Qualification Specification:

OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management
- **Qualification No: 603/6715/5**

1. Specification Updates

Key changes have been listed below:

Section	Detail of change	Version and date of Issue
Specification	Qualification extended to 30 September 2030	2.0

2. Contents

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3. Introduction to Open College Network Northern Ireland (OCN NI)

The Open College Network Northern Ireland (OCN NI) is a UK recognised awarding organisation based in Northern Ireland. We are regulated by CCEA Regulation to develop and award regulated professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is also regulated by Ofqual to award qualifications in England.

OCN NI is also an educational charity that advances education by developing nationally recognised qualifications and recognising the achievements of learners. We work with centres such as Further Education Colleges, Private Training Organisations, Voluntary & Community Organisations, Schools, SME's and Public Sector bodies to provide learners with opportunities to progress into further learning and/or employment. OCN NI's Strategic Plan can be found on the OCN NI website www.ocnni.org.uk.

For further information on OCN NI qualifications or to contact us, you can visit our website at www.ocnni.org.uk. The website should provide you with details about our qualifications, courses, contact information, and any other relevant information you may need.

OCN NI Contact Details

Open College Network Northern Ireland
Sirius House
10 Heron Road
Belfast
BT3 9LE

Phone: 028 90 463990
Website: **www.ocnni.org.uk**
Email:info@ocnni.org.uk

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4. About this Specification

This specification details OCN NI's specific requirements for the delivery and assessment of the **OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management.**

This specification will provide guidelines for centres to ensure the effective and correct delivery of this qualification. OCN NI qualification specifications are based on research and engagement with the practitioner community to ensure they provide appropriate skills and knowledge for learners.

The qualification specification will detail the following aspects of the **OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management.**

- **Qualification Features**: this includes the key characteristics and features of this qualification, such as its intended audience, purpose, and credit value.

- **Centre Requirements:** this details the prerequisites and obligations that centres must fulfil to be eligible to deliver and assess this qualification. These includes guidelines on staff qualifications, resources, and required procedures.

- **Structure and Content:** this details the structure and content of the qualification including units, and any specific content that learners will be required to study.

- **Assessment Requirements:** this details assessment criteria and assessment methods for this qualification, ensuring that summative assessment approaches are clear.

- **Quality Assurance:** the quality and consistency of delivery and assessment of this qualification are of paramount importance to OCN NI. The mandatory quality assurance arrangements including processes for internal and external verification that all centres offering this qualification must adhere to are detailed.

- **Administration:** guidance on the administrative aspects of delivering this qualification, including registration, certification, and record-keeping.

- Reference to other handbooks and policies as appropriate to the qualification.

It is important to note that OCN NI will communicate any significant updates or changes to this specification in writing to our centres. Additionally, we will make these changes available on our official website at www.ocnni.org.uk.

To stay current, please refer to the online version of this specification as it is the most authoritative and up-to-date publication. Be aware that downloaded and printed copies may not reflect the latest revisions.

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4.1   Additional Support

OCN NI offers a comprehensive range of support services designed to assist centres in meeting the delivery and quality assurance requirements of OCN NI qualifications. These services include:

- **Learner Assessment Booklets**: These booklets are created to assist learners in demonstrating the fulfilment of assessment criteria and organising the quality assurance prerequisites for each individual unit.

- **Qualification Support Pack**: A support pack has been developed to support centres in the delivery of this qualification. The pack includes planning and assessment templates, guides to best practice, etc.

- **Professional Development for Educators**: OCN NI provides opportunities for professional development tailored to meet the various needs of practitioners and quality assurance staff. Centres can join our training sessions, available in both face-to-face and online formats, or explore a wealth of training materials by visiting www.ocnni.org.uk

- **OCN NI Subject Advisors**: Our team of subject advisors offers vital information and support to centres. They provide guidance on specification details, non-exam assessment advice, updates on resource developments, and various training opportunities. They actively engage with subject communities through an array of networks to facilitate the exchange of ideas and expertise, to support practitioners to provide quality education programs to learners.

All centres can access information, support and guidance to support the delivery and quality assurance of this qualification by contacting their designated Business Development Advisor or by contacting us on Contact Us | OCN NI

5. About this Qualification

5.1 Qualification Regulation Information

OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management

Qualification Number: 603/6715/5

Operational start date: 15 October 2020
Operational end date: 30 September 2030
Certification end date: 30 September 2033

The qualification's operational start and end dates define the regulated qualification's lifecycle. The operational end date is the final date for learner registration, while learners have until the certificate end date to complete the qualification and receive their certificates.

It is important to note that all OCN NI regulated qualifications are listed on the Register of Regulated Qualifications (RQF), which can be found at Ofqual Register. This register is maintained by Ofqual in England and CCEA Regulation in Northern Ireland. It contains information about qualifications that are regulated and accredited. It is a key resource for learners, employers, and educational institutions to verify the status and recognition of qualifications.

