



<b>Level:</b>	Intermediate Apprenticeship (Level 2)
<b>Typical Duration:</b>	15 Months
<b>Delivery Model:</b>	Work-based supported by Workshops
<b>Delivery Location:</b>	North West Only
<b>Start Date:</b>	September and January intake



## **Introduction to the Programme**

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This occupation is found in a wide range of pet animal care settings within the animal care sector. The dog groomer will work in a range of environments from departments within large retail pet stores/garden centres through to independent salons. They will work for day care providers, rescue centres and kennels. There are over 200 recognised Kennel Club dog breeds in addition to hundreds of mixed breeds. Increased popularity of crosses in recent years, combined with the wide range of coat types leads to significant variation in grooming requirements and increased customer demand. The dog groomer will have knowledge and experience of different dog breeds, coat type and health conditions. They will adapt to the needs of the individual dog, for example, life stage, presence of parasites, behaviour.

Typical job roles include: Assistant dog groomer, Assistant stylist, Dog Groomer, Dog grooming technician, spa assistant stylist



## **Duration**

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This apprenticeship will typically take 15 months to complete. The length may be altered if the apprentice has already gained knowledge and skills working in this sector.



## **Entry requirements**

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Minimum of 4 GCSEs at grade D/3 including maths and English OR a Vocational qualification Level 1, plus GCSE grade D/3 in both maths and English.

NB: English & maths Functional Skills Level 1 will be accepted as an alternative to GCSEs.



## **Costs**

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This programme costs £5000 - If the employer does not pay into the Levy, they will only pay 5% of the full price, with the remaining 95% being paid for by the Government. Costs will be dependent on several factors such as age of apprentice and size of employer. The cost may be altered if the apprentice has already gained knowledge and skills working in this sector. Please contact us for more information.



## **Delivery Location**

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The programme will be delivered at the Preston campus once a month.

College attendance will count towards the 20% off the job training requirement.

The employer is responsible to ensure practical training and support the apprentice to produce the portfolio of evidence. Visits to the workplace every 12 weeks to undertake formative practical assessment.



## **Core Knowledge, Skills & Behaviour gained**

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Throughout the programme, apprentices will work towards gaining the following knowledge, skills & behaviours:

# **Knowledge**

### **Have a knowledge of:**

- The 5 welfare needs of animals: a. its need for a suitable environment b. its need for a suitable diet (and water) c. its need to exhibit normal behaviour patterns d. any need to be housed with, or apart from, other animals in appropriate social groupings e. its need to be protected from fear, pain, suffering, injury and disease
- The legal responsibilities a dog groomer has for the welfare, handling, and management of dogs, for example under the Veterinary Surgeons Act and the Dangerous Dogs Act
- The responsibilities a dog groomer has in relation to health and safety at work under regulations such as the Control of Substances Hazardous to Health (COSHH), Manual Handling Operations Regulations, RIDDOR and the Health and Safety at Work Act
- Dog anatomy and physiology including variations within breeds, coat types, skull shapes and anatomical extremes
- Signs of good and poor health including those related to skin and coat conditions, parasites, disorders and zoonotic and non-zoonotic diseases and infections, and when abnormal health may require veterinary attention
- Behavioural change indicators, including signs of relaxation, fear, aggression and stress in dogs
- Requirements for planning a groom and factors that would influence any modifications
- Dog handling and manipulation techniques, equipment, and grooming processes relevant to the dog's temperament, life-stage, lifestyle, breed and age
- Dog grooming equipment and its use according to breed, coat type, age and anatomical features including brachycephalic
- Circumstances that could lead to a groom termination for example dog illness, dog behaviour, zoonotic infections and actions that should be taken
- Bathing routine including setting correct water temperatures, safe lifting, application and rinsing of grooming products



- Dog bathing and drying equipment and its use according to breed, coat type, age and anatomical features of the dog including brachycephalic
- Dog grooming products, including medicated products, their use, storage, and dilution rates
- Use of cleaning, disinfecting and sterilising products within the workspace and disposal of waste
- Coat trimming techniques, and the reasons for trimming or not trimming certain areas
- Nail formation and growth, nail trimming techniques, and actions to be taken if bleeding occurs
- Principles of holding and working areas and environmental requirements according to breed, size and age
- Principles of equipment storage and routine maintenance including reporting of equipment maintenance requirements
- Variety of workplaces and workplace structures within which dog groomers operate, and the range of stakeholders they may interact with
- Canine first aid
- Principles for sharing technical knowledge with peers such as newly appointed colleagues and volunteers
- Communication techniques and how to adapt these for different audiences including delivering difficult customer conversations and dealing with customer complaints
- The importance of gathering and reporting accurate and complete information relating to all aspects of the groom, including the health and temperament of the dog
- Methods for collecting, recording and relaying relevant information to other
- Payment processes for example cash, card, and electronic
- The importance of customer service, and personal performance, and the impact this has on business success
- The principles, communication skills, and behaviours of promoting and selling products, services, and treatments; the sales cycle and retail and trade legislation

