

Level 3 Certificate in Introductory Dog Grooming (QCF) (7763-03)



www.nptc.org.uk

Qualification Handbook

Version 1



Publications and enquiries

Publications are available as hard copy from Publications sales, City & Guilds,
1 Giltspur Street, London EC1A 9DD

or

download from www.nptc.org.uk under the 'Qualifications' tab.

General information may be obtained from

Customer support
NPTC
Stoneleigh Park
Warwickshire CV8 2LG
United Kingdom

Tel: +44 (0) 24 7685 7300
Fax: +44 (0) 24 7669 6128

Email: information@nptc.org.uk

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We believe that it is in NPTC's interests and the interests of those who work for or in association with NPTC, to ensure that the human resources, talents and skills available throughout the community are considered when employment or work opportunities arise. To this end, within the framework of the law, we are committed, wherever practicable, to achieving and maintaining a workforce which broadly reflects the local community in which we operate. Every step will be taken to ensure that individuals are treated equally and fairly and that decisions on recruitment, selection, training, promotion and career management are based solely on objective and job related criteria.

Similarly, we will strive to ensure that all candidates have equal access to assessment and that they are protected against unfair or unlawful discrimination, unnecessary barriers to assessment or harassment during assessment.

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Level 3 Certificate in Introductory Dog Grooming (7763-03)

Introduction

This qualification is designed for candidates who

- wish for career progression into or within the sector
- do not have access to a work based diploma
- wish to develop the skills learnt from other qualifications
- require evidence towards the underpinning knowledge of the work based diploma
- are looking for progression towards higher education.

The qualification is suitable for school leavers or for adults looking for a change in career. It is designed to contribute towards the knowledge and understanding for the Work based Diploma in Animal Care while containing additional skills and knowledge which go beyond the scope of the National Occupational Standards. It provides a valuable alternative for those candidates who do not have access to the Work based Diploma.

For information about all land-based qualifications offered by NPTC, please refer to the website www.nptc.org.uk or contact information@nptc.org.uk

Other Vocationally Related Qualifications are available in a range of vocational areas, please contact Customer Services Enquiry unit at City & Guilds for further information.

General information

These qualifications have been designed by NPTC to support government initiatives towards the Qualifications and Credit Framework (QCF). They can contribute towards the knowledge and understanding required for the related work-based qualification while not requiring or proving evidence of occupational competence.

General structure

The qualifications are made up of units expressed in a standard format. Each unit is preceded by:

- the level, GLH and credit value of the unit
- the rationale for the unit
- the outcomes
- the assessment methods
- the relationship of the unit to the appropriate National Occupational Standards

Level 3 Certificate in Introductory Dog Grooming (QCF)

Qualification title	Credits	Guided Learning Hours (GLH)
Level 3 Certificate in Introductory Dog Grooming	20	150

To gain the Level 3 Certificate in Introductory Dog Grooming, candidates must undertake assessments for all four mandatory units (units 1-4) (18 credits) plus a minimum of 2 credits from the optional units (units 5-9).

Assessment

Units 2 and 3 will be assessed by short answer exam paper.

Units 1, 2, 3 and 4 will be assessed by NPTC centre assessed assignments set out in the assignment guide.

Units 5- 9 will be assessed by centre devised assessments at pass only.

Core units

Unit	Unit Title	QCF Number	Credit Value
1	Carry out styling and finishing of dogs	T/502/1706	6
2	Assessment and planning of dog grooming work	K/502/1699	4
3	Promote and maintain the health and wellbeing of animals	H/502/1507	4
4	Health checking a dog by a dog groomer	T/502/4721	4

Optional Units

Unit	Unit Title	QCF Number	Credit Value
5	Welcome, receive and care for visitors	A/502/1609	3
6	Promote, monitor and maintain health, safety and security	T/501/2987	7
7	Moving animals between locations	K/502/1539	2
8	Handle payments from clients	Y/502/1018	2
9	Keep stock on sale at required levels in a retail environment	K/500/5700	3

Assessment and quality assurance

National standards and rigorous quality assurance are maintained by the use of

- NPTC assignments, marked by the centre according to externally set marking criteria, with quality assurance provided by the centre and monitored by NPTC's external verification system, to ensure that national standards are maintained.

Quality assurance includes initial centre approval, qualification approval, the centre's own procedures for monitoring quality and NPTC's ongoing monitoring by an External Verifier. Details of NPTC's criteria and procedures, including roles of centre staff and External Verifiers can be found in *Providing NPTC Qualifications - a guide to centre and qualification approval*. See www.nptc.org.uk.

Assignments assess practical activities and the underpinning knowledge of all units. For the mandatory units, NPTC provides an Assignment Guide, which is available to candidates. Assignments are designed to cover all of the practical activities and underpinning knowledge, it is essential that centres ensure that candidates cover the content of the whole unit. The Assignment Guide is available from information@nptc.org.uk or on the NPTC website www.nptc.org.uk

Assessment components are graded (Pass, Merit, Distinction).

Pass level

In order to gain a Pass grade, candidates must show they can carry out activities to a satisfactory standard in the practical and underpinning knowledge tests.

Merit level

In order to gain a Merit grade, candidates must show additional qualities, such as an ability to work with greater efficiency than pass level candidates and a capacity to monitor information and solve everyday operational problems with a certain amount of confidence.

Distinction level

In order to gain a Distinction grade, candidates must be able to show evidence of a greater level of understanding than those at merit level. In addition to the ability to monitor information and solve problems, they must be able to analyse and evaluate information and generalise from basic principles, make judgements and simple recommendations concerning methods of improving existing practice.

Assessment strategy

The roles of assessors and internal verifiers/qualification co-ordinators are specified in *Providing NPTC Qualifications - a guide to centre and qualification approval*. Specific competencies required for this qualification are set out below.