Centres must adhere to administrative guidelines diligently, with special attention to the fact that fees, registration, and certification end dates for the qualification may be subject to changes. It is a centre's responsibility to make itself aware of updates on any modifications to ensure compliance with the latest requirements. OCN NI provides centres with timely updates through various channels including website, newsletters and through this specification. Information on qualification fees can be found on the Centre Login section of the OCN NI website www.ocnni.org.uk .

5.2 Sector Subject Area

A subject sector area is a specific category used to classify academic and vocational qualifications. Subject sector areas are part of the educational and qualifications framework to organise and categorise qualifications. The sector subject for this qualification is:

3.3 Animal care and veterinary science

This qualification relates to the National Occupational Standards (NOS) for Animal Care and Welfare:

Dog Grooming NOS - URN - LANAnC38

5.3   Grading

Grading for this qualification is pass/fail.

5.4   Qualification's Aim and Objectives

Qualification's Aim

The OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management qualification has been developed in conjunction with the International Animal Care College and Smartpets Grooming School. The qualification will provide learners with an understanding of what is required when grooming different breeds of dogs, and the skills necessary to carry out dog grooming as well as animal welfare and salon management activities.

Qualification's Objectives

The objectives of the OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management are to enable learners to:

- understand animal welfare legislation and safe handling of dogs
- assess, plan and record grooming requirements
- prepare dogs for grooming and styling
- carry out styling and finishing of dogs
- understand the roles and responsibilities of a pet first aider
- manage a dog grooming salon

5.5   Target Learners

This qualification is for learners who wish to become professional dog groomers or for those who already groom dogs but do not currently hold a nationally recognised qualification. Learners should be at least 18 years of age.

5.6   Entry Requirements

There are no formal entry requirements, however learners must be at least 18 years old and are required to have a level of understanding to be able to carry out the necessary practical work at Level 3. This may come from working in the dog grooming industry.

5.7   Ensuring Health and Safety of Learners

The health and safety of learners is paramount. Every effort must be made by the centre and those involved in the delivery to ensure that learners operate in a safe and secure environment. Due to the nature of assessment activities it is a requirement that a trained First Aider is present on site.

Particular attention should be given to:

- ensuring all practical work is conducted in a properly equipped and maintained salon
- ensuring learners are briefed about health and safety procedures including how to identify hazards and report accidents/injuries/dangerous occurrences
- ensuring levels of supervision are agreed and implemented where appropriate
- clear accident reporting procedures
- ensuring tools and equipment, including drying cabinets and electric tables are in safe working order and learners are given proper instruction, training and protective clothing if required
- ensuring premises are covered by employer liability insurance

5.8   Progression

The OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management enables progression to further learning and employment opportunities in this area.

5.9   Delivery Language

This qualification is exclusively available in English. If there is a desire to offer this qualification in Welsh or Irish (Gaeilge), we encourage you to get in touch with OCN NI. They will assess the demand for such provisions and, if feasible, provide the qualification in the requested language as appropriate.

6. Centre Requirements for Delivering this Qualification

6.1 Centre Recognition

New and existing OCN NI recognised centres must apply for and be granted approval to deliver this qualification prior to the commencement of delivery.

6.2 Qualification Approval

Once a centre has successfully undergone the Centre Recognition process, it becomes eligible to apply for qualification approval. The centre's capability to meet and sustain the qualification criteria will be assessed. Throughout the qualification approval process, OCN NI will aim to ensure that:

- centres possess suitable physical resources (e.g., equipment, IT, learning materials, teaching rooms) to support qualification delivery and assessment
- centre staff involved in the assessment process have relevant expertise and/or occupational experience
- robust systems are in place for ensuring ongoing professional development for staff delivering the qualification
- centres have appropriate health and safety policies concerning learner equipment use
- qualification delivery by centres complies with current equality and diversity legislation and regulations
- as a part of the assessment process for this qualification it may be useful for learners to have access to a practical work setting

6.3 Centre Staffing

To offer this qualification centres are mandated to establish the following roles as a minimum, although a single staff member may serve in more than one capacity*:

- Centre contact
- Programme Co-ordinator
- Assessor
- Internal Verifier

*Note: An individual cannot serve as an Internal Verifier for their own assessments.

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6.4   Tutor Requirements

Tutors responsible for delivering this qualification are expected to possess a high degree of occupational competency. They should meet the following criteria:

- **Occupational Competency:** Tutors should be occupationally competent at a minimum of Level 3 in dog grooming and have the following:
  - Pet First Aid Instructors Certificate
  - Have a qualification at Level 3 or above in dog grooming and animal care/management
  - Level 3 Certificate in Education and Training (PTLLS) or equivalent and

  demonstrate a clear understanding of the subject matter, including up-to-date knowledge. This competence should enable them to effectively impart knowledge and practical skills to learners.

