

Level 2

Dog Groomer

ST0943

End-Point Assessment Specification

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Contents

Introduction.....	3
Overview of the Dog Groomer Apprenticeship	3
Gateway Requirements.....	3
End-Point Assessment Methods	4
Observation with Questions.....	4
Interview Underpinned by a Portfolio	5
Knowledge Test	5
Overall Grading.....	6
Re-sits and Re-takes	7
Certification.....	7
Appendix A: KSBs Mapped to Assessment Methods	8
Appendix B: Grading Descriptors	13

Controlled by:	Created/Updated:	Version:
EPAO	06/10/2023	v1.0

Introduction

End-point assessment (EPA) is an important part of the apprenticeship. Taken at the end of the apprenticeship programme, the EPA demonstrates that an apprentice has all of the knowledge, skills and behaviours required to carry out their role on a day-to-day basis. The assessments must be completed by an approved independent end-point assessment organisation such as VetSkill.

This specification document provides a summary of the Dog Groomer end-point assessment. A full range of support materials are available for users of VetSkill's EPA service.

Overview of the Dog Groomer Apprenticeship

This occupation is found in a wide range of pet animal care settings within the animal care sector. The dog groomer will work in a range of environments from departments within large retail pet stores/ garden centres through to independent salons. They will work for day care providers, rescue centres and kennels. The dog groomer will have knowledge and experience of different dog breeds, coat type and health conditions. They will adapt to the needs of the individual dog, for example, life stage, presence of parasites, behaviour.

The broad purpose of the occupation is to complete an end to end maintenance groom on a range of dog breeds and coat types. Grooms include assessing the health, bathing, drying, brushing and trimming a diverse range of dogs. Nail trimming will also be carried out. A dog groomer will have responsibility for meeting the dog's welfare needs during grooming and will understand canine behaviour. The dog groomer will provide customer service from the point of drop off through to collection.

Gateway Requirements

Gateway is the point at which the employer, training provider and apprentice agree that the on-programme stage of the apprenticeship is complete and that the requirements to take the end-point assessment have been met.

Controlled by:	Created/Updated:	Version:
EPAO	06/10/2023	v1.0

To pass through Gateway and take the EPA the apprentice must produce evidence that they have:

- completed a minimum of 12 months of training
- evidence of a minimum of 6 hours per week off-the-job training
- completed a portfolio typically containing 10 pieces of evidence
- confirmation that the apprentice is consistently working at, or above, the level set out in the Apprenticeship Standard
- achieved Level 1 English and mathematics

End-Point Assessment Methods

The EPA will span one day for the Observation with Questions and Interview Underpinned by Portfolio and will usually be conducted at the apprentice’s normal work location. The Knowledge Test is taken separately under exam conditions. The three assessment elements can be completed in any order.

Observation with Questions

Duration	2.5 hours to complete two practical tasks and 30 minutes for questions (+10%)
Location	Apprentice’s workplace
Grade	Graded Fail / Pass / Merit/ Distinction

The apprentice will be observed whilst completing a practical assessment as part of their normal duties in the workplace, through naturally occurring evidence. They will be expected to demonstrate the knowledge, skills and behaviours (KSBs) they have learned through completion of the apprenticeship process, in accordance with the Standard. The following activities must be observed during the observation:

- communication with stakeholders, for example customers and or colleagues
- health checking of the dog prior to undertaking any grooming activities, including the apprentice giving a verbal commentary of their findings to the independent assessor either during or immediately after conducting the health check
- handling, restraining and moving the dog
- the dog groom must include:
 - bathing

Controlled by:	Created/Updated:	Version:
EPAO	06/10/2023	v1.0

- drying
- trimming or clipping hair
- nail clipping

Questions must be asked at the end of the observation period. The purpose of the questioning is to check the understanding of the knowledge, skills and behaviours applied during the observation.

Interview Underpinned by a Portfolio

Duration	45 minutes (plus 10%)
Location	Any suitable location (normally employer's premises)
Grade	Fail / Pass / Distinction

A structured interview between the apprentice and independent assessor, consisting of a minimum of ten questions, the interview is underpinned by the apprentice's portfolio of evidence. The portfolio itself is not assessed nor graded during the Interview.

