

7863-032 – November 2023
Level 3 Diploma in Dog Grooming
Synoptic exam – written paper

Q1	List the five animal needs from the Animal Welfare Act 2006.		[5 marks]
QX	Acceptable answer(s)	Guidance	Max marks
QX	<p>1 mark each for the named need (NB must include the keywords shown in bold below), to a maximum of 5 marks:</p> <ul style="list-style-type: none"> • Need for suitable diet [1] • Need for suitable environment (place to live) [1] • Need to be protected from pain, suffering, injury or disease [1] • Need to exhibit normal behaviour [1] • Need to be housed with or apart from other animals [1] 	<p>Do not accept freedom or free from without the words in bold</p> <p>Accept any two from protected from pain, suffering, injury, or disease.</p>	5

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Q2	<p>An employer is responsible for providing a risk assessment to their employees.</p> <p>Give five other responsibilities an employer has to an employee under the Health and Safety at Work Act 1974. [5 marks]</p>		
QX	Acceptable answer(s)	Guidance	Max marks
QX	<p>1 mark each for any of the following, to a maximum of 5 marks:</p> <ul style="list-style-type: none"> • Communicate risks [1] • Consult with staff on protecting everyone from harm in the workplace [1] • (Free of charge) (health and safety) training [1] • (Free of charge) provide personal protective equipment/PPE [1] • Replace damaged PPE (1) • Ensure that PPE is fit for purpose [1] • Provide toilets (1) • Washing facilities (1) • Drinking water [1] • Provide adequate first-aid facilities [1] • Report major injuries/fatalities at work/RIDDOR [1] • Report minor injuries, diseases, and dangerous incidents to employees [1] • Have employers' liability insurance [1] • Provide a COSHH assessment (1) • Provide a safe workplace (1) • Prevent slips/trips/falls (1) • Ventilation (1) 	<p>Accept any other suitable answer</p> <p>Award maximum of one mark for example of PPE (eg gloves, masks, ear defenders etc if candidates listed more than one example then only mark would be awarded.</p>	5

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Q3	<p>A Samoyed has arrived for a bath and groom with a prescription shampoo.</p> <p>Explain three suitable items of personal protective equipment (PPE) under the current legislation to be used for this task. (6 marks)</p>		
QX	Acceptable answer(s)	Guidance	Max marks
QX	<p>1 mark each for any of the following, to a maximum of 6 marks (1 mark per statement up to maximum of 3 marks and 1 mark per explanation up to maximum of 3 marks):</p> <ul style="list-style-type: none"> • Goggles to protect eyes (1) from hair/dander entering the eye (1) • Masks to cover nose/mouth (1) to prevent inhalation of hair/dander (1) • Beekeepers hat to cover nose/mouth and eyes (1) to prevent inhalation/protecting the eyes from hair/dander (1) • Ear defenders to cover the ears (1) to minimise hearing loss/protect hearing (1) • Gloves to cover the hands (1) to protect skin (1) • Aprons to cover clothing (1) to prevent cross contamination (1) • Water proof clothing to cover clothing (1) to prevent clothes from getting wet/protect (1) • Non slip shoes to prevent accidents (1) to minimise risks from slips/trips/falls (1) 	<p>Accept suitable justifications for any PPE that maybe used in the salon for any task carried out with in the grooming salon.</p>	6

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Q4	Explain two ways in which a risk assessment can help to maintain health and safety in the workplace. [4 marks]		
QX	Acceptable answer(s)	Guidance	Max marks
QX	2 marks each explanation, to a maximum of 4 marks (1 mark per statement up to a maximum of 2 marks and 1 mark per explanation up to a maximum of 2 marks): <ul style="list-style-type: none">• To identify hazards (within the grooming salon) (1) to determine the required actions to remove/ minimise the hazards [1]• To assess the level of risks [1] to decide the likely hood of accident/injuries occurring [1]• Check whether the control measures already place are adequate [1] to prevent accidents or injuries [1]• Prioritise further actions if control measures are found to be necessary [1] to reduce the risk of any accidents/ injuries [1]• To record/communicate findings [1] for a safer working environment [1]	Accept marks in context	4