- **Qualifications:** Tutors should hold qualifications at a level that is at least one level higher than the qualification they are teaching. This ensures that they have the necessary academic foundation to provide in-depth guidance and support to learners.

- **Relevant Industry Experience:** In addition to academic qualifications, tutors must have a minimum of three years of relevant, hands-on experience.

These requirements collectively ensure that learners receive instruction from highly qualified and experienced instructors, thereby enhancing the quality and effectiveness of their educational experience.

6.5   Assessor Requirements

The assessment of this qualification takes place within the centre and is subjected to OCN NI's rigorous quality assurance procedures. The achievement of individual units is based on the criteria defined in each unit.

Assessors play a pivotal role in ensuring the validity and fairness of assessments. They are required to meet the following criteria:

- **Occupational Competency:** Assessors should possess a high degree of occupational competency at Level 3 or above in dog grooming. This expertise enables them to accurately evaluate and measure a learner's knowledge and skills. Additionally, they should hold qualifications at a level that is at least one level higher than the qualification they are assessing, ensuring their in-depth understanding of the subject matter.

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- **Relevant Industry Experience:** A minimum of three years of practical experience in the dog grooming industry is a prerequisite. This practical background is essential for assessors to effectively evaluate a learner's capabilities in real-world contexts.

- **Assessment Expertise:** Assessors should have direct or related experience in the field of assessment. This includes knowledge of best practices in designing, conducting, and grading assessments. Their expertise ensures that assessments are both fair and valid.

- **Assessors Qualification:** Assessors should hold or be currently undertaking a recognised assessor's qualification; or must have attended the OCN NI Assessment Training.

- **Comprehensive Assessment Oversight:** Assessors are responsible for evaluating all assessment tasks and activities comprehensively. They must thoroughly review and assess each element to ensure a fair and accurate representation of a learner's skills and knowledge.

These rigorous requirements uphold the quality and integrity of the qualification's assessment process, ensuring that learners receive a fair and reliable evaluation of their competencies.

6.6   Internal Verifier Requirements

The Internal Verifier plays a crucial role in the centre's internal quality assurance processes. The centre must designate a skilled and trained Internal Verifier who assumes the role of an internal quality monitor responsible for verifying the delivery and assessment of the qualifications.

The Internal Verifier for this qualification must meet the following criteria:
- **Relevant Industry Experience:** A minimum of three years of practical experience in dog grooming is a prerequisite. This practical background is essential for assessors to effectively evaluate a learner's capabilities in real-world contexts.
- **Internal Verification Expertise:** Internal Verifiers should have direct or related experience in the field of verification. This includes knowledge of best practices in designing, conducting, and grading assessments. Their expertise ensures that assessments are both fair and valid.
- **Internal Verifiers Qualification:** Internal Verifiers should hold or be currently undertaking a recognised Internal Verifier's qualification; or must have attended the OCN NI Internal Verification Training.
- **Thorough Evaluation of Assessment Tasks and Activities:** Internal verifiers are tasked with conducting in-depth reviews and assessments of all assessment tasks and activities. Their responsibility is to ensure a comprehensive and meticulous oversight of each element to guarantee a just and precise reflection of a learner's abilities and knowledge and to ensure that all assessment and quality assurance requirements are fulfilled.

7. Qualification Structure

7.1 Qualification Purpose

The OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management is a unitised qualification on a scale of pass or fail. Learners are expected to demonstrate a comprehensive understanding of the subject matter, ensuring a level of proficiency.

7.2 Qualification Level

In the context of the OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management it is essential to understand the significance of qualification levels, as they play a pivotal role in assessing the depth and complexity of knowledge and skills required for successful attainment. This qualification aligns with Level 3 which signifies a higher level of difficulty and intricacy. It's important to note that qualification levels in the educational framework range from Level 1 to Level 8, complemented by three 'entry' levels, namely Entry 1 to Entry 3.

7.3 Qualification Size

Total Qualification Time (TQT)

This represents the total amount of time a learner is expected to spend to complete the qualification successfully. It includes both guided learning hours (GLH) and independent study or additional learning time.

Guided Learning Hours (GLH)

These are the hours of guided instruction and teaching provided to learners. This may include classroom instruction, tutorials, or other forms of structured learning.

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Total Qualification Time (TQT):	450 hours
Total Credits Required:	45 credits
Guided Learning Hours (GLH):	315 hours

7.4 How to Achieve the Qualification

To achieve the OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management learners must complete all six units to achieve the qualification - 45 credits.

