SEG Awards Level 3 Certificate in Dog Grooming

England – 610/3151/3

About Us

At Skills and Education Group Awards we continually invest in high quality qualifications, assessments and services for our chosen sectors. As a UK leading sector specialist, we continue to support employers and skills providers to enable individuals to achieve the skills and knowledge needed to raise professional standards across our sectors.

Skills and Education Group Awards has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition, it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

The system is accessed via a web browser by connecting to our secure website using a username and password:
Skills and Education Group Awards Secure Login

Sources of Additional Information

Skills and Education Group Awards website
www.skillsandeducationgroupawards.co.uk provides access to a wide variety of information.

Copyright

Specification Code

The specification code is C9240-03.

Issue	Date	Details of change
1.0	1st September 2023	New qualification guide

This guide should be read in conjunction with the Indicative Content document which is available on our secure website using the link above.

Qualification Guidance

Contents

This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Guide is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Introduction

The SEG Awards Level 3 Certificate in Dog Grooming is designed to develop knowledge and skills in Dog Grooming. Including basic cutting and tidying of dog's coats, assessing and planning dog grooming work, in addition to animal health and welfare. The knowledge and skills gained will prepare learners to progress onto higher programmes of study, and related qualifications, in Dog Grooming.

Pre-requisites

There are no entry requirements for this qualification, however, learners should be working to at least a Level 2.

Learners could complete the SEG Awards Level 3 Award in Dog Grooming prior to this qualification.

Skills and Education Group Awards expects approved centres to recruit with integrity on the basis of a trainee's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

Qualification Structure and Rules of Combination

Rules of Combination: Level 3 Certificate in Dog Grooming

Learners must achieve 18 credits must come from the mandatory units.

Unit	Unit Number	Level	Credit Value	GL
Mandatory Group Min Credit Target - 18				
Basic Cutting and Tidying Dogs Coats	K/650/8238	3	4	30
Animal Health and Welfare	J/650/8237	3	2	13
Assess and Plan Dog Grooming Work	L/650/8239	3	2	13
Canine Health and First Aid	T/650/8240	3	1	6
Dog Grooming Health Checks on a Dog	Y/650/8241	3	7	50
Engaging with Dog Grooming Clients	A/650/8242	3	2	13

Aims

The SEG Awards Level 3 Certificate in Dog Grooming aims to facilitate learners' progression for a career in Dog Grooming. The qualification covers:

- gaining the knowledge and skills surrounding the basic maintenance, cutting and tidying of dog's coats.
- gaining the knowledge and skills surrounding promoting and maintaining animal health and welfare, including recording and reporting on an animal's physical condition and potential welfare issues.
- gaining the knowledge and skills to assess, plan and record all aspects of dog grooming.
- gaining the knowledge and skills of Canine Health and first aid, including an understanding of how to assess and examine injured dogs, in addition to how to treat the injuries.
- gaining the knowledge and skills to complete health checks on a dog during dog grooming.
- gaining the knowledge and skills to effectively engage with dog grooming clients.

Target Group

The SEG Awards Level 3 Certificate in Dog Grooming is designed for learners, over the age of 16, with no current experience in Dog Grooming, who wish to enter the industry and expand their skillset.

Assessment

Internal assessment, internal and external moderation. Specific requirements and restrictions may apply to individual units within qualifications. Please check unit and qualification details for specific information.

Practice Assessment Material

Skills and Education Group Awards confirm that there is no practice material available for the SEG Awards Level 3 Certificate in Dog Grooming.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of all individuals. The aims and aspirations of all the learners, including those with identified special needs or learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Progression Opportunities

Learners who achieve this qualification could progress onto the SEG Awards Level 3 Diploma in Dog Grooming.

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

Tutor / Assessor Requirements

Skills and Education Group Awards require those involved in the teaching and assessment process to be suitably experienced and / or qualified. Assessors should also be trained and qualified to assess or be working towards appropriate qualifications.

Those responsible for Internal Quality Assurance (IQA) must be knowledgeable of the subject/occupational area to a suitable level to carry out accurate quality assurance practices and processes.

Language

This specification and associated assessment materials are in English only.