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Q5	List two different breeds for each of the following finished breed standard head styles. a) Split padded eyebrows [2 marks] b) Centre fall eyebrow [2 marks] c) Clean head [2 marks]		
	[6 marks]		
QX	Acceptable answer(s)	Guidance	Max marks
QX	<p>1 mark each for any of the following, to a maximum of 2 marks:</p> <p>a)</p> <ul style="list-style-type: none"> • Border Terrier [1] • Welsh Terrier [1] • Norwich Terrier [1] • Norfolk terrier [1] • Airedale Terrier [1] • (Wired haired) Dachshund [1] • Irish Terrier [1] • (Wire) fox Terrier [1] <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <p>b)</p> <ul style="list-style-type: none"> • Kerry Blue Terrier [1] • Lakeland Terrier [1] • Wheaten Terrier [1] • Cesky Terrier [1] • Bouvier des Flandres [1] • Sealyham Terrier [1] • Russian Black Terrier [1] <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <p>c)</p> <ul style="list-style-type: none"> • English Setter [1] • Irish Setter [1] • Springer spaniel [1] • Cavalier King Charles [1] • (English) Cocker spaniel [1] • American Cocker spaniel (1) • Sussex spaniel (1) • Clumber spaniel (1) • Field spaniel (1) 	Accept any other suitable answers. Do not award marks for generic breeds eg spaniel	6

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Q6	Describe three considerations that should be given while grooming a diabetic dog in regards to the health and welfare. [3 marks]		
QX	Acceptable answer(s)	Guidance	Max marks
QX	1 mark each for any of the following, to a maximum of 3 marks: <ul style="list-style-type: none">• Provide additional water [1]• Provide additional rest breaks [1]• Provide additional toilet breaks [1]• Monitor stress levels [1]• Monitor for overheating [1]• Instructions from owner if dog becomes hypoglycaemic [1]• Emergency diabetic protocol [1]• Honey available to rub on gums [1]• Avoid giving treats without owner's consent [1]• Food provided by owner (1)	Accept any other suitable answers. Do not accept answers without additional or extra	3

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Q7	Give four types of foot styles. [4 marks]		
QX	Acceptable answer(s)	Guidance	Max marks
QX	1 mark each for any of the following, to a maximum of 4 marks: <ul style="list-style-type: none">• Round (1)• Teddy (1)• Natural (1)• Cat/dome (1)• Clean (1)• Hare (1)• Bevelled foot (1)	Any other suitable answer Accept description to describe a foot type	

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Q8	Summarise three handling and restraint techniques or equipment suitable for a giant breed. [3 marks]		
QX	Acceptable answer(s)	Guidance	Max marks
QX	1 mark each for any of the following, to a maximum of 3 marks: <ul style="list-style-type: none">• Paired lifting to minimise injuries to the handler [1]• Lower table to allow the dog to step onto the table [1]• Uses of a ramp to avoid lifting the dog [1]• Groom on the floor because of space restriction [1]• Adjust H frame on grooming table to restrain the dog safely [1]• Use of an assistant for additional support [1]• Strong restraints used for extra security [1]	Accept any other suitable answers.	3

Q9 From **Figure 1**, name the **five** points of a dog's paw labelled A-E. [5 marks]



Figure 1

QX	Acceptable answer(s)	Guidance	Max marks
QX	<p>1 mark each for any of the following, to a maximum of 5 marks:</p> <ul style="list-style-type: none"> A. Claw/nail [1] B. Digital pad [1] C. Metacarpal pad [1] D. Carpel/stopper pad [1] E. Dew claw [1] 		5