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8. Assessment Structure

This qualification is assessed through internal assessment and each unit is accompanied by specific assessment criteria that define the requirements for achievement.

8.1 Assessment Guidance: Portfolio

The portfolio for this qualification is designed to provide a comprehensive view of a learner's skills and knowledge. It is an holistic collection of evidence that may include a single piece of evidence that satisfies multiple assessment criteria. There is no requirement for learners to maintain separate evidence for each assessment criterion.

When learners are creating their portfolio they should refer to the assessment criteria to understand the evidence required.

It is essential that the evidence in the portfolio reflects the application of skills in real-world situations. Learners should ensure that they provide multiple examples or references whenever the assessment criteria require it.

8.2 Understanding the Units

The units outlined in this specification establish clear assessment expectations. They serve as a valuable guide for conducting assessments and ensuring quality assurance efficiently. Each unit within this specification follows a consistent structure. This section explains the operational framework of these units. It is imperative that all educators, assessors, Internal Verifiers, and other personnel overseeing the qualification review and familiarise themselves with this section to ensure a comprehensive understanding of how these units function.

- **Title:** The title will reflect the content of the unit and should be clear and concise.
- **Level:** A unit can have one of six RQF levels: Entry, One, Two, Three, Four or Five. All units within this qualification are level 3.
- **Credit Value:** This describes the number of credits ascribed to a unit. It identifies the number of credits a learner is awarded upon successful achievement of the unit. One credit is awarded for the learning outcomes which a learner, on average, might reasonably be expected to achieve in a notional 10 hours of learning.
- **Learning Outcome:** A coherent set of measurable achievements.
- **Assessment Criteria:** These enable a judgement to be made about whether or not, and how well, the students have achieved the learning outcomes.
- **Assessment Guidance and Methods:** These detail the different assessment methods within the unit that may be used.
- **Possible Content:** This provides indicative content to assist in teaching and learning.

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9. Qualification Summary by Unit

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Total Qualification Time (TQT) for this qualification: 450 hours
Guided Learning Hours (GLH) for this qualification: 315 hours

To achieve this qualification learners must successfully complete all six units - 45 credits.

Unit Reference Number	OCN NI Unit Code	Unit Title	Credit Value	GLH	Level
H/618/4877	CBF066	Animal Welfare, Legislation and Safe Handling	4	28	Three
K/618/4878	CBF067	Assessment, Planning and Recording of Grooming Requirements	8	56	Three
M/618/4879	CBF068	Bathing, Drying and Preparation for Finish Styling	6	42	Three
H/618/4880	CBF069	Finish Grooming, Styling and Handstripping of Dogs	18	126	Three
K/618/4881	CBF070	Managing a Dog Grooming Salon	6	42	Three
M/618/4882	CBF071	First Aid for Pet Care Professionals	3	21	Three

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10.Unit Content

Title	Animal Welfare, Legislation and Safe Handling
Level	Three
Credit Value	4
Guided Learning Hours (GLH)	28
OCN NI Unit Code	CBF066
Unit Reference No	H/618/4877

Unit purpose and aim(s): This unit will enable the learner to understand animal welfare legislation and to monitor and promote the welfare of dogs, including safe handling and restraint methods.

Learning Outcomes	Assessment Criteria
1. Understand animal welfare legislation and how it should be adhered to within the grooming salon.	1.1. Summarise animal welfare legislation including the Veterinary Surgeons Act and how these should be adhered to within the grooming salon. 1.2. Explain the five animal freedoms and how these should be accommodated within the grooming salon.
2. Be able to promote, monitor and record animal welfare within a boarding environment.	2.1. Demonstrate the promotion of animal welfare during a dog's boarding duration for at least six dogs to include monitoring and recording the following: a) correct size of kennel and holding area suitable for given dogs b) adjusting environment as required c) providing food and water d) ensuring a clean work environment
3. Understand the signs of stress in dogs and techniques used to minimise these.	3.1. Describe the signs of stress in dogs. 3.2. Illustrate techniques on how to minimise stress in dogs.
4. Be able to demonstrate the safe handling and correct use of dog restraints in order to promote confidence and co-operation throughout the grooming process.	4.1. Demonstrate the safe handling and correct use of dog restraints in order to promote confidence and co-operation throughout the grooming process including: a) neck strap b) belly strap c) difficult dog harness or hammock d) slip lead
5. Understand different breeds and their specialist handling requirements.	5.1. Describe at least three breeds which are chondrodyplastic including their specialist handling requirements. 5.2. Describe at least three breeds which are brachycephalic including their specialist handling requirements.
6. Understand different types of muzzles, signs of stress and the importance of monitoring animal welfare throughout the grooming process.	6.1. Summarise different types of muzzles. 6.2. Explain when a muzzle may be needed, associated signs of stress and the importance of monitoring animal welfare throughout the grooming process.