![Skills & Education Group Awards logo]

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Qualification Summary

Qualification							
SEG Awards Level 3 Certificate in Dog Grooming							
Qualification Purpose	Prepare for further learning or training and/or develop knowledge and/or skills in a subject area						
Age Range	**Pre 16**		**16-18**	✓	**18+**	✓	**19+** ✓
Regulation	The above qualifications are regulated by: • Ofqual						
Assessment	• Portfolio of Evidence						
Type of Funding Available	See FaLA (Find a Learning Aim)						
Grading	Pass/Fail Only						
Operational Start Date	01/09/2023						
Review Date	31/08/2026						
Operational End Date							
Certification End Date							
Guided Learning (GL)	125 hours						
Total Qualification Time (TQT)	185 Hours						
Credit Value	18						
Skills and Education Group Awards Sector	Animal Care						
Regulator Sector	3.3 - Animal care and veterinary science						
Support from Trade Associations							

Unit Details

Engaging with Dog Grooming Clients

Unit Reference	**A/650/8242**
Level	**3**
Credit Value	**2**
Guided Learning (GL)	**13 hours**
Unit Summary	On completion of this unit, learners will gain the knowledge and skills to effectively engage with dog grooming clients.

Learning Outcomes (1 to 2) *The learner will*	Assessment Criteria (1.1 to 2.3) *The learner can*
1. Be able to welcome and engage dog grooming clients	1.1 Demonstrate appropriately welcoming clients to the organisation 1.2 Demonstrate effective and appropriate communication with clients 1.3 Demonstrate preparing the relevant information for a new client during the initial consultation 1.4 Demonstrate dealing with clients on the site in accordance with their needs and organisational requirements 1.5 Demonstrate dealing with clients in a way which promotes health and safety 1.6 Explain how to promote a positive first impression customer loyalty, and customer confidence
2. Be able to deal with customer complaints	2.1 Demonstrate effective management of client complaints in accordance with organisational requirements 2.2 Explain how to provide actions and solutions when dealing with client complaints 2.3 Demonstrate maintaining customer confidence by taking the appropriate steps following complaints

Animal Health and Welfare

Unit Reference	J/650/8237
Level	3
Credit Value	2
Guided Learning (GL)	13 hours
Unit Summary	On completion of this unit, learners will gain the knowledge and skills surrounding promoting and maintaining animal health and welfare, including recording and reporting on an animal's physical condition and potential welfare issues.
Learning Outcomes (1 to 3) *The learner will*	**Assessment Criteria (1.1 to 3.6)** *The learner can*
1. Be able to promote and maintain the health and welfare whilst dog grooming	1.1 Demonstrate working with animals in a way that promotes health and welfare, in line with legislation and minimises the likelihood of stress and injury
	1.2 Enable animals to have the opportunities to maintain physical functioning using sufficient and effective opportunities to move
	1.3 Demonstrate how to monitor the physical condition and behaviour of the animal
	1.4 Demonstrate reporting the physical condition and behaviour of animals in accordance with organisational requirements
	1.5 Demonstrate the accurate recording of five abnormal signs that could indicate welfare issues
	1.6 Demonstrate the accurate reporting of five abnormal signs that could indicate welfare issues
	1.7 Demonstrate two procedures to promote an animal's health and welfare

	1.8 Demonstrate the recording and reporting of the reaction of the animal to the procedures undertaken
	1.9 Demonstrate immediately sourcing assistance during an emergency to the animal's health or welfare
	1.10 Demonstrate taking the appropriate action to the emergency situation
2. Be able to work in a safe manner with animals	2.1 Maintain health and safety whilst working with animals
	2.2 Maintain consistent working in accordance with relevant legislation, codes of practice and any additional requirements
	2.3 Demonstrate safe waste disposal, in line with relevant legislation and guidelines
3. Know how to promote and maintain the health and welfare whilst dog grooming	3.1 Describe different ways to work with animals which promote health and welfare
	3.2 Explain how to minimise stress and injury when working with animals
	3.3 Explain the visual signs and indications of potential issues with animal health and welfare
	3.4 Explain two types of preventative care used in the maintenance of animal health and welfare
	3.5 Describe how factors in the environment may be adjusted to maintain animal health and welfare
	3.6 Outline the importance of an adequate water supply being provided to animals

Basic Cutting and Tidying Dogs Coats

Unit Reference	K/650/8238
Level	3
Credit Value	4
Guided Learning (GL)	30 hours
Unit Summary	On completion of this unit, learners will gain the knowledge and skills surrounding the basic maintenance, cutting and tidying of dog's coats.