The interview provides opportunity for the apprentice to synoptically demonstrate core and specific Knowledge, Skills and Behaviours. The interview will also test the currency, validity and coverage of the evidence presented within their portfolio.

The interview is conducted under controlled conditions and has been designed to take place in the apprentice's normal workplace; in a suitable location where the apprentice will not be interrupted or distracted.

Knowledge Test

Duration	60 minutes (plus 10%)
Location	Any suitable location as per VetSkill's Remote Invigilation Policy
Grade	Fail / Pass / Distinction

The knowledge test is a controlled assessment which consists of a 30 multiple-choice questions. Each question will have four options of which only one of those options will be correct. Each question is worth one mark. Any incorrect or missing answers will be assigned a zero mark.

The apprentice must take the knowledge test in a suitably controlled environment that is a quiet space and free from distractions and influence. Access to reference books or materials is not allowed. The knowledge test is normally taken online and remotely invigilated.

The following grade boundaries apply to the Knowledge test:

Grade	Minimum mark	Maximum mark
Fail	0	19
Pass	20	26
Distinction	27	30

Overall Grading

This apprenticeship includes Fail, Pass, Merit and Distinction grades. To achieve a Pass grade apprentices will competently perform their role, demonstrating application of the Knowledge, Skills and Behaviours against the whole Standard. A final grade will be awarded in line with the criteria in the table below.

Assessment method 1 – Observation with questions	Assessment method 2 – Interview underpinned by a portfolio of evidence	Assessment method 3 – Knowledge test	Overall grading
Any grade	Any grade	Fail	Fail
Any grade	Fail	Any grade	Fail
Fail	Any grade	Any grade	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Pass	Distinction	Distinction	Pass

Merit	Pass	Pass	Merit
Merit	Distinction	Pass	Merit
Merit	Pass	Distinction	Merit
Merit	Distinction	Distinction	Merit
Distinction	Pass	Pass	Merit
Distinction	Distinction	Pass	Distinction
Distinction	Pass	Distinction	Distinction
Distinction	Distinction	Distinction	Distinction

Re-sits and Re-takes

Where an apprentice fails one or more assessment methods, a re-sit(s)/re-take(s) may be allowed, provided it is within the EPA period of six months from Gateway, in accordance with the assessment plan.

Re-sits/re-takes outside of this six-month period would require all elements of the EPA to be undertaken again. Each individual case will be jointly discussed between the employer and VetSkill and any action, if agreed, will be at the discretion of the employer. Re-sits are not permitted as a means for improving a grade, e.g. from a Pass to a Distinction. Where a re-sit/re-take is agreed, the grading will be limited to a Pass unless there are exceptional circumstances as confirmed by VetSkill. A re-take is where the apprentice requires further learning/training, whereas a re-sit does not; apprentices who require a re-take should have a support plan agreed to prepare them for this.

Certification

VetSkill will apply for the Apprenticeship Certificate within 20 working days of providing the overall result for the apprentice's End-point Assessment. The ESFA will issue and send the Apprenticeship Certificate to the apprentice's employer by recorded delivery; **this can take up to 20 further days from application by VetSkill.**

Appendix A: KSBs Mapped to Assessment Methods

Knowledge, Skills and Behaviours to be assessed by each assessment method

Assessment method
Observation with questions
Interview informed by a portfolio
Knowledge Test

Mapping of knowledge, skills and behaviours (KSBs)	ASSESSMENT METHODS
CORE KNOWLEDGE	
<p>K1: The 5 welfare needs of animals: a. its need for a suitable environment b. its need for a suitable diet (and water) c. its need to exhibit normal behaviour patterns d. any need to be housed with, or apart from, other animals in appropriate social groupings e. its need to be protected from fear, pain, suffering, injury and disease</p>	Knowledge test
<p>K2: The legal responsibilities a dog groomer has for the welfare, handling, and management of dogs, for example under the Veterinary Surgeons Act and the Dangerous Dogs Act</p>	Knowledge test
<p>K3: The responsibilities a dog groomer has in relation to health and safety at work under regulations such as the Control of Substances Hazardous to Health (COSHH), Manual Handling Operations Regulations, RIDDOR and the Health and Safety at Work Act</p>	Knowledge test
<p>K4: Dog anatomy and physiology including variations within breeds, coat types, skull shapes and anatomical extremes</p>	Knowledge test
<p>K5: Signs of good and poor health including those related to skin and coat conditions, parasites, disorders and zoonotic and non-zoonotic diseases and infections, and when abnormal health may require veterinary attention</p>	Interview underpinned by a portfolio