Assessors should be occupationally competent, either qualified to level 3 or above in dog grooming or have significant and current experience of working in the industry at this level. They should have had formal training in assessment, which may be A1, D32/33 or other training that allows the assessor to demonstrate competence in the practice of assessment. This training may be carried out in house or with an external agency. It would be envisaged that the training would encompass, but not be limited to

- Assessment planning
- Methods of assessment
- Feedback
- Recording of evidence.

Internal verifiers/qualification coordinators must be occupationally competent, either qualified to at least level 3 or have significant and current experience of working in the industry at this level. They should have had formal training in assessment, as above and have experience of internal verification of work based diploma or training in the quality assurance systems required by the awarding body.

The external verifier will judge that assessors and verifiers meet the above criteria during the qualification approval process or subsequent update.

Appeals and equal opportunities

Centres must have their own auditable, appeals procedure. If a candidate is not satisfied with the examination conditions or a candidate feels that the opportunity for examination is being denied, the Centre Manager should, in the first instance, address the problem. If, however, the problem cannot be resolved, NPTC will arbitrate and an external verifier may be approached to offer independent advice. All appeals must be clearly documented by the Centre Manager and made available to the external verifier or NPTC if advice is required.

Should occasions arise when centres are not satisfied with any aspect of the external verification process, they should contact Verification Services at NPTC.

Access to the qualification is open to all, irrespective of gender, race, creed, age or special needs. The Centre Manager should ensure that no candidate is subjected to unfair discrimination on any grounds in relation to access to assessment and to the fairness of the assessment. The regulators require NPTC to monitor centres to check whether equal opportunities policies are being adhered to.

Reasonable Adjustments and Special Considerations

For candidates with particular requirements, centres should refer to NPTC's policy document *The application of reasonable adjustments and special consideration in vocational qualifications*, which is available from www.nptc.org.uk

Course Design

Tutors/assessors should familiarize themselves with the structure and content of the award before designing an appropriate course. In particular, they are advised to consider the requirements for the knowledge and understanding and the choice of dogs, both in temperament and breed.

NPTC does not itself provide courses of instruction or specify entry requirements. As long as the requirements for the award are met, tutors/assessors may design courses of study in any way that they feel best meets the needs and capabilities of the candidates. The qualification has been designed to allow full certification or unit accreditation. Centres may deliver the units in any order they wish or introduce other topics as part of the programme that will not be assessed through the qualification, e.g. to meet local needs or allow access onto the programme for learners with a wider spread of prior knowledge.

It is recommended that centres cover the following in the delivery of the course, where appropriate:

- Health and safety considerations
- Key skills (such as Communication, Application of Number, Information technology, Working with others, Improving own learning and performance, Problem solving).
- Environmental education and related European issues
- Moral, ethical, social, spiritual and cultural issues

Required resources

- Centres must produce and maintain a health and safety audit and risk assessment and comply with all current legislation.
- Assessments must take place in an approved training centre.
- Premises must be covered by employer liability assurance.
- Assessors must hold a level 3 qualification in dog grooming, i.e. 7750 or work-based qualification in Animal Care (Dog Grooming).
- Sufficient physical resources to cover the range of activities listed in the units and to meet the requirements of health and safety. For example, hydraulic tables are preferred, but if benches are used, they must be of a suitable height to enable candidates to work safely.
- Sufficient supply of dogs of the required breeds in need of styling and with the required coat length

Validation of Equipment

Any item(s) of equipment used for the assessment must comply with current legal, safety and welfare requirements.

Entry Requirements

No specific prior qualifications, learning or experience are required for candidates undertaking the qualification. However, the nature of both the learning and assessment required for the qualification is such that, candidates will need good literacy and numeracy skills, i.e. the ability to read and interpret written tasks, to write answers and complete documents in a legible and understandable form and to make calculations. Candidates will also need to be able to organise written information clearly and coherently, although they will not be assessed for spelling or grammatical accuracy unless these are part of the assessment criteria.

Centres will need to make an initial assessment of each candidate and decide on the most appropriate level of qualification. For example, candidates with suitable dog grooming experience / skills may go directly onto an Advanced National programme at Level 3.

Candidates without such prior experience / skills should complete the National Certificate programme first.

Centre and qualification approval

Centres wishing to offer NPTC qualifications must gain approval.

New centres must apply for centre and qualification approval.

Existing NPTC/City & Guilds centres will need to get specific qualification approval to run this qualification.

Full details of the process for both centre and qualification approval are given in *Providing NPTC qualifications – a guide to centre and qualification approval* which is available from www.nptc.org.uk

NPTC/City & Guilds reserve the right to suspend an approved centre, or withdraw their approval from an approved centre to conduct a particular NPTC or City & Guilds qualification, for reasons of debt, malpractice or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of NPTC or City & Guilds.

Operating procedures – general requirements

All Centres offering the qualification will have to meet the full requirements for the assessment procedures as detailed in this Handbook.

This includes the provision of:

- a appropriately qualified staff to invigilate the examination and carry out assessments
- b facilities for practical assessments and examinations to be undertaken at appropriate times under conditions required by NPTC.

Invigilation

Centres will be expected to provide invigilators for the examination procedures. The invigilator will be responsible for the conduct and integrity of the examination. The person(s) undertaking this role will need to:

- a be familiar with the content of the NPTC/City & Guilds Conduct of Examinations document
- b accurately observe the time allotted for the examination
- c read out the 'rules to candidates' prior to commencement of the examination
- d ensure compliance with all other regulations relating to the examination.

Invigilators ideally will not be involved in training the candidates. However, where this is unavoidable, the trainer will not be allowed to be the only invigilator involved for that examination.

Registration and certification

For the award of a certificate, candidates must successfully complete the assessments for the 4 core units and 2 credits from the optional units, plus the grading module Level 3 Certificate in Introductory Dog Grooming (902).

