a heat or chemical burn
	13.3. Describe the clinical signs and first aid care required for electrocution
14. Understand feline urinary obstruction and its first aid care	14.1. Describe the causes, clinical signs and first aid care of urinary tract disorders in cats
15. Understand what is required in a feline emergency first aid kit and how to communicate in emergency situations	15.1. Describe the information you may need to have and communicate to a vet in emergency cases
	15.2. List the basic content required in a feline emergency first aid kit

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Unit 3018: Principles of Cat Grooming

IPN Code	3018	**Unit aim**	This unit aims to provide Learners with the knowledge required to use clipping and scissoring equipment safely and effectively when grooming cats. It covers identifying appropriate tools and understanding techniques for trimming and styling using scissors and clippers. Learners will also develop awareness of procedures to follow in the event of an incident during grooming, ensuring safety and compliance with best practice.
Reg Code	H/652/1781		
Level	3		
Credits	1		
GLH	5		
TQT	10		

Unit 3018: Principles of Cat Grooming

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Know techniques and equipment required for clipping and scissoring cats	1.1. Identify equipment used for clipping and scissoring cats
	1.2. Outline techniques for safe and effective use of scissors when grooming cats
	1.3. Outline techniques for safe and effective use of clippers when grooming cats
2. Be able to plan cat grooming	2.1. Plan for the grooming process based on client requirements, coat type and condition
3. Know how to manage incidents during grooming	3.1. Describe the procedures to follow if an incident were to occur during the grooming process

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Unit 3019: Prepare, Groom and Style a Selection of Cats

IPN Code	3019	**Unit aim**	The aim of this unit is to provide the skills required to prepare and groom a selection of cat breeds using various techniques according to client requirements or for what is natural to the breed. Learners will plan and assess styling requirements, select and maintain appropriate grooming equipment, and apply safe handling and restraint techniques throughout the grooming process. The unit also covers promoting cat health and welfare and managing risks. Learners will be able to complete a selection of cat grooms within appropriate and realistic timescales, use equipment correctly, and accurately record grooming styles and techniques.
Reg Code	J/652/1782		
Level	3		
Credits	10		
GLH	70		
TQT	100		

Unit 3019: Prepare, Groom and Style a Selection of Cats

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Be able to maintain a safe, hygienic and environmentally responsible grooming environment	1.1. Demonstrate correct use of appropriate personal protective equipment
	1.2. Clean a range of areas within the grooming environment
	1.3. Demonstrate routine salon maintenance checks
	1.4. Work in accordance with legislation, codes of practice, and other relevant requirements
	1.5. Demonstrate sustainable working practices
2. Be able to handle cats safely during preparation and grooming	2.1. Recognise the risks to the cat and handler during the preparation and grooming process
	2.2. Reduce the risks to the cat and handler during the preparation and grooming process
	2.3. Demonstrate safely removing a cat from a crate, carrier or basket

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Unit 3019: Prepare, Groom and Style a Selection of Cats	
	2.4. Demonstrate safe handling and restraint techniques for individual cats
3. Be able to carry out cat health checks	3.1. Demonstrate a full health check on a cat
4. Be able to assess and plan the styling requirements of a cat	4.1. Assess a cat's coat type and condition
	4.2. Select appropriate grooming equipment
5. Be able to safely bath and dry cats	5.1. Dilute bathing products in line with the manufacturer's instructions
	5.2. Demonstrate bathing cats safely
	5.3. Perform drying techniques appropriate for the cat's coat type and temperament
6. Be able to carry out cat grooms	6.1. Remove matts, knots and excess hair using suitable techniques
	6.2. Trim excess hair in areas prone to friction
	6.3. Demonstrate cleaning a cat's ears safely
	6.4. Demonstrate clipping a cat's nails safely
	6.5. Demonstrate cleaning a cat's eyes safely
	6.6. Groom a selection of cat breeds and coat types
	6.7. Complete cat grooms within an appropriate timescale
7. Be able to record information from cat grooms	7.1. Record the styles, equipment and techniques used for cat grooms
	7.2. Record the health status of a cat
	7.3. Record the behaviour of a cat
8. Be able to prepare, use, maintain and store grooming equipment	8.1. Use grooming equipment safely
	8.2. Demonstrate how to prepare and maintain grooming equipment to maintain safety and good working condition
	8.3. Demonstrate how to store grooming equipment correctly after use
9. Be able to promote and	9.1. Provide and maintain care for cats in a way which is consistent with relevant legislation

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Unit 3019: Prepare, Groom and Style a Selection of Cats	
maintain the health and welfare of cats during a groom	9.2. Demonstrate actions to promote cat health and welfare

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Unit 3020: Prepare, Groom and Style a Range of Cats