Q10	a. Describe the condition Addison’s disease [2 marks] b. Identify four visual signs of a dog with Addison’s disease [4 marks] c. Explain why stress must be kept to a minimum with Addison’s disease [2 marks]			[8 marks]
QX	Acceptable answer(s)	Guidance	Max marks	
QX	<p>1 mark for each description to a maximum of 2 marks:</p> <p>a.</p> <ul style="list-style-type: none"> • When the immune system mistakenly causes an attack on/condition that affects the adrenal gland (1) • Stops/reduces the production of hormones/cortisol/aldosterone (1) <p>1 mark each for any of the following, to a maximum of 4 marks:</p> <p>b.</p> <ul style="list-style-type: none"> • Lethargy [1] • Reduced appetite [1] • Depression [1] • Weight loss [1] • Vomiting [1] • Diarrhoea [1] • Blood in stools [1] • Alopecia [1] • Polydipsia [1] • Polyuria [1] • Slow pulse [1] • Hyperpigmentation of the skin [1] • Trembling/shaking (1) <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <p>c.</p> <ul style="list-style-type: none"> • To avoid Addison’s crisis/shock/crash (1) because the dog is unable to produce steroids (in response to stress) [1] 	Accept Addison’s crash	8	

Q11	State four signs of Demodex mites on a dog. [4 marks]		
QX	Acceptable answer(s)	Guidance	Max marks
QX	<p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Dry, scaly wrinkly skin [1] • Alopecia/hair loss on the torso [1] • Hair loss on paws (1) • Bald patches around the eyes (1) • Red crusty skin/lesion [1] • Rashes of the skin [1] • Greasy/oily skin, coat [1] • Pus filled spots [1] • Itching [1] • Foul odour (if infected) [1] • Inflammation of the skin [1] • Swelling paws [1] • Face or head rubbing [1] • Dark thicken skin (1) 	Accept any other suitable answers	4

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Q12	Describe five biosecurity measures when dealing with a suspected zoonotic disease in the grooming environment. (5 marks)		
QX	Acceptable answer(s)	Guidance	Max marks
QX	1 mark each for any of the following, to a maximum of 5 marks: <ul style="list-style-type: none">• Isolate the dog from other dogs and people (1)• Wear PPE when dealing with organic/inorganic matter (1)• Wear PPE when moving/handling the dog (1)• Sterilisation of grooming tools before using on other dogs (1)• Disinfect all areas where the dog has been present (1)• High temperature wash for all towels/ beddings (1)• Sterilisation of restraint equipment before using them on other dogs (1)• Change of clothes after handling the dog (1)• Disposal of waste (1)• Call the owner to collect the dog (1)	Accept any other suitable answers. Accept examples of organic and inorganic materials Accept clinical waste	5

Q13	List four signs of atypical behaviour in dogs. (4 marks)		
QX	Acceptable answer(s)	Guidance	Max marks
QX	<p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Excessive barking [1] • Excessive panting [1] • Excessive licking [1] • Excessive drooling [1] • Pacing [1] • Destructive behaviours [1] • Idiopathic aggression [1] • Increased drinking [1] • Increased defecating [1] • Increased urinating [1] • Fighting [1] • Submission [1] • Coprophagia [1] • Pica (eating non-edible objects) [1] 	<p>Accept any other suitable answers.</p> <p>Accept examples of stereotypical behaviours eg shadow chasing, phantom fly catching</p>	4

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Q14	Explain three ways that conflict can be avoided with a client who has arrived too late for their allocated appointment. (6 marks)		
QX	Acceptable answer(s)	Guidance	Max marks
QX	<p>1 mark each for any of the following to a maximum of 6 marks. (1 mark per statement to a maximum of 3 marks and 1 mark per explanation to a maximum of 3 marks):</p> <ul style="list-style-type: none"> • Talk calmly/quietly to the client [1] explaining why you are now unable to carry out the groom [1] • Offer them the next available appointment [1] to bring a positive outcome for the client [1] • Take the client to one side [1] to avoid impacting on other clients [1] • Avoid interrupting customers while talking [1] to reduce tension or frustration [1] • Listen [1] to allow clients to share their story [1] • Acknowledge key concerns [1] and repeat back to show that you have listened and understood [1] • Show empathy [1] to show the client that you care about the problem [1] • State the facts [1] so the client is clear as to why you are unable to groom the dog [1] • Remain firm, fair, and friendly at all times [1] so the client does not try to intimidate you [1] • Clarify reason why customer is late (1) maybe due to unforeseen circumstances (1) 		6