Core units		Assessment components required	
Unit 1	Carry out styling and finishing of dogs	7763-03-012	NPTC Assignment set out in assignment guide
Unit 2	Assessment and planning of dog grooming work	7763-03-013 7763-03-024	Short answer exam NPTC Assignment set out in assignment guide
Unit 3	Promote and maintain the health and wellbeing of animals	7763-03-014 7763-03-025	Short answer exam NPTC Assignment set out in assignment guide
Unit 4	Health checking a dog by a dog groomer	7763-03-015	NPTC Assignment set out in assignment guide
Optional units			
Unit 5	Welcome, receive and care for visitors	7763-03-009	Centre devised Assignment
Unit 6	Promote, monitor and maintain health, safety and security	7763-03-016	Centre devised Assignment
Unit 7	Moving animals between locations	7763-03-010	Centre devised Assignment
Unit 8	Handle payments from clients	7763-03-008	Centre devised Assignment
Unit 9	Keep stock on sale at required levels in a retail environment	7763-03-017	Centre devised Assignment
Grading module			
902	Level 3 Certificate in Introductory Dog Grooming	7763-03-902	Grading module- no assessment

- Candidates must be registered at the beginning of their course. Centres should submit registrations using Walled Garden or Form S (Registration), under scheme/complex no 7763-03.
- When assignments have been successfully completed, candidate results should be submitted on Walled Garden or Form S (Results submission). Centres should note

that results will **NOT** be processed by City & Guilds until verification records are complete.

- Candidates achieving one or more assessment components will receive a Certificate of Unit Credit listing the assessment components achieved. Candidates achieving the number and combination of assessment components required for the Certificate will, in addition, be issued a Certificate.

Full details on the procedures for all NPTC qualifications registered and certificated through City & Guilds, together with dates and times of written tests will be found in the City & Guilds On-line Catalogue

Test Specification

The knowledge requirements for units 2 and 3 will be assessed by a short answer dated entry written exam. The knowledge requirements of the other units will be assessed within the assignments.

Paper title: Level 3 Certificate in Introductory Dog Grooming 7763-03-013			
Test duration 1 hour			
Unit	Unit title	No of questions (4 marks each)	%
2	Assessment and planning of dog grooming work	11	TBC
Totals		44	100

The pass mark for this test is 60%

Paper title: Level 3 Certificate in Introductory Dog Grooming 7763-03-014			
Test duration 1 hour			
Unit	Unit title	No of questions (4 marks each)	%
3	Promote and maintain the health and wellbeing of animals	12	100
Totals		48	100

The pass mark for this test is 60%

Health and safety, spiritual etc, environmental and European issues

The units provide opportunities to address the following issues as indicated:

Units	Spiritual, Moral, Ethical, Social and Cultural	Environmental	Health and Safety	European Development
1			X	X
2	X	X		X
3	X	X	X	
4	X	X	X	
5	X	X	X	
6	X	X	X	
7	X		X	
8	X	X	X	
9			X	X
10	X	X	X	X
11		X	X	X

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Unit 1 Carry out styling and finishing of dogs

Level 3	39 GLH	6 credits
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Rationale

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to carry out styling and finishing for dogs using various trimming methods ensuring the methods are suitable for both the dog and the client.

Outcomes

There are six outcomes to this unit. The learner will:

1. Carry out styling and finishing of a dog
2. Maintain and use relevant equipment
3. Promote health and safety and environmental good practice
4. Understand how to carry out styling and finishing on a dog
5. Understand the reasons for maintaining equipment
6. Understand relevant health and safety legislation and environmental good practice.

Assessment

1. This unit will be assessed by a NPTC set, centre assessed and NPTC verified assignment.

Signposting to National Occupational Standards

Level 3		Lantra SSC National Occupational Standards			
Unit	Title	Unit No.	Element No.	Performance Criteria	Knowledge and understanding
29	Carry out styling and finishing a dog	AC29	AC29.1	1 – 6	1.1-1.4 2.1-2.2 3.1-3.3 4.1-4.6 5.1-5.2 6.1-6.5

Outcome 1: Carry out styling and finishing of a dog

Practical activities

The learner will be able to:

1. Use the correct trimming methods for the work to include:
 - (a) scissored coat
 - (b) hand-stripped coat
 - (c) clipped coat

2. Produce three of the required head shapes and style the dog in accordance with the agreed plan and type of breed to include:
 - (a) round head
 - (b) head with short split eyebrows
 - (c) head with long split eyebrows
 - (d) head with centre fall eyebrows
 - (e) clean head
 - (f) clean face

3. Carry out the work with due attention to the welfare of the dog

4. Complete the work in the required timescale.

Outcome 2: Maintain and use relevant equipment

Practical activities

The learner will be able to:

1. Ensure equipment is prepared, used and maintained in a safe and effective condition throughout
2. Accurately record the equipment and styling and finishing methods used.

Outcome 3: Promote health and safety and environmental good practice

Practical activities

The learner will be able to:

1. Work in a way which promotes health and safety, animal welfare, is consistent with relevant legislation, codes of practice and any additional requirements
2. Ensure work is carried out in a manner which minimises environmental damage
3. Manage and dispose of waste in accordance with legislative requirements.

Outcome 4: Understand how to carry out styling and finishing on a dog

Underpinning knowledge

The learner will be able to:

1. Explain the techniques for styling and finishing
2. Explain all the different trimming methods to include:
 - (a) scissored coat
 - (b) hand-stripped coat
 - (c) clipped coat
3. Explain how to produce all the required head shapes and styles of dogs in accordance with the agreed plan and the type of breed to include:
 - (a) round head
 - (b) head with short split eyebrows
 - (c) head with long split eyebrows
 - (d) head with centre fall eyebrows
 - (e) clean head
 - (f) clean face
4. Explain why it is important to discuss and follow the client's requests for styling
5. Identify different types of breeds and explain how styling is achieved for each
6. Describe how to maintain the welfare of the dog during the work.