K6: Behavioural change indicators, including signs of relaxation, fear, aggression and stress in dogs	Observation with questions
K7: Requirements for planning a groom and factors that would influence any modifications	Observation with questions
K8: Dog handling and manipulation techniques, equipment, and grooming processes relevant to the dog's temperament, life-stage, lifestyle, breed and age	Observation with questions
K9: Dog grooming equipment and it's use according to breed, coat type, age and anatomical features including brachycephalic	Interview underpinned by a portfolio
K10: Circumstances that could lead to a groom termination for example dog illness, dog behaviour, zoonotic infections and actions that should be taken	Interview underpinned by a portfolio
K11: Bathing routine including setting correct water temperatures, safe lifting, application and rinsing of grooming product	Observation with questions
K12: Dog bathing and drying equipment and it's use according to breed, coat type, age and anatomical features of the dog including brachycephalic	Observation with questions
K13: Dog grooming products, including medicated products, their use, storage, and dilution rates	Observation with questions
K14: Use of cleaning, disinfecting and sterilising products within the workspace and disposal of waste	Observation with questions
K15: Coat trimming techniques, and the reasons for trimming or not trimming certain areas	Observation with questions
K16: Nail formation and growth, nail trimming techniques, and actions to be taken if bleeding occurs	Observation with questions
K17: Principles of holding and working areas and environmental requirements according to breed, size and age	Interview underpinned by a portfolio

K18: Principles of equipment storage and routine maintenance including reporting of equipment maintenance requirements	Interview underpinned by a portfolio
K19: Variety of workplaces and workplace structures within which dog groomers operate, and the range of stakeholders they may interact with	Knowledge test
K20: Canine first aid	Interview underpinned by a portfolio
K21: Principles for sharing technical knowledge with peers such as newly appointed colleagues and volunteers	Interview underpinned by a portfolio
K22: Communication techniques and how to adapt these for different audiences including delivering difficult customer conversations and dealing with customer complaints	Interview underpinned by a portfolio
K23: The importance of gathering and reporting accurate and complete information relating to all aspects of the groom, including the health and temperament of the dog	Observation with questions
K24: Methods for collecting, recording and relaying relevant information to others	Observation with questions
K25: Payment processes for example cash, card, and electronic	Knowledge test
K26: The importance of customer service, and personal performance, and the impact this has on business success	Interview underpinned by a portfolio
K27: The principles, communication skills, and behaviours of promoting and selling products, services, and treatments; the sales cycle and retail and trade legislation	Interview underpinned by a portfolio
CORE SKILLS	ASSESSMENT METHODS
S1: Develop a dog grooming plan to meet the individual requirements of the dog and owner	Observation with questions
S2: Carry out a dog grooming plan to meet the individual requirements of the dog and modify as required throughout the groom	Observation with questions

S3: Identify normal signs of good and bad health including poor skin condition and external parasites	Observation with questions
S4: Identify when to report abnormal signs of health and advise the customer when abnormal health may require veterinary attention	Interview underpinned by a portfolio
S5: Recognise and adapt to behavioural change indicators and signs of relaxation, fear, aggression and stress in dogs	Interview underpinned by a portfolio
S6: Handle and move dogs, adapting own behaviour to meet the needs of the dog	Observation with questions
S7: Identify and use relevant dog restraint equipment to move and handle the dog according to temperament, age, breed, and size, and in line with manual handling and lifting procedures	Observation with questions
S8: Bathe a dog using procedures which account for breed, coat type and anatomical features, including selecting, preparing and using products according to coat type	Observation with questions
S9: Store grooming and bathing products, including medicated shampoo, in accordance with COSHH regulations	Observation with questions
S10: Dry a dog selecting and using equipment, methods and products which account for coat type, breed, and anatomical features	Observation with questions
S11: Handle the dog and use nail clippers and/or scissors to trim dog's nails.	Observation with questions
S12: Select, handle, and use coat trimming equipment	Observation with questions
S13: Identify factors that require the groom to be terminated early, such as illness, zoonotic infections, behaviour, stress	Interview underpinned by a portfolio
S14: Identify and escalate health and safety, and animal welfare concerns	Interview underpinned by a portfolio
S15: Maintain dog records	Observation with questions