IPN Code	3020	**Unit aim**	The aim of this unit is to provide the skills required to prepare, groom and style a range of cats across different breeds and coat types to a professional standard, according to client requirements or for what is natural to the breed. Learners will plan and assess styling requirements, select and maintain appropriate grooming equipment, and apply safe handling and restraint techniques throughout the grooming process. The unit also covers promoting cat health and welfare and managing risks. Learners will complete grooms within appropriate timescales, applying a variety of styling techniques such as lion trims. Learners will keep detailed and accurate records of styles, equipment used, and observations on health and behaviour to support professional standards and ongoing care.
Reg Code	K/652/1783		
Level	3		
Credits	23		
GLH	145		
TQT	230		

Unit 3020: Prepare, Groom and Style a Range of Cats

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Be able to maintain a safe, hygienic and environmentally responsible grooming environment	1.1. Demonstrate correct use of appropriate personal protective equipment
	1.2. Clean a range of areas within the grooming environment
	1.3. Demonstrate routine salon maintenance checks
	1.4. Work in accordance with legislation, codes of practice, and other relevant requirements
	1.5. Demonstrate sustainable working practices
	2.1.

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Unit 3020: Prepare, Groom and Style a Range of Cats	
2. Be able to handle cats safely during preparation and grooming	2.2. Recognise the risks to the cat and handler during the preparation and grooming process
	2.3. Reduce the risks to the cat and handler during the preparation and grooming process
	2.4. Demonstrate safely removing a cat from a crate, carrier or basket
	2.5. Demonstrate safe handling and restraint techniques for individual cats
3. Be able to carry out cat health checks and report findings	3.1. Demonstrate a full health check on a cat
4. Be able to assess and plan the styling requirements of a cat	4.1. Assess a cat's coat type and condition
	4.2. Select appropriate grooming equipment
5. Be able to safely bath and dry cats	5.1. Dilute bathing products in line with the manufacturer's instructions
	5.2. Demonstrate bathing cats safely
	5.3. Perform drying techniques appropriate for the cat's coat type and temperament
6. Be able to carry out cat grooms	6.1. Remove matts, knots and excess hair using suitable techniques
	6.2. Trim excess hair in areas prone to friction
	6.3. Demonstrate cleaning a cat's ears safely
	6.4. Demonstrate clipping a cat's nails safely
	6.5. Demonstrate cleaning a cat's eyes safely
	6.6. Groom a selection of cat breeds and coat types
	6.7. Complete cat grooms within an appropriate timescale
7. Be able to record information from cat grooms	7.1. Record the styles, equipment and techniques used for cat grooms
	7.2. Record the health status of a cat
	7.3. Record the behaviour of a cat

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Unit 3020: Prepare, Groom and Style a Range of Cats	
8. Be able to prepare, use, maintain and store grooming equipment	8.1. Use grooming equipment safely
	8.2. Demonstrate how to prepare and maintain grooming equipment to maintain safety and good working condition
	8.3. Demonstrate how to store grooming equipment correctly after use
9. Be able to promote and maintain the health and welfare of cats during a groom	9.1. Provide and maintain care for cats in a way which is consistent with relevant legislation
	9.2. Demonstrate actions to promote cat health and welfare

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Unit 3021: Planning the Operation of an Animal Grooming Business

IPN Code	3021	**Unit aim**	The aim of this unit is to provide the knowledge, skills and understanding of the essential requirements for setting up and running a small animal business. Learners will explore business ownership types and the creation of a business plan. This unit also covers marketing strategies and the financial planning and management necessary to operate a business successfully.
Reg Code	L/652/1784		
Level	3		
Credits	3		
GLH	9		
TQT	30		

Unit 3021: Planning the Operation of an Animal Grooming Business

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1. Understand the fundamental requirements of setting up an animal grooming business	1.1. Describe the different types of business ownership
	1.2. Discuss the key requirements to operate an animal grooming business
2. Be able to produce a business plan for an animal grooming business	2.1. Create a business plan for an animal grooming business
3. Understand marketing platforms in an animal grooming business	3.1. Describe how to use different marketing platforms for a small animal business
4. Be able to develop a marketing strategy for an	4.1. Develop a basic marketing strategy for an animal grooming business

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Unit 3021: Planning the Operation of an Animal Grooming Business	
animal grooming business	
5. Understand the financial requirements of running an animal business	5.1. Explain requirements for the keeping of business financial records
	5.2. Explain the requirements and process of management and payment of tax for a business
6. Be able to produce a financial budget for an animal grooming business	6.1. Create a financial budget for an animal grooming business

Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Centres should consult the 'Assessment' section of the iPET Network Qualification Handbook and relevant policies.