Outcome 5: Understand the reasons for maintaining equipment

Underpinning knowledge

The learner will be able to:

1. Explain the importance and methods of maintaining equipment for use
2. Describe the type of equipment used for styling and finishing and how to use the equipment correctly:
 - (a) clippers and blades
 - (b) scissors
 - (c) thinning scissors
 - (d) stripping tools.

Outcome 6: Understand relevant health and safety legislation and environmental good practice

Underpinning knowledge

The learner will be able to:

1. Summarise current health and safety legislation, animal welfare, codes of practice and any additional requirements
2. Describe the possible environmental damage that could occur and how to respond appropriately
3. Explain the correct and appropriate methods for disposing of waste
4. Explain how to maintain health and safety for themselves, colleagues and others
5. Explain the records required for management and legislative purposes and the importance of maintaining them.

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Unit 2 Assess and plan dog grooming work

Level 3	26 GLH	4 credits
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Rationale

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to assess and plan bathing, drying, grooming and styling of dogs and associated activities to meet the needs of individual dogs and clients. Candidates will understand and demonstrate the importance of safe working practice and techniques using a variety of tools and equipment, in line with current health and safety legislation and environmental good practice.

Outcomes

There are six outcomes to this unit. The learner will:

1. Assess and plan the work to be done
2. Maintain and use relevant equipment
3. Promote health and safety and environmental good practice
4. Understand how to assess and plan the work to be done
5. Understand the reasons for maintaining equipment
6. Understand relevant health and safety legislation and good environmental practice.

Assessment

1. Assessment will be through a short answer exam
2. NPTC Assignment set out in assignment guide

Signposting to National Occupational Standards

Level 3		Lantra SSC National Occupational Standards			
Unit	Title	Unit No.	Element No.	Performance Criteria	Knowledge and understanding
16	Assess and plan dog grooming work	AC16	AC16.1	1 – 6	1.1,1.2,1.3,1.6, 1.7,2.1,3.1 4.4,5.1 6.1-6.4

Outcome 1: Assess and plan the work to be done

Practical activities

The learner will be able to:

1. Accurately assess the appearance of the dog
2. Plan the work according to the client's request, the breed of dog and its appearance for three of the following:
 - a) round head
 - b) head with short split eyebrows
 - c) head with long split eyebrows
 - d) head with centre fall eyebrows
 - e) clean head
 - f) clean face
3. Plan two required trimming methods for the:
 - a) scissored coat
 - b) hand-stripped coat
 - c) clipped coat
4. Discuss any problems with the planned work with the client and suggest suitable ways forward
5. Prepare the work area to meet the needs of the planned activity
6. Keep accurate records of the client's request and the assessed work plan.

Outcome 2: Maintain and use relevant equipment

Practical activities

The learner will be able to:

1. Ensure equipment is prepared, used and maintained in a safe and effective condition throughout
2. Select the appropriate tools and equipment for the work:
 - a) clippers and blades
 - b) scissors
 - c) thinning scissors
 - d) stripping tools.

Outcome 3: Promote health and safety and environmental good practice

Practical activities

The learner will be able to:

1. Work in a way which promotes health and safety, animal welfare, is consistent with relevant legislation, codes of practice and any additional requirements.

Outcome 4: Understand how to assess and plan the work to be done

Underpinning knowledge

The learner will be able to:

1. Explain how to plan the work according to the client request, the breed of dog and its appearance:
 - a) round head
 - b) head with short split eyebrows
 - c) head with long split eyebrows
 - d) head with centre fall eyebrows
 - e) clean head
 - f) clean face
2. Explain the necessary appearance and condition of the dog
3. Explain the types of problems which may occur and how these should be dealt with
4. Explain the importance of maintaining the condition of the work area for the work
5. Explain how to plan the required trimming methods for the work:
 - a) scissored coat
 - b) hand-stripped coat
 - c) clipped coat.

Outcome 5: Understand the reasons for maintaining equipment

Underpinning knowledge

The learner will be able to:

1. Explain the importance of maintaining equipment for use
2. Describe the types of tools and equipment for the work:
 - a) clippers and blades
 - b) scissors
 - c) thinning scissors
 - d) stripping tools.

Outcome 6: Understand relevant health and safety legislation and environmental good practice

Underpinning knowledge

The learner will be able to:

1. Summarise current health and safety, animal welfare legislation, codes of practice and any additional requirements
2. Describe the possible environmental damage that could occur and how to respond appropriately
3. Explain the correct and appropriate methods of disposing of waste
4. Explain the records required for management and legislative purposes and the importance of maintaining them.

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Unit 3 Promote and maintain the health and wellbeing of animals

Level 3	30 GLH	4 credits
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Rationale

The aim of this unit is to provide the learner with the knowledge, understanding and skills for promoting the health and well being of dogs through handling and restraint and developing a general understanding of disease control and infection in a grooming environment. Candidates will develop knowledge of the anatomy of a dog and an overview of signs of good and poor health in the dog.

Outcomes

There are six outcomes to this unit. The learner will:

1. Be able to promote and maintain the health and welfare of animals
2. Be able to work safely
3. Be able to maintain accurate records
4. Know ho to promote and maintain health and welfare of animals
5. Know relevant health and safety legislation and environmental good practice
6. Know how to maintain accurate records.