## Skills

### Have the ability to:

- Develop a dog grooming plan to meet the individual requirements of the dog and owner
- Identify normal signs of good and bad health including poor skin condition and external parasites
- Identify when to report abnormal signs of health and advise the customer when abnormal health may require veterinary attention
- Recognise and adapt to behavioural change indicators and signs of relaxation, fear, aggression and stress in dogs
- Handle and move dogs, adapting own behaviour to meet the needs of the dog
- Identify and use relevant dog restraint equipment to move and handle the dog according to temperament, age, breed, and size, and in line with manual handling and lifting procedures
- Bathe a dog using procedures which account for breed, coat type and anatomical features, including selecting, preparing and using products according to coat type
- Store grooming and bathing products, including medicated shampoo, in accordance with COSHH regulations
- Dry a dog selecting and using equipment, methods, and products which account for coat type, breed, and anatomical features
- Handle the dog and use nail clippers and/or scissors to trim dog's nails.
- Select, handle, and use coat trimming equipment
- Identify factors that require the groom to be terminated early, such as illness, zoonotic infections, behaviour, stress
- Identify and escalate health and safety, and animal welfare concerns
- Maintain dog records



- Communicate with colleagues, customers, and stakeholders and use terminology suitable to audience
- Clean, maintain, store and sterilise products and equipment
- Clean and disinfect the work area and dispose of waste in accordance with COSHH regulations

## Behaviours

Have the required behaviours including:

- Takes ownership of work
- Welfare focussed to show respect and empathy for dogs in their care
- Puts safety first for themselves and others
- Team focussed and works effectively with others to meet work goals
- Respectful of others
- Committed to personal learning and development



## Occupational Duties

<b>1</b> Collaborate with customers.	<b>2</b> Assess dog for signs of abnormal health and behavioural/ stress indicators.
<b>3</b> Handle, restrain and move dogs in accordance with the needs of the dog.	<b>4</b> Select grooming products according to dog needs and workplace.
<b>5</b> Bathing dogs.	<b>6</b> Select equipment and apply drying techniques taking account of the coat type, breed, and the dogs' grooming plan.
<b>7</b> Assess nail length and use correct techniques to trim to optimum length.	<b>8</b> Carry out maintenance trims, safely using scissors and clippers.
<b>9</b> Recognise when to terminate a groom when it is in the welfare interest of the dog, groomer, other dogs and colleagues in the salon.	<b>10</b> Use correct manual handling techniques to transfer and move the dog to the holding area.
<b>11</b> Maintain cleanliness and biosecurity of the work environment, including the correct maintenance, storage and sterilisation of equipment.	<b>12</b> Transfer dog to client, update records, take payment, provide generic coat maintenance and product advice and feedback specific to the groom.
<b>13</b> Deal with customer enquiries.	<b>14</b> Maintain working relationships and communicate effectively with internal and external stakeholders.
<b>15</b> Respond to canine first aid situations and carry out appropriate actions.	<b>16</b> Support business objectives by achieving Key Performance Indicators, customer service targets and feed into continuous improvement.



## End Point Assessment

At a point where employer, tutor and apprentice feel is appropriate, apprentices will undertake an end point assessment, which is carried out by a separate approved organisation, independent from Myerscough College.



The end point assessment will contain 3 components:

- Observation with questions
- Interview underpinned by a portfolio of evidence
- Knowledge test

There will be 3 levels of achievement: Pass, Merit & Distinction

In the unlikely event of an apprentice needing to resit an End Point Assessment (or elements of the End Point Assessment), then the employer will be responsible for funding these additional costs.



## **How to apply**

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In order to start the enrolment process we need an **Online Application Form** to be completed & submitted. You can do this by contacting the Employer Services Team.

Telephone: 01995 642255, Email: [employerenquiries@myerscough.ac.uk](mailto:employerenquiries@myerscough.ac.uk)

Website: [www.myerscough.ac.uk](http://www.myerscough.ac.uk)