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Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
Oral examination	An assessor poses questions to the learner in spoken form. The learner has to answer the question in such a way as to demonstrate sufficient knowledge of the subject in order to pass the exam	Tutor notes / record Audio/video record Record of observation
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Assessment, Planning and Recording of Grooming Requirements
Level	Three
Credit Value	8
Guided Learning Hours (GLH)	56
OCN NI Unit Code	CBF067
Unit Reference No	K/618/4878

Unit purpose and aim(s): This unit will enable the learner to carry out assessments and create plans for the grooming requirements of dogs, ensuring health and well-being during the grooming process.

Learning Outcomes	Assessment Criteria
1. Understand the importance of maintaining accurate and up to date information for new clients.	1.1. Explain the importance of maintaining accurate and up to date information for new clients' dogs including the following: a) a record card b) shaving/stripping/consent forms c) temperament record traffic light system
2. Be able to assess, plan and record dog grooming requirements and adjust when necessary.	2.1. Demonstrate and record the assessment of grooming requirements for at least six different dogs including: a) health b) temperament c) coat condition 2.2. Create a grooming plan for at least six different dogs including: a) bathing and drying b) products to be used c) grooming, styling and techniques d) adjustments to grooming/special care due to breed/health conditions e) tools, restraints and Personal Protective Equipment (PPE) 2.3. Illustrate how to deal with the following scenarios which may arise during grooming assessment in line with company policy and best practice for animal welfare: a) a severely matted dog b) a dog which is showing signs of aggressive behaviour during assessment c) a pregnant dog d) a dog with parasitic infestation e) a dog with sarcoptic mange f) a bitch in season 2.4. Illustrate adjustments which may need to be made to the grooming plan identified in AC 2.2 including dogs: a) with a skin problem b) who become aggressive while brushing c) who become stressed while being dried d) with luxating patella/hip dysplasia

3. Understand signs, symptoms and appropriate adjustments to grooming if health problems are encountered.	3.1. Describe signs, symptoms and appropriate adjustments to grooming if the following health problems are encountered: a) ectoparasites b) endoparasites c) sarcoptic mange d) pyometra e) entropion/ectropion f) anal gland problems g) hernia h) lumps/warts

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
Oral examination	An assessor poses questions to the learner in spoken form. The learner has to answer the question in such a way as to demonstrate sufficient knowledge of the subject in order to pass the exam	Tutor notes / record Audio/video record Record of observation
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

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Title	Bathing, Drying and Preparation for Finish Styling
Level	Three
Credit Value	6
Guided Learning Hours (GLH)	42
OCN NI Unit Code	CBF068
Unit Reference No	M/618/4879

Unit purpose and aim(s): This unit will enable the learner to prepare dogs for grooming and styling, use tools safely and identify problems that may arise.

Learning Outcomes	Assessment Criteria
1. Be able to demonstrate the safe and correct use of tools and equipment when bathing, drying and preparing dogs.	1.1. Demonstrate the safe and correct use of the following when bathing, drying and preparing dogs: a) high velocity dryer b) stand dryer/cage dryer c) clippers and blades d) brushes/de-matting tools and combs
2. Be able to bathe, dry and prepare dogs' coats for finish grooming and styling.	2.1. Demonstrate bathing, drying and preparation of at least six dogs for finish grooming and styling including the following: a) rough clipping b) de-matting c) undercoat removal d) fluff drying e) hygiene trimming
3. Understand problems which may arise during grooming preparation and take appropriate action.	3.1. Summarise signs, prevention methods and action which should be taken for problems that may occur during grooming preparation including: a) heat stress b) brush burn c) clipper rash d) shampoo in a dog's eyes 3.2. Explain how to report and record problems and why it is important.
4. Be able to undertake ear and nail care appropriate to the breed and owners' requests.	4.1. Demonstrate ear cleaning and excess hair removal appropriate to the breed and owners' requests. 4.2. Demonstrate nail trimming/grinding appropriate to the breed and owners' requests.
5. Be able to identify the signs of ear and nail problems in dogs.	5.1. Explain the signs of the following ear problems in dogs: a) ear infection b) aural hematoma 5.2. Explain the action to be taken if a dog presents with nail problems including nails clipped too short.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
Oral examination	An assessor poses questions to the learner in spoken form. The learner has to answer the question in such a way as to demonstrate sufficient knowledge of the subject in order to pass the exam	Tutor notes / record Audio/video record Record of observation
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Finish Grooming, Styling and Hand Stripping of Dogs
Level	Three
Credit Value	18
Guided Learning Hours (GLH)	126
OCN NI Unit Code	CBF069
Unit Reference No	H/618/4880

Unit purpose and aim(s): This unit will enable the learner to carry out finish grooming, styling and hand stripping of dogs.