Assessment

1. Assessment will be through a short answer exam
2. NPTC Assignment set out in assignment guide

Signposting to National Occupational Standards

Level 3		Lantra SSC National Occupational Standards			
Unit	Title	Unit No.	Element No.	Performance Criteria	Knowledge and understanding
45	Control and restrain animals	CU45	C4.51	1,4,5,6	1.1,1.2,1.3, 4.1,4.5, 4.6,4.7, 5.2,6.1
34	Promote the health and wellbeing of animals	CU34	CU34.1	1, 2,3,5,6	1.1, 2.1, 2.2, 3.1, 5.3, 6.1

Outcome 1: Be able to promote and maintain the health and welfare of animals

Practical activities

The learner will be able to:

1. Treat animals in a way which is consistent with relevant legislation, minimises any likelihood of stress and injury and maintains their health and welfare
2. Provide animal's with sufficient and effective opportunities to move, and maintain physical functioning
3. Monitor and report the animal's physical condition and behaviour at suitable intervals to include the following:
 - a) appearance
 - b) posture and movement
 - c) behaviour
 - d) bodily functioning
 - e) social interaction.
4. Identify, record and report five abnormal signs that might indicate the following:
 - a) disease
 - b) disability
 - c) disorders
 - d) pest infestation
 - e) trauma
 - f) stress.
5. Carry out two of the following procedures to promote animal's health and welfare correctly and at a suitable time for the animals concerned:
 - a) preventative care
 - b) environmental adjustment
 - c) changing feed or water provision
6. Record and report the animal's reaction to specific procedures
7. Seek assistance immediately for any animal's health or welfare emergency and initiate action as appropriate to the situation.

Outcome 2: Be able to work safely

Practical activities

The learner will be able to:

1. Work in a way which maintains health and safety and is consistent with relevant legislation, codes of practice and any additional requirements
2. Dispose of waste safely and correctly.

Outcome 3: Be able to maintain accurate records

Practical activities

The learner will be able to:

1. Provide clear and accurate information for recording purposes.

Outcome 4: Know how to promote and maintain health and welfare of animals

Underpinning knowledge

The learner will be able to:

1. Identify the purpose for which the animals are being kept
2. Describe how to promote the health and general welfare of animals and minimise any stress or injury for at least two species of animals
3. Describe why animals need exercise and how the type and amount varies at different stages in an animal's life
4. Provide examples of how two different pieces of animals maintain their own physical condition and appearance
5. Describe all the visual signs which indicate the following potential problems with an animal's health and welfare:
 - a) disease
 - b) disability
 - c) disorders
 - d) pest infestation
 - e) trauma
 - f) stress
6. Describe two types of preventative care used to maintain the health and welfare of animals
7. State how the environment may be adjusted to maintain two species of animals health and welfare
8. State the importance of providing an adequate supply of feed and water.

Outcome 5: Know relevant health and safety legislation and environmental good practice

Underpinning knowledge

The learner will be able to:

1. Outline the current health and safety, animal welfare legislation, codes of practice and any additional requirements
2. Describe how environmental damage can be minimised
3. Describe the correct methods for disposing of waste.

Outcome 6: Know how to maintain accurate records

Underpinning knowledge

The learner will be able to:

1. Identify the types of records required and explain the importance of accurate record keeping.

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Unit 4 Health checking a dog by a dog groomer

Level 3	20 GLH	4 credits
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Rationale

The candidate will be able to understand the theory principles relating to the health and wellbeing of dogs in a grooming environment and how to deal with emergency first aid situations to meet the requirements of Industry. It provides part of a good basis for candidates wishing to set up their own business or work as a partnership or for those unable to access a suitable work based diploma. The skills gained can be transferable to other species and areas in the sector.

Outcomes

There are two outcomes to this unit. The learner will:

1. Monitor and report the health status of dogs
2. Recognise and promote the wellbeing of dogs.

Assessment

This unit will be assessed by

1. NPTC set, centre assessed and NPTC verified assignment.

Signposting to National Occupational Standards

Level 3		Lantra SSC National Occupational Standards			
Unit	Title	Unit No.	Element No.	Performance Criteria	Knowledge and understanding
34	Promote and monitor the health and wellbeing of animals	CU34	CU34.1	1, 2, 3, 4, 5,6	1.1,1.2,1.3, 2.1,3.1, 4.55.1,5.3,6.1
32	Maintain the health and welfare of animals	CU32	CU32.1		

Outcome 1: Monitor and report the health status of dogs

Practical activities

The learner will be able to:

1. Monitor and report the health status of dogs

Underpinning knowledge

The learner will be able to:

1. Identify what information/ records are needed
2. Explain the importance of good communication skills between the groomer and the customer
3. State relevant health and safety and animal welfare legislation and organisational policies
4. Select the appropriate Personal Protective Equipment (PPE)
5. Identify visual signs of stress and how these can be minimised
6. Explain the importance of handling and restraint equipment and methods
7. Describe the normal appearance of gums, teeth, nose, eyes, ears, skin/coat, limbs and genital area
8. Identify visual signs of good health in relation to appearance, posture and movement, behaviour, bodily function and social interaction
9. Identify visual signs of poor health in relation to appearance, posture and movement, behaviour, bodily function and social interaction
10. Identify and recognise signs of ecto-parasites and treatments
11. Explain the problems and risks relating to bitches 'in season' being in the grooming room
12. Identify potential problems on medium to long coated dogs
13. Monitor and report accurately the appearance of the dog and its importance.

Outcome 2: Recognise and promote the wellbeing of dogs

Practical activities

The learner will be able to:

1. Recognise and promote the well-being of dogs

Underpinning knowledge

The learner will be able to:

1. Explain the welfare requirements of dogs at a grooming salon
2. Describe how dog grooming can promote the health and wellbeing of a dog
3. Explain the types of 'preventative care' used for dogs
4. Explain the legislative restrictions on administering preventative care
5. Identify possible emergency first aid situations and the correct procedures
6. Maintain health and safety in accordance with organisational policies and current welfare legislation.

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Unit 5 Welcome, receive and care for visitors

Level 2	23 GLH	3 credits
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Rationale

The aim of this unit is to provide the learner with the knowledge and skills required to deal with visitors to sites. It covers caring for and monitoring the behaviour of visitors in the workplace, and providing them with information. Workplaces may be open to the public or may be organisations to which visitors are invited or where officials have the right of access.

