

7863-032 – June 2021
 Synoptic exam – written paper
 Level 3 Diploma in Dog Grooming

Q1	State four of the animal needs and for each give one example of how this can be met in the grooming salon. (8 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for the named need (NB must include the keywords shown in bold below), 1 mark for each corresponding example, to a maximum of 8 marks:</p> <ul style="list-style-type: none"> • Need for suitable diet [1] - by ready access to fresh water and a diet to maintain full health and vigour (1) • Need for suitable environment (place to live) [1] – being accommodated with appropriate temperature [1], ventilation [1], light [1], shelter [1], a comfortable resting area [1] • Need to be protected from pain, suffering, injury or disease [1] - by prevention or rapid diagnosis and treatment [1] - by ensuring conditions and treatment which avoid mental suffering [1] • Need to exhibit normal behaviour [1] - by providing sufficient space, proper facilities and company of the animal's own kind [1] rest breaks for urination/defecation [1] • Need to be housed with or apart from other animals (if applicable) [1] - if dogs live together crate them together for company if they like this, or not if they don't. [1] 	<p>Accept any other suitable answers.</p> <p>Accept any two from protected from pain, suffering, injury or disease.</p>	8

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Q2	a: List three items in the grooming environment that are covered by COSHH. (3 marks) b: Describe the purpose of COSHH and how it is achieved. (3 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>a) 1 mark each for any of the following, to a maximum of 3 marks</p> <ul style="list-style-type: none"> • shampoo [1] • cleaning materials (salon and equipment) [1] • chemicals [1] • medicines [1] • fragrances [1] • dog spray [1] • dog hair [1] • clipper oil [1] • <u>infected</u> waste [1] <p>b) 1 mark available for the purpose and a maximum of 2 marks available for how this is achieved.</p> <ul style="list-style-type: none"> • To keep people safe [1] this is achieved by: • identifying the risks of each substance [1] • assessing the use of these substances [1] • how to use, [1] store [1] and dispose of [1] substances safely • Training of staff (1) • PPE (1) 	Accept any other suitable answers.	6

Q3	Explain the actions that can be taken to prevent the following two injuries occurring during the clipping process. a) Clipper rash. (3 marks) b) Electrocutation. (3 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark up to a maximum of 3 marks</p> <ul style="list-style-type: none"> - A) ensure the blades don't get too hot which may burn the skin [1] ensure the correct length blade is used for the coat type so that no graze occurs [1] don't over use in one area with the blade [1] carry blade maintenance (1) 	Do not accept first aid actions. Accept any other suitable answers.	6

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	<ul style="list-style-type: none"> • using a shorter blade around the 'waist' to accentuate the waistline and tuck up [1] • leave leg hair long (1) • give an artificial underline (1) 		
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Q6	<p>A dog becomes aggressive during the bathing process.</p> <p>To enable the bathing process to be completed, state three actions that could be taken to ensure safety of dog and groomer. (3 marks)</p>		
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QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Keep calm (1) • Use a muzzle (1) • Reassure the dog (1) • Remove all triggers (adjust the environment) (1) • Neck towel (1) • Happy hoodie (1) • Additional assistance (1) • Modify restraints (1) • PPE (1) 	Accept any other suitable answers.	3

Q7	<p>Describe where to find each of these anatomical points on a dog. (6 marks)</p> <ul style="list-style-type: none"> • Flews. • Croup. • Pastern. • Stop. • Point of rump. • Stifle. 		
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QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • Flews – the hanging part of the dog's upper lips / lips • Croup – sloping part of the <u>back/</u> in front of the tail (1) • Pastern – dogs wrist joint • Stop – depression in the skull between the eyes • Point of rump – ischium/furthest point of angulation • Stifle – knee joint 	Accept description of rump.	6

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Q8	State three changes in body language most commonly seen with aggression in a dog. (3 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • ears up/alert/assertive/ears pinned back (1) • tail up/rigid/shivering (1) • leaning over the other dog's back (1) • hackles up/withers stiff/front elevated (1) • on tip toes (1) • tail quivering (1) • showing teeth/staring/pushing / eyes widened (1) • rigid stance (1) • submissive body language (1) • half-moon eye (1) • watching (highly focused on the stimulus) (1) 	<p>Do not accept barking and growling</p> <p>Accept any other suitable answers.</p>	3

Q9	Other than flea and tick, name three external parasites that can be seen with the naked eye. (3 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Lice biting and sucking (1) • Harvest mite (1) • Cheylatella walking dandruff (1) 	<p>Accept any other suitable answer (not ringworm, mange)</p> <p>Accept ear mites.</p>	3