Learning Outcomes (1 to 5) **The learner will**	Assessment Criteria (1.1 to 5.6) **The learner can**
1. Be able to use a suitable environment, tools and equipment for dog grooming	1.1 Carry out the process of confirming the suitability of the: • Environment • Tools • Equipment ensuring they are clean and safe to use
2. Be able to prepare dog's coats by removing excess hair prior to bathing	2.1 Identify types of coats for dog breeds
	2.2 Identify the potential signs and symptoms of stress in dogs
	2.3 Describe how to reduce stress on the dog whilst grooming
	2.4 Demonstrate the correct handling and restraint techniques and Personal Protective Equipment whilst grooming
	2.5 Demonstrate the checks required before starting work the dog's coat
	2.6 Describe methods of removing excess hair on a dog's coat
	2.7 Demonstrate using techniques and equipment appropriate for removing excess hair from the dog's coat
	2.8 Ensure equipment is prepared, used and maintained in a safe and effective condition throughout

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3. Be able to prepare the dog's coat before bathing and trimming	3.1 Explain the term 'dead coat'
	3.2 Demonstrate identifying areas of the dog that require clipping
	3.3 Demonstrate appropriate techniques and equipment to remove mats, tangles and knots from a dog's coat
	3.4 Explain the process if a dog is accidentally injured during grooming
	3.5 Explain the process if a dog has poor health or is found to have abnormal conditions during grooming
4. Know how to complete a basic trim of a dog's coat	4.1 Identify different dog coat types
	4.2 Explain different trimming styles used to produce round and clean head shapes
	4.3 Explain the terms: • 'cat foot' • 'clipping with the coat' • 'clipping lines'
	4.4 Explain the process of rough clipping
	4.5 Explain the correct handling and restraint techniques and how these promote confidence and cooperation in dogs
	4.6 Demonstrate the selection of correct clipper blades to be used subject to the dog's coat and breed
	4.7 Describe areas of the dog where specific care should be taken when clipping
	4.8 Explain the actions to take if equipment is faulty or damaged
5. Be able to complete a basic cut of a dog's coat	5.1 Demonstrate the selection of clipper blades and how to hold and use them correctly
	5.2 Demonstrate completing basic cuts in accordance with client's requests and the dog breed
	5.3 Demonstrate clip coats to produce round and clean head shapes
	5.4 Demonstrate producing cat and clean foot shapes

	5.5 Explain the importance of how to complete methods of maintaining equipment for use
	5.6 Describe the process to be followed if equipment is damaged or faulty

Assess and Plan Dog Grooming Work

Unit Reference	L/650/8239
Level	3
Credit Value	2
Guided Learning (GL)	13 hours
Unit Summary	On completion of this unit, learners will gain the knowledge and skills to assess, plan and record all aspects of dog grooming.

Learning Outcomes (1 to 3) *The learner will*	Assessment Criteria (1.1 to 3.3) *The learner can*
1. Be able to assess and plan the dog grooming work	1.1 Assess the appearance of the dog 1.2 Evaluate the work taking into account the client's requests, breed of dog and its appearance 1.3 Plan the work taking into account the client request, breed of dog and its appearance 1.4 Plan the required trimming methods to be used 1.5 Outline potential issues which may occur 1.6 Explain how the potential issues can be effectively dealt with
2. Be able to prepare, maintain and use equipment	2.1 Explain the importance of effectively maintaining equipment prior to use 2.2 Prepare and maintain equipment safely and effectively 2.3 Use appropriate tools and equipment to complete dog grooming work 2.4 Maintain accurate records of client requests and dog grooming work plans
3. Be able to promote health and safety and environmental good practice in dog grooming work	3.1 Demonstrate consistent safe working practices following legislation, codes of practice and any additional requirements

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	3.2 Demonstrate the completion of work in a manner which minimises environmental damage
	3.3 Manage and dispose of waste in accordance with legislative requirements

Canine Health and First Aid

Unit Reference	T/650/8240
Level	3
Credit Values	1
Guided Learning (GL)	6 hours
Unit Summary	On completion of this unit, learners will gain the knowledge and skills of Canine Health and first aid. Learners will gain understanding of how to assess and examine injured dogs, in addition to how to treat the injuries.