Outcomes

There are five outcomes to this unit. The learner will:

1. Welcome and receive visitors
2. Care for visitors
3. Know how to welcome and receive visitors
4. Know how to care for visitors
5. Know the relevant health and safety procedures.

Assessment

This unit will be assessed by a centre devised assignment.

Signposting to National Occupational Standards

Level 3		Lantra SSC National Occupational Standards			
Unit	Title	Unit No.	Element No.	Performance Criteria	Knowledge and understanding
AC6	Welcome, receive and care for visitors	AC6	AC6.1	1,2,3,4	1.1-1.4 2.1-2.3 3.1-3.5 4.1-4.2 5.1-5.2

Outcome 1: Welcome and receive visitors

Practical activities

The learner will be able to:

1. Keep the area in a state of readiness to receive visitors safely
2. Greet and communicate with visitors in an appropriate manner
3. Identify and report inappropriate visitors
4. Work in a way which promotes health and safety, is consistent with relevant legislation and codes of practice.

Outcome 2: Care for visitors

Practical activities

The learner will be able to:

1. Care for visitors in accordance with their needs and relevant policies
2. Refer visitors to the appropriate source of information
3. Manage visitors to the site in a way which is consistent with its purpose and condition, and in a manner which promotes their own safety and security.

Outcome 3: Know how to welcome and receive visitors

Underpinning knowledge

The learner will be able to:

1. State the preparations required for the arrival of visitors covering groups and individuals
2. Outline the importance of creating a positive first impression and how this is achieved
3. Describe how to recognise those visitors who should not be on the site and understand the limitations and the dangers in being able to deal with them
4. List potential sources of information for visitors covering groups and individuals
5. Describe effective methods of communicating to groups and individuals.

Outcome 4: Know how to care for visitors

Underpinning knowledge

The learner will be able to:

1. Outline how to monitor visitors' needs and when to intercept to offer help
2. Describe how the purpose of the site can be maintained whilst accommodating the needs and security of visitors covering all of the following:
 - (a) supporting visitors in terms of their safety and welfare
 - (b) providing information to visitors
 - (c) caring for the environment (e.g. by restricting access)
 - (d) maintaining the bio-security of the site
 - (e) maintaining the welfare of the animals.

Outcome 5: Know the relevant health and safety procedures

Underpinning knowledge

The learner will be able to:

1. Describe how bio-security and welfare can be maintained on sites open to visitors
2. Outline organisational policy on health and safety and confidentiality and how this can be maintained.

Unit 6 Promote, monitor and maintain health, safety and security

Level 3	45 GLH	7 credits
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Rationale

The aim of this unit is to provide the learner with the knowledge, understanding and skills required for monitoring and maintaining the safety and security of the workplace. It also covers carrying out risk assessments, promoting good standards of health and safety and understanding how to deal with any accidents or health emergencies.

Outcomes

There are seven outcomes to this unit. The learner will:

1. Understand how to monitor and maintain the health, safety and security of the work area
2. Understand how to promote good standards of health and safety
3. Understand how to deal with health emergency situations
4. Understand the records required and their importance
5. Monitor and maintain the health, safety and security of the work area
6. Promote good standards of health and safety
7. Respond to health emergencies within the work area.

Assessment

This unit will be assessed by a centre devised assignment.

Signposting to National Occupational Standards

Level 3		Lantra SSC National Occupational Standards			
Unit	Title	Unit No.	Element No.	Performance Criteria	Knowledge and understanding
CU3	Promote, monitor and maintain health, safety and security	CU3	CU3.1	1, 2,3, 4,5,6,7	1.1-1.8 2.1-2.2 3.1-3.4 5.1-5.2 6.1-6.6 7.1-7.4

Outcome 1: Understand how to monitor and maintain the health, safety and security of the work area

Practical activities

The learner will be able to:

1. Identify roles and responsibilities in relation to health, safety and security

Underpinning knowledge

The learner will be able to:

1. Explain the legal and organisational responsibilities in relation to health, safety and security covering:
 - (a) people
 - (b) equipment and materials
 - (c) the work area
2. Explain the importance of carrying out risk assessments for all work activities including assessing risks from new and non-routine activities
3. Explain the importance of assessing security issues associated with the work area covering:
 - (a) bio security
 - (b) building security
 - (c) data security
 - (d) personal security
4. Describe how to carry out and evaluate a risk assessment
5. Explain the hierarchy of measures to control risks (including elimination, substitution, relevant engineering controls, safe systems of work, training/instruction and personal protective equipment)
6. Outline safe systems of work when people are working alone or at risk of abuse
7. Explain safe methods and systems of working with hazardous materials and equipment in line with relevant legislation
8. Explain how hazardous and non-hazardous waste should be managed in line with legislation.

Outcome 2: Understand how to promote good standards of health and safety

Practical activities

The learner will be able to:

1. Communicate to colleagues health and safety risks.

Underpinning knowledge

The learner will be able to:

1. Explain the methods of communicating health and safety precautions to others entering the work area
2. Explain how good standards of health and safety contribute to the management and efficiency of businesses or organisations.

Outcome 3: Understand how to deal with health emergency situations

Practical activities

The learner will be able to:

1. Describe common emergency procedures.

Underpinning knowledge

The learner will be able to:

1. Describe the types of accidents or incidents which may occur and the correct actions to take
2. Explain the importance of not carrying out actions beyond own capabilities
3. Explain the potential risks to others from an emergency situation
4. Explain the reasons for offering support and help to others involved in the accident or incident and how this should be achieved.