Q15	<p>Client records are an example of records kept within the grooming salon.</p> <p>a. List four other types of records kept within the grooming salon. [4 marks]</p> <p>b. State two ways of storing client records to comply with the Data Protection Act 2018. (2 marks)</p> <p style="text-align: right;">(6 marks)</p>		
QX	Acceptable answer(s)	Guidance	Max marks
QX	<p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Dog records [1] • Client disclaimers [1] • Human accident book [1] • Animal accident book [1] • Employee personal records [1] • Income [1] • Expenditure [1] • Health and safety records (1) • Salon insurance documents [1] • Risk assessments [1] • Policies and procedures [1] • COSHH data sheet [1] • staffing training/records [1] • PAT testing [1] • Vaccination records [1] • Appointment records (1) • Groom records (1) <p>1 mark for each example to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • only kept for the amount of time needed [1] • stored within locked cupboard (1) • computer password protected (1) • protect with anti-virus [1] • handled in a way that ensures appropriate security [1] • Including protection against unlawful or unauthorised processing [1] • Restricted access [1] 	<p>Any other suitable answers.</p> <p>Do not accept answers with specified time frame.</p> <p>Do not accept answers referring to disposal of records eg shredding.</p>	6

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Q16	List four of the protected characteristics under the Equality Act 2010. (4 marks)		
QX	Acceptable answer(s)	Guidance	Max marks
QX	1 mark each for any of the following, to a maximum of 4 marks: <ul style="list-style-type: none">• Age (1)• Disability (1)• gender reassignment (1)• marriage or civil partnership (1)• pregnancy and maternity (1)• race (1)• religion or belief (1)• sex (1)• sexual orientation (1)	Accept any other suitable answers.	4

<p>Q17</p>	<p>A new customer arrives with their three-year-old, apricot toy poodle for a full groom. The customer has requested a restyle into a lamb trim.</p> <p>You are required to provide a complete service from receiving the dog to returning to the customer taking into consideration the restyle.</p> <p>Discuss with justifications, how to approach the task in order to achieve animal welfare, health and safety, full styling process and customer satisfaction. (12 marks)</p>		
<p>QX</p>	<p>Acceptable answer(s)</p>	<p>Guidance</p>	<p>Max marks</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 Listen and question Health and safety Behaviour in groom situation Appropriate communication for the customer Completing signed paperwork Managing client expectations AWA (5 animal needs)</p> <p><u>Approach & client consultation</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 length of lamb trim could you do and why Appropriate documentation Available for detailed explanation of styling</p> <p><u>Perform</u> Preparation of the coat (bathing/drying) Clipping (with justification of blade choice) Scissoring Shaping/style Justification of product use</p> <p><u>Returning to customer</u> New appointment planning Grooming regime Support Payment Regular grooming scheduled appointments</p>	<p>Legislations that can be include:</p> <ul style="list-style-type: none"> • Animal welfare act 2006 (5 animal needs) • The Personal Protective Equipment at Work Regulations 1992 • Data Protection Act 2018 (GDPR) • Provision and Use of Work Equipment Regulations 1998 (PUWER) • Health and Safety at work Act 1974 • Manual Handling Operations Regulations 1992 • Control of substance hazardous to health regulation 2002 • The Electricity at Work Regulations 1989 <p>Blades to consider: Body – 3f#, 4f#, 5f# or 7F# with the growth Face – 10# or 15# against the grain Feet –10#, 15# or 30# against the grain Must include a clean face and feet Justify tail style</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 dogs restyle 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. Most 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>The candidate must show a good understanding of the style and shape of the lamb trim to move out of band 1</p>
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