Learning Outcomes (1 to 11) *The learner will*	Assessment Criteria (1.1 to 11.2) *The learner can*
1. Know the requirements of canine first aid	1.1 Explain the restrictions of current legislation that need to be considered when dealing with an emergency 1.2 Explain the objectives of canine first aid 1.3 Identify who can perform emergency canine first aid
2. Know the main classifications of emergencies	2.1 Explain the three main classifications of emergency 2.2 Describe two potential emergency situations for each classification
3. Know how to examine an injured dog	3.1 Describe the key areas to examine on an injured dog
4. Understand the ABC of canine first aid	4.1 Outline the meaning of the ABC of canine first aid 4.2 Outline the ABC steps to complete when examining an injured dog 4.3 Record with accuracy key elements of canine first aid on a live dog to include: • Pulse rate • Respiration rate 4.4 Describe the differences between unconsciousness and collapse in the dog

	4.5 Describe the clinical signs and management of a dog suffering from shock
	4.6 Describe the clinical signs and treatment of gastric dilation in a dog
	4.7 Describe the key clinical signs of impending cardiopulmonary arrest
5. Be able to perform the recovery position and conduct resuscitation to a dog	5.1 Explain the process of putting a dog into the recovery position
	5.2 Demonstrate conducting CPR on a CPR manikin
6. Be able to perform treatment to dog wounds	6.1 Describe the clinical signs of different types of haemorrhage in a dog
	6.2 Identify different types of wounds
	6.3 Explain the key steps when providing emergency first aid to treat a wound on a dog
	6.4 Demonstrate the dressing of a wound on a live dog
7. Know about choking, stings and poisonings and how to perform treatment to a dog	7.1 Explain the process of performing the Heimlich manoeuvre on a dog
	7.2 Explain the process of treating insect stings and bites on a dog
	7.3 Identify common poisonous substances found in the home
	7.4 Outline the steps of the emergency procedure to follow when a dog is poisoned
8. Know the signs of hyperthermia and how to perform treatment to a dog	8.1 Describe the clinical signs and treatment of a dog with hyperthermia
	8.2 Explain the process of taking any required temperature measurements from a dog during an emergency
	8.3 Describe the clinical signs and treatment of a dog who has drowned
9. Know the signs of convulsion and how to perform treatment to a dog	9.1 Describe the clinical signs and treatment of a dog having a convulsion

	9.2 Describe the clinical signs and treatment of a dog suffering from electrocution
10. Know about different burn types in dogs	10.1 Identify different types of burns
	10.2 Describe the process of treating one type of burn on a dog
11. Know how to communicate in an emergency and the contents of a canine first aid kit	11.1 Describe how to deal with a client's dog in an emergency including the information required to communicate to the veterinary surgeon
	11.2 Identify the basic contents of a canine first aid kit

Dog Grooming Health Checks on a Dog

Unit Reference	**Y/650/8241**
Level	**3**
Credit Value	**7**
Guided Learning (GL)	**50 hours**
Unit Summary	On completion of this unit, learners will gain the knowledge and skills to complete health checks on a dog during dog grooming.
Learning Outcomes (1 to 3) *The learner will*	**Assessment Criteria (1.1 to 3.8)** *The learner can*
1. Be able to complete dog grooming health checks	1.1 Demonstrate completing a full health check by assessing the appearance of a dog 1.2 Demonstrate identifying key anatomical points and appropriate movement of a dog
2. Know the process of monitoring and reporting on a dog's health status	2.1 Describe the required information and records to monitor and report on a dog's health status 2.2 Demonstrate the monitoring and recording of a dog's appearance and health status 2.3 Outline the importance of good communication with clients 2.4 Describe health and safety, animal welfare legislation in addition to organisational policies 2.5 Demonstrate the correct handling and restraint techniques and Personal Protective Equipment whilst grooming 2.6 Describe the visual and physical signs of stress and any contraindications 2.7 Explain how visual and physical signs of stress and contraindications can be minimised