Outcome 4: Understand the records required and their importance

Practical activities

The learner will be able to:

1. Complete an accident report.

Underpinning knowledge

The learner will be able to:

1. Explain the responsibility for and types of records required and the importance of accurate record keeping
2. Explain the relevant legislative requirements for completing records of accidents and incidents.

Outcome 5: Monitor and maintain the health, safety and security of the work area

Practical activities

The learner will be able to:

1. Carry out a risk assessment.

Underpinning knowledge

The learner will be able to:

1. Carry out risk assessments in accordance with relevant legal and organisational requirements
2. Evaluate the risks which have been identified and implement appropriate control measures.

Outcome 6: Promote good standards of health and safety

Practical activities

The learner will be able to:

1. Produce an Induction Pack for a new member of staff in relation to health and safety.

Underpinning knowledge

The learner will be able to:

1. Ensure appropriate clothing and protective equipment is worn which is consistent with recognised health and safety practice and in line with risk assessment
2. Communicate any health and safety precautions that are being applied in the work area to others entering the area
3. Use approved safe methods of lifting and handling when carrying out work
4. Ensure standard procedures for personal hygiene are followed at all times
5. Adopt safe systems of work which are consistent with organisational procedures and the findings of the risk assessment
6. Take appropriate action if there is a danger of accidents or injury.

Outcome 7: *Respond to health emergencies within the work area*

Practical activities

The learner will be able to:

1. Carry out an emergency evacuation practice

Underpinning knowledge

The learner will be able to:

1. Implement procedures safely, correctly and without delay in an emergency situation
2. Summon assistance immediately for any health emergency and initiate action appropriate to the condition and situation
3. Give assistance as required within the limits of your capability, including suitable verbal support
4. Make the immediate vicinity as safe as possible

Unit 7 Moving animals between locations

Level 3	15 GLH	2 credits
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Rationale

The aim and purpose of this unit is to provide the learner with the skills, knowledge and move animals between locations. The learner will move animals in a manner that is appropriate, minimises stress and is safe. It also covers checking the new location is safe, secure and suitable.

Outcomes

There are five outcomes to this unit. The learner will:

1. Be able to move animals between location
2. Be able to work safely and minimise environmental damage
3. Know how to move animals between locations
4. Know the relevant health and safety legislation and environmental good practice
5. Know how to maintain accurate records

Assessment

This unit will be assessed by a centre devised assignment.

Signposting to National Occupational Standards

Level 3		Lantra SSC National Occupational Standards			
Unit	Title	Unit No.	Element No.	Performance Criteria	Knowledge and understanding
CU45	Moving animals between locations	CU45	CU45.2	1,2,3,4,5	1.1-1.6 2.1-2.2 3.1-3.9 4.1, 5.1

Outcome 1: Be able to move animals between locations

Practical activities

The learner will be able to:

1. Select the animal to be moved, and approach it in a manner which is likely to minimise stress
2. Prepare the route for the movement of an animal
3. Check that the new location is safe, secure and suitable for the animal's requirements
4. Describe how to move the animal to its new location in an appropriate way and pace whilst maintaining the wellbeing of the animal or other animals in the vicinity
5. Establish the animal in the new location consistent with instructions
6. Provide clear and accurate information for recording purposes.

Outcome 2: Be able to work safely and minimise environmental damage

Practical activities

The learner will be able to:

1. Work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements
2. Wear appropriate protective clothing.

Outcome 3: Know how to move animals between locations

Underpinning knowledge

The learner will be able to:

1. Describe the reasons for moving animals
2. Describe how to identify the animals to be moved
3. Describe how the animal's health status and behaviour may affect the movement process
4. Describe the importance of approaching animals in a manner which minimises stress
5. Describe the risks inherent in moving animals and how they can be minimised
6. Describe how to assess the safety, security and suitability of the new location
7. Describe how to select appropriate methods for moving animals based on the following:
 - (a) their health
 - (b) environmental conditions
8. Describe how to establish animals once they have been moved
9. Describe how to identify problems and to whom they should be reported.

Outcome 4: Know the relevant health and safety legislation and environmental good practice

Underpinning knowledge

The learner will be able to:

1. Outline the current health and safety legislation, animal health and welfare, codes of practice and any additional requirements relating to animal welfare legislation.

Outcome 5: Know how to Maintain accurate records

Underpinning knowledge

The learner will be able to:

1. Identify the types of records required and state the importance of accurate record keeping.

Unit 8 Handle payments from clients

Level 3	15 GLH	2 credits
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Rationale

This unit provides the learner with the knowledge, understanding and skills required to take payments from clients, following the correct processing procedures, checking payment methods and identifying discrepancies. It includes how to deal with invalid payment methods and payment disputes, record keeping and effective communication.

Outcomes

There are two outcomes to this unit. The learner will:

1. Be able to handle payments from clients
2. Know how to handle payments from clients correctly.

Assessment

This unit will be assessed by a centre devised assignment.

Signposting to National Occupational Standards

Level 3		Lantra SSC National Occupational Standards			
Unit	Title	Unit No.	Element No.	Performance Criteria	Knowledge and understanding
AC7	Handle payments from clients	AC7	AC7.3	1,2	1.1-1.6 2.1-2.6

Outcome 1: Know how to attend to clients and their enquires

Practical activities

The learner will be able to:

1. Communicate with the client in a courteous manner
2. Give details of the appropriate costs to the client, differentiating between actual and estimated costs
3. Establish the client's method of payment and check payments are correct.
4. Complete relevant documents appropriately, give the correct change and issue receipts as required
5. Identify and report discrepancies which cannot be resolved promptly to the relevant person
6. Manage cash point appropriately and maintain security procedures at all times.