S16: Communicate with colleagues, customers, and stakeholders and use terminology suitable to audience	Observation with questions
S17: Clean, maintain, store and sterilise products and equipment	Observation with questions
S18: Clean and disinfect the work area and dispose of waste in accordance with COSHH regulations	Observation with questions
BEHAVIOURS	ASSESSMENT METHODS
B1: Takes ownership of work	Observation with questions
B2: Welfare focussed to show respect and empathy for dogs in their care	Observation with questions
B3: Puts safety first for themselves and others	Interview underpinned by a portfolio
B4: Team focussed and works effectively with others to meet work goals	Interview underpinned by a portfolio
B5: Respectful of others	Observation with questions
B6: Committed to personal learning and development	Interview underpinned by a portfolio

Appendix B: Grading Descriptors

End-point Assessment Method 1: Observation with Questions

KSBs	PASS	MERIT/DISTINCTION
	<p><i>In order to achieve a pass, apprentices must demonstrate all of the pass descriptors</i></p>	<p><i>In order to achieve a MERIT, apprentices must demonstrate all the pass descriptors and a minimum of 4 out of 7 of the distinction descriptors.</i></p> <p><i>In order to achieve a DISTINCTION, apprentices must demonstrate all the pass descriptors and all of the distinction descriptors</i></p>
<p>Animal Welfare K6 S3, S6 B2</p>	<p>Completes pre-grooming health check, identifying signs of good and or poor health including those related to skin and coat conditions, parasites, disorders and zoonotic and non-zoonotic diseases and infections, and explains when abnormal health may require veterinary attention (S3)</p> <p>Handles and moves the dog with respect and empathy. Adapts their own behaviour according to the behaviours displayed by the dog, and to meet the welfare needs of the dog (K6, S6, B2)</p>	<p>Outlines factors which may influence dog behaviour during the grooming experience and explains how they prevent undesirable dog behaviours from escalating (K6, S6)</p>
<p>Bathing Procedures K11, K12, K13 S8, S10</p>	<p>Baths and rinses a dog to achieve a clean coat in line with requirements for the dog's breed, coat type and anatomical features, ensuring correct water temperature is used and moves the dog safely into and out of the bathing area.</p> <p>Selects, prepares, uses and stores dog grooming products including medicated products in line with manufacturer's instructions (K11, K13, S8)</p>	<p>Baths and rinses the dog using a methodical process. For example, starts at the head, moves along the body and finishes with working down the legs (K11, S8)</p>

Bathing Procedures cont.	Dries a dog safely to achieve a knot free coat by selecting and using dog grooming products, equipment and methods which account for coat type, breed, age and anatomical features (K12, S10,)	Dries the dog using a methodical process which starts at the head, moves along the body and finishes with working down the legs. (S10)
Grooming Procedures K7, K8, K15, K16 S1, S2, S7, S11, S12 B1	Plans a dog groom that meets the needs of both the dog and owner. (K7, S1) Selects, handles and uses coat trimming equipment to complete a neat and tidy maintenance trim (to include the use of a clipper and blade for hygiene areas, scissors to tidy feet and scissors or thinners to tidy furnishings as required by the grooming plan), including taking ownership of their work to modify their plan if required and their technique and behaviour according to the dog’s temperament, size, breed, age, temperament, and to minimise stress to the dog. (K15, S2, S12, B1) Identifies and uses appropriate dog restraint equipment to move and handle the dog according to the dog’s temperament, age, breed, and size, and in line with manual handling. (K8, S7) Handles the dog and uses nail clippers and/or scissors to trim a dog’s nails. Explains the action to take if bleeding occurred. (K16, S11)	Develops a dog grooming plan which gives the customer a choice of outcome, outlining the benefits and consideration of each option. (K7, S1) Demonstrates the application of a range of trimming techniques, to a neat and tidy standard (including the use of a clipper and blades or comb attachments and scissors) and selects and uses a range of equipment appropriate to the area of the dog being trimmed to achieve a full clip off in accordance with the requirements of the grooming plan and taking account of the breed. (K15, S2, S12) Clips each individual nail to ensure a uniform finish, in line with the grooming plan. (K16, S11)
Health and Safety	Cleans, sterilises and disinfects work area and equipment, disposes of waste and uses products in accordance with COSHH regulations. Stores and maintains grooming, bathing and	