Learning Outcomes	Assessment Criteria
1. Be able to demonstrate the safe and correct use of tools and equipment for finish grooming, styling and hand stripping.	1.1. Demonstrate the safe and correct use of the following equipment for finish grooming, styling and hand stripping dogs: a) clippers b) blades c) attachment combs d) de-shedding tools e) hand stripping tools
2. Be able to carry out finish grooming, styling and hand stripping of dogs.	2.1. Demonstrate finish grooming, styling and handstrippinng of at least six dogs according to breed standards and owners' requests. 2.2. Demonstrate different head styles including: a) round b) eyebrows and beard or facefall c) clean head or face 2.3. Demonstrate different ear styles including: a) clean b) spaniel c) tips clipped 2.4. Demonstrate different body styles including: a) clip/shave off b) skirt or tuck up 2.5. Demonstrate different leg styles including: a) scissored b) furnishing c) clean 2.6. Demonstrate different feet styles including: a) round b) cat 2.7. Demonstrate different tail styles including: a) carrot b) feather c) plume

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3.	Be able to use appropriate techniques to handle and restrain dogs with different temperaments.	3.1.	Explain the importance of promoting the confidence and co-operation of a dog throughout the grooming process.
		3.2.	Evaluate and record a dog's character and behaviour, identifying signs of stress throughout the grooming process.
		3.3.	Demonstrate how to adjust handling techniques when necessary in accordance with a dog's temperament and breed.
		3.4.	Demonstrate effective handling and restraining techniques using appropriate equipment whilst carrying out finishing, styling and hand stripping.
4.	Understand the importance of maintaining a clean work environment, equipment and tools including the correct procedure for waste disposal.	4.1.	Demonstrate how to clean and maintain the following tools and equipment: a) blasters/dryers b) clippers c) clipper blades d) brushes/combs/hand stripping tools e) scissors
		4.2.	Demonstrate cleaning the work area after the grooming process.
		4.3.	Explain the importance of maintaining a clean work environment, tools and equipment between dog treatments.
		4.4.	Summarise how to safely dispose of waste in line with current legislation and company policies.
		4.5.	Demonstrate the safe disposal of waste throughout the grooming process.
5.	Understand problems which may arise during finish grooming and take appropriate action.	5.1.	Explain problems which may arise during finish grooming and the appropriate action to be taken.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
Oral examination	An assessor poses questions to the learner in spoken form. The learner has to answer the question in such a way as to demonstrate sufficient knowledge of the subject in order to pass the exam	Tutor notes / record Audio/video record Record of observation
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Managing a Dog Grooming Salon
Level	Three
Credit Value	6
Guided Learning Hours (GLH)	42
OCN NI Unit Code	CBF070
Unit Reference No	K/618/4881

Unit purpose and aim(s): This unit will enable the learner to understand current health and safety legislation, risk management and the operational policies for a dog grooming business.

Learning Outcomes	Assessment Criteria
1. Understand current dog grooming salon legislation.	1.1. Summarise key current legislation that applies to dog grooming salons including the following: a) Current Health & Safety Legislation b) Control of Substances Hazardous to Health (COSHH) c) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) d) Portable Appliance Testing (PAT) e) fire regulations f) first aid at work 1.2. Explain how own dog grooming salon complies with the legislation identified in AC 1.1.
2. Be able to develop key policies for own dog grooming salon.	2.1. Develop the following key policies for own dog grooming salon: a) death of a dog b) injury to a dog c) exclusions from grooming services d) customer complaints e) abandonment of a dog
3. Be able to carry out a risk assessment for own dog grooming salon and services.	3.1. Carry out and record a risk assessment for own dog grooming salon including: a) bathing area b) drying and grooming area 3.2. Carry out and record a risk assessment for own dog grooming services including: a) bathing b) high velocity blasting c) clipping nails d) clipping or scissoring a dog 3.3. Summarise the importance of using the correct Personal Protective Equipment (PPE) when carrying out dog grooming services.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
Oral examination	An assessor poses questions to the learner in spoken form. The learner has to answer the question in such a way as to demonstrate sufficient knowledge of the subject in order to pass the exam	Tutor notes / record Audio/video record Record of observation
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	First Aid for Pet Care Professionals
Level	Three
Credit Value	3
Guided Learning Hours (GLH)	21
OCN NI Unit Code	CBF071
Unit Reference No	M/618/4882

Unit purpose and aim(s): This unit will enable the learner to understand current legislation, including the roles and responsibilities of a pet first aider, the learner will also carry out pet first aid procedures.