Outcome 2: Know how to handle payments from clients correctly

Underpinning knowledge

The learner will be able to:

1. State what may happen if they fail to follow payment procedures
2. Outline why it is important to communicate effectively with clients
3. Describe possible methods of payment and identify which are acceptable within the organisation covering all of the following:
 - (a) cash and cash equivalents
 - (b) cheque
 - (c) payment cards
4. Describe the procedures for processing payments and state what constitutes an invalid payment covering all the following:
 - (a) invalid currency
 - (b) invalid card
 - (c) suspected fraudulent use of payment card
 - (d) payment disputes
5. State the procedures to be followed when fraudulent payment is suspected
6. Identify the limits of authority for dealing with discrepancies.

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Unit 9 **Keep stock on sale at required levels in a retail environment**

Level 3	20 GLH	3 credits
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Rationale

The unit is about two aspects of keeping the right levels of stock on sale. The first concerns using the stock control system to help anticipate how much stock will be needed, while there is still enough time to order it. The second is about ordering stock on time, and making sure it reaches the sales floor as needed.

Outcomes

There are four outcomes to this unit. The learner will:

1. Know how to check the level of stock on sale in a retail environment
2. Know how to replenish stock on sale in a retail environment
3. Check the level of stock on sale in a retail environment
4. Replenish stock on sale in a retail environment.

Assessment

This unit will be assessed by a centre devised assignment.

Signposting to National Occupational Standards

Level 3		Lantra SSC National Occupational Standards			
Unit	Title	Unit No.	Element No.	Performance Criteria	Knowledge and understanding
29	Keep stock on sale at required levels in a retail environment	AC29	AC29.1	1 – 6	1.1-1.4 2.1-2.2 3.1-3.3 4.1-4.6 5.1-5.2 6.1-6.5

Outcome 1: Know how to check the level of stock on sale in a retail environment

Practical activities

The learner will be able to:

1. Identify processes and procedures to determine when stock needs ordering.

Underpinning knowledge

The learner will be able to:

1. Explain why the store needs to carry the right levels of stock
2. Explain why the quality of stock needs checking regularly
3. State the maximum and minimum levels of stock that need to be on display
4. Explain the factors that can affect demand for stock, and how to work out how often to check stock levels
5. Explain how to plan and organise their time so that they check stock at suitable intervals
6. Explain how to use the stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock
7. Explain how to identify stock with expired date codes
8. Explain how to deal with stock which has reached its expiry date
9. Explain how to update the stock control system to reflect changes in stock levels.

Outcome 2: Know how to replenish stock on sale in a retail environment

Practical activities

The learner will be able to:

1. Demonstrate knowledge of stock control systems to prepare an order.

Underpinning knowledge

The learner will be able to:

1. Explain how to use the stock control system to identify the types and quantities of stock to order
2. Explain how to prepare and send orders for stock, and why they should do so accurately and at the right times
3. Explain how to prepare different types of stock for sale
4. Identify company procedures for disposing of packaging waste
5. Show that they know how to decide when to move stock to the sales floor and the arrangements to make for moving stock
6. Identify why stock needs rotating
7. Explain how to rotate stock correctly and without disturbing other people any more than needed
8. Show that they know why they should regularly check demand for stock
9. Explain the factors that can affect demand
10. Identify who to approach with suggestions for changes to the levels of stock carried
11. Explain how to present a clearly reasoned case for changing the levels of stock carried.

Outcome 3: Check the level of stock on sale in a retail environment

Practical activities

The learner will be able to:

1. Use stock control systems
2. Check stock levels at suitable intervals and report when stock needs replacing.

Underpinning knowledge

The learner will be able to:

1. Explain how to use a stock control system to identify current stock levels, the stock levels needed and any shortfalls in stock
2. Identify how often to check stock to ensure that stock is replaced as required
3. Identify when stock has passed its expiry date, remove it from sale and update the stock control system.

Outcome 4: Replenish stock on sale in a retail environment

Practical activities

The learner will be able to:

1. Replenish stock and use stock control systems.

Underpinning knowledge

The learner will be able to:

1. Describe how to order stock to maintain the correct levels
2. Prepare stock for sale
3. Arrange for stock to be moved to the sales floor when it is needed
4. Explain how to rotate stock correctly to include the following:
 - a) minimising the disturbance to other people
 - b) company procedures for disposal of waste packaging
5. Update the stock control system promptly, accurately and completely notice changes in demand for stock and decide what stock levels are suitable
6. Report on realistic stock changes that could be made.

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Further information

Further information regarding centre/qualification approval or any aspect of assessment of our qualifications should be referred to NPTC, with the exception of registration and certification which is via the walled garden or the relevant City & Guilds regional office:

	Telephone	Facsimile	Email
NPTC Customer support desk	024 7685 7346	024 7669 6128	information@nptc.org.uk
NPTC switchboard	024 7685 7300	024 7669 6128	

City & Guilds Region	Telephone	Facsimile	Email
Customer relations unit	020 7294 2800	020 7294 2413	enquiry@cityandguilds.com
Scotland	0141 341 5700	0141 341 5725	scotland@cityandguilds.com
North East	0191 402 5100	0191 402 5101	newcastle@cityandguilds.com
North West	01925 897900	01925 897925	salesnw@cityandguilds.com
Yorkshire	01924 206 700	01924 206 6705	yorkshire@cityandguilds.com
Wales	02920 748600	02920 748625	wales@cityandguilds.com
West Midlands	0121 503 8900	0121 359 7734	birmingham@cityandguilds.com
East Midlands	01773 842900	01773 833030	eastmidlands@cityandguilds.com
South West	01823 722200	01823 444231	swregion@cityandguilds.com
London and South East	020 7294 8139	020 7294 2419	londonandsoutheast@cityandguilds.com
Southern	020 7294 2677	020 7294 2403	southern@cityandguilds.com
East	01480 308300	01480 308325	eastern@cityandguilds.com
Northern Ireland/ Ireland	028 9032 5689	028 9031 2917	belfast@cityandguilds.com

Websites: www.nptc.org.uk www.cityandguilds.com