	2.8 Outline the importance of handling and restraint equipment and methods when completing full dog health checks
	2.9 Identify the normal appearance of a dog's appearance including gums, teeth, nose, eyes, skin/coat, limbs, genital area, body condition
	2.10 Describe visual signs of good health according to appearance, posture, movement, behaviour, bodily function and social interaction
	2.11 Describe visual signs of poor health according to appearance, posture, movement, behaviour, bodily function and social interaction
	2.12 Explain the clinical signs and treatment of endoparasitic and ectoparasitic infections
	2.13 Explain how dogs being 'in season' can cause risks in the grooming room
3. Know how to recognise and promote dog's wellbeing	3.1 Outline the requirements of the salon to meet dog welfare
	3.2 Explain the promotion of health and welfare during dog grooming
	3.3 Describe the different 'preventative care' types used for dogs
	3.4 Describe possible emergency first aid situations and the correct procedures to follow if necessary
	3.5 Describe possible defects in breeds that could impact the dog's health when grooming
	3.6 Explain potential adjustments when grooming that could be put in place to account for possible defects in breeds
	3.7 Outline the body systems in a dog which maintain temperature control
	3.8 Demonstrate monitoring and regulating the natural temperature in dog's body systems

Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

Skills and Education Group Awards policy enables learners to avoid duplication of learning and assessment in a number of ways:

- Recognition of Prior Learning (RPL) – a method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
- Exemption - Exemption applies to any certificated achievement which is deemed to be of equivalent value to a unit within Skills and Education Group Awards qualification but which does not necessarily share the exact learning outcomes and assessment criteria. It is the assessor's responsibility, in conjunction with the Internal Moderator, to map this previous achievement against the assessment requirements of the Skills and Education Group Awards qualification to be achieved in order to determine its equivalence. Any queries about the relevance of any certificated evidence, should be referred in the first instance to your centre's internal moderator and then to Skills and Education Group Awards.
  It is important to note that there may be restrictions upon a learner's ability to claim exemption or credit transfer which will be dependent upon the currency of the unit/qualification and a learner's existing levels of skill or knowledge.
  Where past certification only provides evidence that could be considered for exemption of part of a unit, learners must be able to offer additional evidence of previous or recent learning to supplement their evidence of achievement.
- Credit Transfer – Skills and Education Group Awards may attach credit to a qualification, a unit or a component. Credit transfer is the process of using certificated credits achieved in one qualification and transferring that achievement as a valid contribution to the award of another qualification. Units/Components transferred must share the same learning outcomes and assessment criteria along with the same unit number. Assessors must ensure that they review and verify the evidence through sight of:
  - Original certificates OR
  - Copies of certificates that have been signed and dated by the internal moderator confirming the photocopy is a real copy and make these available for scrutiny by the External Moderator.
- Equivalencies – opportunities to count credits from the unit(s) from other qualifications or from unit(s) submitted by other recognised organisations towards the place of mandatory or optional unit(s) specified in the rule of combination. The unit must have the same credit value or greater than the unit(s) in question and be at the same level or higher.

Skills and Education Group Awards encourages its centres to recognise the previous achievements of learners through Recognition of Prior Learning (RPL), Exemption, Credit Transfer and Equivalencies. Prior achievements may have resulted from past or present employment, previous study or voluntary activities.

Centres should provide advice and guidance to the learner on what is appropriate evidence and present that evidence to the external moderator in the usual way.

Further guidance can be found in 'Delivering and Assessing Skills and Education Group Awards Qualifications**'** which can be downloaded from https://skillsandeducationgroupawards.co.uk/for-centres/

Certification

Learners will be certificated for all units and qualifications that are achieved and claimed.

Skills and Education Group Awards' policies and procedures are available on the website.

Exemptions

This qualification contains no exemptions. For further details see Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies.

Glossary of Terms

GL (Guided Learning)

GL is where the learner participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – 'Would I need to plan for a member of staff to be present to give guidance or supervision?'

GL is calculated at qualification level and not unit/component level.

Examples of Guided Learning include:

- Face-to-face meeting with a tutor
- Telephone conversation with a tutor
- Instant messaging with a tutor
- Taking part in a live webinar
- Classroom-based instruction
- Supervised work
- Taking part in a supervised or invigilated formative assessment
- The learner is being observed as part of a formative assessment.

TQT (Total Qualification Time)

'The number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.' The size of a qualification is determined by the TQT.

TQT is made up of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:

- Researching a topic and writing a report
- Watching an instructional online video at home/e-learning
- Watching a recorded webinar
- Compiling a portfolio in preparation for assessment
- Completing an unsupervised practical activity or work
- Rehearsing a presentation away from the classroom
- Practising skills unsupervised
- Requesting guidance via email – will not guarantee an immediate response.