Learning Outcomes	Assessment Criteria
1. Understand current legislation in relation to the role of a pet first aider.	1.1. Summarise current legislation in relation to the role of a pet first aider.
2. Understand the roles and responsibilities of a pet first aider.	2.1. Explain the roles and responsibilities of a pet first aider.
3. Understand the importance of carrying out a risk and scene assessment including how to minimise risk before performing pet first aid.	3.1. Explain the importance of carrying out a risk and scene assessment before performing pet first aid. 3.2. Explain pet first aider risks and how they may be minimised in each of the following situations: a) drowning b) electrocution c) road traffic accident d) vomiting e) bleeding
4. Understand safe handling, restraint and movement methods for injured pets.	4.1. Explain safe handling, restraint and movement methods for each of the following injuries on at least three different pets: a) suspected fractured neck/back b) head injury
5. Be able to apply the correct type of muzzles on pets.	5.1. Demonstrate how to apply the correct type of muzzle on the following pets: a) mesocephalic dog b) brachycephalic dog c) dolichocephalic dog d) cat 5.2. Demonstrate how to apply an emergency muzzle on a pet.
6. Be able to assess and demonstrate first aid procedures on a pet in a given emergency situation.	6.1. Assess a given emergency situation identifying the following: a) is it life threatening? b) does it require immediate attention? c) is it minor? 6.2. Demonstrate a primary assessment on an injured pet including: a) checking airway b) breathing c) bleeding d) circulation 6.3. Demonstrate the following first aid procedures on a pet: a) Heimlich manoeuvre b) Cardiopulmonary Cerebral Resuscitation (CPCR) c) bandaging

7. Understand common first aid conditions, associated signs and how they may be treated.	7.1. Summarise the signs of the following first aid conditions and how they may be treated: a) shock b) fits or convulsions c) burns d) suspected facture e) hypothermia f) haemorrhaging g) insect stings and bites h) poisonous substances i) burns j) bloating
8. Be able to identify items contained within a pet first aid kit and the function of each.	8.1. Explain the most important items contained in a pet first aid kit and the function of each.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

11. Quality Assurance of Centre Performance

11.1 Internal Assessment

When delivering and assessing this qualification, centres must align with stakeholders' expectations and address learners' needs by implementing a practical and applied programme. Centres have the flexibility to customise programmes to meet local requirements and establish connections with local employers and the broader vocational sector.

The Assessor should work with the Internal Verifier to ensure that the assessment is planned in line with OCN NI requirements. Assessment Plans must be developed and approved by the Internal Verifier prior to the delivery of the qualification.

All units within this qualification must undergo internal assessment. Learners must provide evidence that they have appropriately met all assessment criteria required for that grade.

The assessment format for all units involves a task conducted after the delivery of the unit's content, or part of it, if multiple tasks are used. Tasks may exhibit in various forms, encompassing practical and written types. Please refer to 'OCN NI's Assessment Definitions Guide' for additional details.

A task constitutes a distinct activity completed independently by learners, separated from teaching, practice, exploration, and other activities guided by tutors. Tasks are assigned to learners with a specified start date, completion date, and explicit requirements for the evidence to be produced. Some tasks may include observed practical components and require diverse forms of evidence.

A valid assignment will enable a clear and formal assessment outcome, which meets the requirements of the assessment criteria. Assessment decisions are based on the specific assessment criteria given in each unit and set at each grade level. The way in which individual units are written provides a balance of assessment of understanding, practical skills and vocational attributes appropriate to the purpose of qualifications.

It is the Assessor's role to ensure that learners are appropriately prepared for assessment, this begins from induction onwards. Assessors should ensure that learners understand how assessment tasks are used to determine the award of credit, the importance of meeting assessment timelines, and that all learners work must be independently created, where source documents are used this should be appropriately referenced, learners should be aware of what would constitute plagiarism and the possible consequences.

When conducting the assessment, Assessors must ensure they do not provide direct input, instructions or specific feedback which may compromise the authenticity of the work submitted.

Once the Assessor has authenticated the learners work, they must transparently demonstrate the rationale behind their assessment decisions. Once a learner completes all assigned tasks for a unit, the Assessor will allocate a grade for the unit. Refer to the 'Unit Grading Matrix' for additional information on the grading process.

Once the Assessor has completed the assessment process for the task, the assessment decision is recorded formally, and feedback is provided to the learner. The feedback should show the learner the outcome of the assessment decision, how it was determined or where the criteria has been met, it may indicate to the learner why achievement of the assessment criteria has not been met. It must be clear to the learner that this Assessment outcome is subject to verification.

For further information on assessment practice, please see the 'OCN NI Centre Handbook'. Assessment Training is also available and can be booked through the OCN NI Website.

11.2   Internal Verification

The role of the Internal Verifier is to ensure appropriate internal quality assurance processes are carried out. The Internal Verifier must oversee that assessments are conducted in accordance with relevant OCN NI policies, regulations, and this specification.