Controlled by:	Created/Updated:	Version:
EPAO	06/10/2023	v1.1

K14 S9, S17, S18	cleaning products including medicated shampoo in accordance with COSHH regulations (K14, S9, S17, S18)	
Communication and Record Keeping K23, K24 S15, S16 B5	Communicates respectfully with colleagues and or customers to maintain accurate dog records, using occupationally relevant terminology which is suitable to the audience. (K23, K24, S15, S16, B5)	Uses varied communication methods, for example written, electronic, verbal in person and on the telephone to communicate effectively with others. (K23, S16, B5)
Fail: apprentices will fail where they do not meet all the pass criteria		

End-point Assessment Method 2: Interview Underpinned by a Portfolio

KSBs	PASS	DISTINCTION
Animal Welfare K5, K10, K17, K20 S4, S5, S13, S14	In order to achieve a pass, apprentices must demonstrate all of the pass descriptors Identifies poor health in a dog, outlining factors that would lead to termination of the groom and escalation of their welfare concerns. (K5, K10, S4, S13, S14) Recognises behavioural change indicators and explains actions they have taken to adapt to signs of relaxation, fear, aggression and stress in dogs. (S5) Explains when first aid for a dog maybe required and how to administer it. (K20) Explains the principles of, and how to ensure holding and working areas meet the needs of the dog and activity performed. (K17)	In order to achieve a distinction, apprentices must demonstrate all the pass descriptors and all of the distinction descriptors Explains the impact of grooming a dog in poor health, and the impact of not escalating welfare concerns. (K5, K10, S4, S13, S14) Explains the impact of dog behavioural changes and the importance of taking action to prevent behaviours escalating. (S5) Explains the impact of inadequate holding and working areas for the dog. (K17)

Health & Safety K18 B3	<p>Describes the correct storage and routine maintenance of a range of equipment, explaining how to report equipment in need of maintenance. (K18)</p> <p>Describes how they ensure a safe working environment and gives an example of how they have Identified and mitigated risks to themselves and others. (B3)</p>	<p>Explains the impact poor equipment maintenance and storage could have on a dog, the groomer and the quality of their work. (K18)</p>
Grooming Procedures K9	<p>Describes examples of selecting dog grooming equipment and products appropriately for use according to breed, coat type, age, and anatomical features including brachycephalic. (K9)</p>	<p>Explains the impact on the dog and the groom of selecting and using inappropriate grooming equipment or products. (K9)</p>
Communication K21, K22	<p>Describes the principles for and benefits of sharing technical knowledge with peers such as newly appointed colleagues and volunteers. (K21)</p> <p>Explains different communication techniques and how to adapt these for different audiences including delivering difficult customer conversations and dealing with customer complaints. (K22)</p>	
Professionalism K26, K27 B4, B6	<p>Outlines effective customer service and personal performance within the dog grooming role and explains the impact this has on business success. (K26)</p> <p>Describes the sales cycle, how to promote and sell products, services, and treatments and outlines retail and trade legislation relevant to the business. (K27)</p> <p>Outlines how they work with others to achieve team goals. Outlines their individual contribution. (B4)</p> <p>Describes how they keep up to date with regulation/industry best practice and how they record their commitment to personal learning and development. (B6)</p>	<p>Explains why promoting sales and additional treatments to enhance the customer experience is important and analyse how good customer service and personal performance can impact business success. (K26, K27)</p>
Fail: apprentices will fail where they do not meet all the pass criteria		

End-point Assessment Method 3: Knowledge Test

KSBs	Grading		
Animal welfare K1 K2	Test mark will determine whether apprentice achieved fail, pass, or distinction		
Health & Safety K3	Grading boundaries		
Canine anatomy K4	The following grade boundaries apply to the multiple-choice test:		
Professional knowledge K19 K25	Grade	Minimum mark	Maximum mark
	Fail	0	19
	Pass	20	26
	Distinction	27	30

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