<p>Q10</p>	<p>a: State two symptoms of threadworm. (2 marks) b: Describe the transmission route of threadworm. (3 marks)</p>		
<p>QX</p>	<p>Acceptable answer(s)</p>	<p>Guidance</p>	<p>Max mks</p>
<p>QX</p>	<p>a) 1 mark each for any of the following, to a maximum of 2 marks: In most cases, symptoms consist of slight diarrhoea. [1] In more severe cases, symptoms can include:</p> <ul style="list-style-type: none"> • appetite loss [1] • weight loss [1] • dehydration [1] • weakness [1] • diarrhoea [1] • Itching of the anus [1] • Inflammation/skin irritation at the point where the threadworms entered the body (for newly infested dogs). [1] • cough/difficulty breathing (as the threadworms migrate through the lungs). [1] • Lethargic (1) <p>b) 1 mark each for any of the following, to a maximum of 3 marks: Transmission route</p> <ul style="list-style-type: none"> • (The dog threadworm, <i>Strongyloides stercoralis</i>) lays eggs inside the intestines of its host animal. [1] • When these eggs hatch, the larvae escape from the intestine through the animal's faeces. [1] • The larvae may not necessarily infect a new host/but if they do, they will do so by burrowing into the new host's skin. [1] • From there, they travel to the lungs [1] and out of the windpipe, [1] where they are swallowed and move to the digestive tract. [1] • Sometimes, in female dogs, threadworms infect the mammary organs. [1] A nursing mother can infect her puppies with threadworms through her milk. [1] Infestations are most common in hot, humid temperatures. [1] 	<p>Do not accept eating faeces.</p>	<p>5</p>

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Q11	Explain how the effects of Diabetes on a dog's body may affect the grooming process. (8 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark for how it affects the body up to 3 marks and another for how it will affect the groom up to 1 mark</p> <ul style="list-style-type: none"> • Excessive thirst [1] / increased access to water in the salon to prevent dehydration [1] • Excessive urination [1] / increased comfort breaks when in the salon to prevent accidents and promote comfort [1] • Changing blood sugar levels [1] / may need to offer food that has been brought in by the owner (in a labelled bag) or administer medication on instruction of owner in order to keep blood sugar levels stable and prevent hypo/hyperglycaemic shock • Lethargy [1] / more comfort breaks needed to give the dog a rest and prevent exhaustion [1] • Cataracts [1] / always reassure the dog if it can't see or use more restraints for comfort and reassurance as this can cause blindness which may make the dog worry [1] • Skin infections [1] / use appropriate shampoo type or use appropriate grooming tools to avoid skin irritation as a harsh shampoo could worsen soreness and irritation [1] 	Accept any other suitable answers.	8

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Q12	Explain two ways the groom can be modified for a dog showing signs of stress. (4 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	1 mark for each factor modified and 1 mark each for explanation why it is modified to a maximum of 4 marks <ul style="list-style-type: none">• reduce stimuli [1] such as noise, light and external factors which the dog is reacting to [1].• modify handling [1] try a different method [1] to make the dog more comfortable [1]• give a break [1] to allow the dog to calm down [1]• reduce handling [1] less is more [1] give space to dog and not crowding it [1]• use calming techniques [1] such as 'Tellington touch' [1] massage [1] use of pheromone sprays [1]• change equipment [1] e.g. change texture of table top to be no-slip [1]	Accept any other suitable answers.	4

Q13	Outline three main points of the Equality Act of 2010. (3 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following to a maximum of 3 marks.</p> <p><u>https://www.gov.uk/guidance/equality-act-2010-guidance</u> The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. [1]</p> <p>It is against the law to discriminate against anyone because of:</p> <ul style="list-style-type: none"> • age [1] • gender reassignment [1] • being married or in a civil partnership [1] • being pregnant or on maternity leave [1] • disability [1] • race including colour, nationality, ethnic or national origin [1] • religion or belief [1] • sex [1] • sexual orientation [1] <p>These are called 'protected characteristics'. [1]</p> <p>You're protected from discrimination:</p> <ul style="list-style-type: none"> • at work [1] • in education [1] • as a consumer [1] • when using public services [1] • when buying or renting property [1] • as a member or guest of a private club or association [1] <p>You're legally protected from discrimination by the Equality Act 2010.</p> <p>You're also protected from discrimination if:</p> <ul style="list-style-type: none"> • you're associated with someone who has a protected characteristic, for example a family member or friend [1] • you've complained about discrimination or supported someone else's claim [1] 		3

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Q14	a) State what a P60 is. (1 mark) b) List two pieces of information that must be contained within a P60. (2 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>a) Your P60 is the end of year certificate that shows the tax you've paid on your salary in the tax year (6 April to 5 April) (1)</p> <p>b) Details included (any two to a maximum of two marks) :</p> <ul style="list-style-type: none"> • Payroll number • Employee's name [1] and address [1] • Employer's name [1] and address [1] • Your tax code • National insurance number • Details of earnings (this job) • Details of tax paid • Statutory payments (e.g. maternity pay) • Student loan deductions • Previous employment pay • Total pay for the year 		3