The Internal Verifier must ensure assessments are fair, reliable, and uniform, thereby providing a consistent standard for all learners.

Internal Verifiers are required to provide constructive feedback to Assessors, identifying areas of strength and those that may require improvement. This feedback contributes to the ongoing professional development of Assessors.

Contributing to the standardisation of assessment practices within the centre is an important function of this role. This entails aligning assessment methods, grading criteria, and decision-making processes to maintain fairness and equity.

Internal Verifiers will actively engage in the sampling and monitoring of assessments to ensure the consistency and accuracy of assessment decisions. This process helps identify trends, areas for improvement, and ensures the robustness of the overall assessment system.

For further information on internal verification practice, please see the 'OCN NI Centre Handbook'. Internal Verification Training is also available and can be booked through the OCN NI Website.

11.3   Documentation

For internal quality assurance processes to be effective, the internal assessment and internal verification team needs to keep effective records.

- The programme must have an assessment and internal verification plan. When producing a plan, they should consider:
  - the time required for training and standardisation activities
  - the time available to undertake teaching and carry out assessment,
  - consider when learners may complete assessments and when quality assurance will take place
  - the completion dates for different assessment tasks
  - the date by which the assignment needs to be internally verified
  - sampling strategies
  - how to manage the assessment and verification of learners' work so that they can be given formal decisions promptly
  - how resubmission opportunities can be scheduled

The following documents are available from OCN NI and document templates can be found in the Centre Login section of the OCN NI website www.ocnni.org.uk:

- A1 – Learner Assessment Record per Learner
- A2 – Assessment Decision Form per Learner
- learner authentication declarations
- Records of any reasonable adjustments applied for and the outcome – please see 'OCN NI's Reasonable Adjustments and Special Consideration Policy' for further information
- M1 Internal Verification Sample Record
- M2 Feedback to Assessor
- Records of any complaints or appeals

11.4   External Quality Assurance

All OCN NI recognised centres are subject to External Quality Assurance. External quality assurance activities will be conducted to confirm continued compliance with CCEA Regulation General Conditions of Recognition, OCN NI terms and conditions and the requirements outlined within this qualification specification.

The External Quality Assurance is assigned by OCN NI. The External Quality Assurer will review the delivery and assessment of this qualification. This will include, but is not limited to, the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the External Quality Assurance report and will help OCN NI determine the centre's risk.

The role of the External Quality Assurer serves as an external overseer of assessment quality, working to uphold consistency, compliance, and continuous improvement within the assessment process. Their role is crucial in ensuring that assessments are valid, reliable, fair, and aligned with the required standards and regulations.

For further information on OCN NI Centre Assessments Standards Scrutiny (CASS) Strategy, please see the OCN NI Centre Handbook.

11.5 Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and the application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering this qualification must carry out internal standardisation activities prior to the claim for certification.

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant Assessor and Internal Verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

12. Administration

12.1 Registration

A centre must register learners for this qualification within 20 days of commencement of the delivery of the programme.

For further information on learner registration please see the OCN NI Centre Handbook and the QuartzWeb Manual, available through the Centre Login section of the OCN NI website. Administration training is also available and can be booked through www.ocnni.org.uk.

12.2 Certification

Once all internal quality assurance activities have been successfully completed, the centre can claim certification for the learner(s).

Certificates will be issued to centres within 20 working days from completion of a satisfactory external quality assurance activity, if appropriate, alternatively from the submission of an accurate and complete marksheet.

It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

For further information on the uploading of results please see the QuartzWeb Manual for guidance, administration training is also available and can be booked through OCN NI

12.3 Charges

OCN NI publishes all up-to-date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

12.4 Equality, Fairness and Inclusion

OCN NI's are committed to ensuring all learners have an equal opportunity to access our qualifications and assessment, and that our qualifications are awarded in a way that is fair to every learner.

OCN NI is committed to making sure that:

- learners with a protected characteristic are not, when they are undertaking one of our qualifications, disadvantaged in comparison to learners who do not share that characteristic
- all learners achieve the recognition they deserve for undertaking a qualification and that this achievement can be compared fairly to the achievement of their peers

For information on reasonable adjustments and special considerations please see the OCN NI Centre Handbook and Reasonable Adjustments and Special Considerations Policy held in the back office of the OCN NI website.

12.5   Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

OCN NI Level 3 Diploma in Commercial Dog Grooming, Animal Welfare and Salon Management
Qualification Number: 603/6715/5

Operational start date: 15 October 2020
Operational end date: 30 September 2030
Certification end date: 30 September 2033

Open College Network Northern Ireland (OCN NI)
Sirius House
10 Heron Road
Belfast
BT3 9LE

Phone: 028 90 463990
Email: info@ocnni.org.uk
Web: **www.ocnni.org.uk**