Sector Subject Area (SSA)	Date from which qualification will be available for learners	Qualification review date
3.3	06/07/2026	06/07/2031

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13. Suggested Learning Resources

A range of textbooks, journals, digital resources, professional bodies, and practical tools may support Learners in achieving this qualification. These resources are recommended only and are correct at the time of publication.

Educators are encouraged to select resources appropriate to Learners' prior knowledge and learning contexts, and Learners should engage with a combination of materials to fully develop the competencies outlined in this qualification. Centres and Learners should verify currency, editions, and relevance to ensure alignment with current best practice and industry standards.

Literature

Atkinson, T. (2018) *Practical Feline Behaviour.* CAB International.

Braastad, B., McBride, A. and Newberry, R. (2022) *The Cat*. 2nd ed. CAB International.

Case, L.P. (2008) *The Cat: Its Behaviour, Nutrition & Health*. 2nd ed. Oxford: Wiley-Blackwell.

Connors, K., (2017) Build a Business: Discover the True Earning Potential of Self Employment by Building a Business the Profitable Way. CreateSpace Independent Publishing Platform. [ISBN-10: 197372331X, ISBN-13: 978-1973723318]

Dallas, S. and North, D. (2014) *The Grooming Manual for the Dog and Cat*. Oxford: Wiley-Blackwell.

Lilley, R., (2025) How to Deal with Difficult People, 6th ed. London: Kogan Page.

McCarthy, R., (2020) How to Start a Business: An Essential Guide to Starting a Small Business from Scratch and Going from Business Idea and Plan to Scaling Up and Hiring Employees. [ISBN-10: 1659075475, ISBN-13: 978-1659075472]

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Shaw, J. et al. (2014) *Canine and Feline Behavior for Veterinary Technicians and Nurses*. 1st edn. Wiley-Blackwell.

Wells, V., (2013) Common Sense Customer Service: Improve your job skills and provide a great customer experience.

Websites

https://www.arc-trust.org/

https://www.rspca.org.uk/adviceandwelfare/pets/other

www.forbes.com

https://www.simplybusiness.co.uk/knowledge/articles/2019/12/dealing-with-customer-complaints-and-profiting/

www.christiesdirect.com

www.groomers-online.com

www.groomersgallery.com

www.thegroomersspotlight.com

www.pdsa.org.uk

www.Catstrust.org.uk

www.bluecross.org.uk

https://recoverinitiative.org/2024-guidelines/

https://www.morebusiness.com/developing-a-profitable-small-business-operational-plan/

www.fsb.org.uk

www.acas.co.uk

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http://www.mybiga.org/

Legislation

Animal Welfare Act 2006

https://www.hse.gov.uk/riddor/

https://www.hse.gov.uk/coshh/

www.defra.gov.uk

http://www.legislation.gov.uk/ukpga/2006/45/pdfs/ukpga_20060045_en.pdf

https://www.legislation.gov.uk/nia/2011/16/contents

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697941/pb13332-cop-cats-091204.pdf

https://www.legislation.gov.uk/ukpga/1966/36

14. Supporting Documents

The following documents contain essential information for Approved Centres delivering iPET Network qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to www.ipetnetwork.co.uk, the web portal or SharePoint.

- iPET Network Approved Centre Manual
- iPET Network's quality assurance requirements
- Malpractice and Maladministration Policy and Procedure (including Sanctions)

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15. Glossary of Terms

Term	Definition
Portfolio of Evidence	This is a structured collection of a Learner's work that demonstrates the Learner has met all required learning outcomes and assessment criteria.
Assignment	A formal piece of work set by the awarding organisation or centre, requiring the Learner to apply knowledge and understanding to meet specific learning outcomes and assessment criteria. Assignments are usually written.
Reflective Log	The reflective log/journal is a work where Learners reflect on their actions, experiences, or learning, considering their implications to identify key areas for future development, learning, or practice.
Practical Demonstration	A practical demonstration is an assessment method where the Learner performs a task or series of tasks in a controlled or real-world environment to show their ability to apply skills, techniques, or procedures in line with specific learning outcomes and assessment criteria. The demonstration provides observable evidence of competence and may be accompanied by commentary or explanation of the actions taken.
Assessment and Delivery Guidance	Also referred to as indicative content, assessment and delivery guidance provides additional explanation to support the interpretation and delivery of learning outcomes and assessment criteria within a qualification. It outlines the scope, depth, and key areas of knowledge, skills, and understanding that may be taught and that Learners are expected to demonstrate. The guidance helps give Centres support in planning and delivering learning and gives a clearer understanding of what is expected. It also supports Assessors in making consistent and fair assessment decisions. It is not intended to be exhaustive or restrictive, or to prescribe specific answers or teaching, but rather to illustrate the range and level of evidence that would meet the requirements of the assessment criteria.

Version Control

Date of Amendment	Version Number	Amendments
04/06/2026	1.0	First release of document

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