Q15	Explain why a client disclaimer should be completed before removing a matted coat. (2 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, to a maximum of 2 marks</p> <p>to manage expectations of customers [1] and to have a record of the customer's permission to remove it [1] as it has an unknown outcome [1] to make sure the customer is aware of potential skin conditions [1] and other unseen conditions [1] haematomas [1] prevents legal action (1) and promotes good business practices (1).</p>	Accept any other suitable answers.	2

Q16	a: List four different requirements of the General Data Protection Regulations. (4 marks) b: Give four examples of how the General Data Protection Regulations can be put into practise within the grooming business. (4 marks)		
QX	Acceptable answer(s)	Guidance	Max mks
QX	<p>a) 1 mark each for any of the following, to a maximum of 4 marks</p> <ul style="list-style-type: none"> • Processed lawfully/fairly/ transparently. • Collected only for specific legitimate purposes. • Adequate/relevant and limited to what is necessary. • Accurate (and, where necessary), /kept up to date. • Stored only as long as is necessary. • Processed in a manner that ensures appropriate security. • The accountability principle /you to take responsibility for what you do with personal data/how you comply with the other principles. • You must have appropriate measures and records in place (to be able to demonstrate your compliance) <p>b)1 mark for each example to a maximum of 4 marks</p> <ul style="list-style-type: none"> • grooming cards only include relevant information (1) • information only kept for own use unless otherwise stated (1) • only kept for the amount of time needed (1) • only collected for grooming cannot be used for other business and only for the grooming that the dog has been brought in for (1) • only kept whilst the customer is current destroyed in appropriate way (1) • stored within locked cupboard/computer password (1) • protect with anti-virus (1) • not allowed to be on general view to other customers (1) • no sale of details (1) • Display GDPR terms (1) 	<p>Accept any other suitable answers.</p> <p>Do not allocate marks for the same example of data security and disposal of waste.</p> <p>Must be salon specific.</p>	8

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<p>Q17</p>	<p>A new customer, who has not owned a dog before, brings in a border terrier puppy requiring its first pet trim. You will need to provide a complete service from receiving the dog to returning to the customer, including an on-going grooming programme.</p> <p>Discuss, with justifications, how to approach the task in order to achieve animal welfare, health and safety and customer satisfaction. (12 marks)</p>		
<p>QX</p>	<p>Acceptable answer(s)</p>	<p>Guidance</p>	<p>Max mks</p>
<p>QX</p>	<p>Indicative content: (key points underlined)</p> <p><u>Receiving</u> Greet customer appropriately Positive first impression Positive body language and eye contact Be knowledgeable</p> <p>Listen and question Health and safety re young dog and unknown behaviour in groom situation Appropriate communication for the customer Completing signed paperwork Managing client expectations AWB 5 animal needs</p> <p><u>approach</u> completing information signature assessment of coat, what if matted? assessment of customer's needs, is it realistic? how to come to agreed trim plan what trim could you do and why appropriate documentation available for detailed explanation of both trimming situations including alternative options</p> <p><u>perform</u> clipping / handstripping (with justification of choice) scissoring shaping different for each coat are available details needed</p> <p><u>returning to customer</u> new appointment planning grooming regime support payment regular grooming scheduled appointments demonstration of brushing juvenile coat change puppy trim to adult trim</p>		<p>12</p>

<p>Band 1: 1 - 4 marks A basic discussion which is largely descriptive giving minimal or no justification for the choices made. The range of key points provided in the scenario have not been considered in any detail and suggestions made may not suit the dog or situation. There is little or no correct use of specialist terminology. There is little evidence of understanding the topics. To access the higher marks in the band, the response will show a limited understanding of the considerations for a new customer and puppy receiving its first groom and planning an on-going grooming programme.</p> <p>Band 2: 5 - 8 marks A clear discussion which shows an understanding of the topic and why they are doing things. All key points are covered with at least one showing some detail and linked to the scenario provided. There is some use of specialist terminology, although this may not always be used appropriately. Suggestions made are appropriate to the scenario and choices are supported with some relevant justification. To access the higher marks in the band, most of the key points are covered with some detail and linked to the scenario provided. More detailed justifications are provided and will include justification for suitable communication for the new customer and the on-going grooming programme.</p> <p>Band 3: 9 - 12 marks A detailed discussion which shows breadth and depth of understanding of the topics giving reasoning for actions. All key points are discussed and the impacts of the choices made are fully supported with sound justification. Specialist terminology is used appropriately and correctly. To access the higher marks in the band, a full understanding of all key points in the scenario is shown through a comprehensive discussion with thorough justifications. Information given is relevant.</p>	<p>Candidates must mention clipping and stripping.</p>
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