State **four** of the animal needs and **for each** give **one** example of how this can be met in the grooming salon. (8 marks)

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
<th>Max mks</th>
</tr>
</thead>
<tbody>
<tr>
<td>QX</td>
<td>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:</td>
<td>Accept any other suitable answers. Accept any <strong>two</strong> from protected from pain, suffering, injury or disease.</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>• Need for <strong>suitable diet</strong> [1] - by ready access to fresh water and a diet to maintain full health and vigour [1]</td>
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<tr>
<td></td>
<td>• Need for <strong>suitable environment</strong> (place to live) [1] – being accommodated with appropriate temperature [1], ventilation [1], light [1], shelter [1], a comfortable resting area [1]</td>
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<tr>
<td></td>
<td>• Need to be <strong>protected from pain, suffering, injury or disease</strong> [1] - by prevention or rapid diagnosis and treatment [1] - by ensuring conditions and treatment which avoid mental suffering [1]</td>
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<td></td>
<td>• Need to <strong>exhibit normal behaviour</strong> [1] - by providing sufficient space, proper facilities and company of the animal's own kind [1] rest breaks for urination/defecation [1]</td>
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<td></td>
<td>• Need to be <strong>housed with or apart from other animals</strong> (if applicable) [1] - if dogs live together crate them together for company if they like this, or not if they don't. [1]</td>
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</table>
## 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)

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>QX</td>
<td>a) 1 mark each for any of the following, to a maximum of 3 marks</td>
<td>Accept any other suitable answers.</td>
</tr>
<tr>
<td></td>
<td>• shampoo [1]</td>
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<td></td>
<td>• cleaning materials (salon and equipment) [1]</td>
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<td></td>
<td>• chemicals [1]</td>
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<td></td>
<td>• medicines [1]</td>
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<td></td>
<td>• fragrances [1]</td>
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<tr>
<td></td>
<td>• dog spray [1]</td>
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<tr>
<td></td>
<td>• dog hair [1]</td>
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<tr>
<td></td>
<td>• clipper oil [1]</td>
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<td></td>
<td>• infected waste [1]</td>
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<tr>
<td></td>
<td>b) 1 mark available for the purpose and a maximum of 2 marks available for how this is achieved.</td>
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<tr>
<td></td>
<td>• To keep people safe [1] this is achieved by:</td>
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<td></td>
<td>• identifying the risks of each substance [1]</td>
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<td></td>
<td>• assessing the use of these substances [1]</td>
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<td></td>
<td>• Training of staff (1)</td>
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<td></td>
<td>• PPE (1)</td>
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</tbody>
</table>

## 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:** Electrocution. (3 marks)

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>QX</td>
<td>1 mark up to a maximum of 3 marks</td>
<td>Do not accept first aid actions.</td>
</tr>
<tr>
<td></td>
<td>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)</td>
<td>Accept any other suitable answers.</td>
</tr>
</tbody>
</table>
1 mark up to a maximum of 3 marks
- B) ensure groomer’s hands and dog’s coat dry before use [1] if wet clipping only use cordless clippers [1] ensuring no broken wires [1] and regularly PAT test clippers
- Prevent chewing of the wires (1) Not mixing electric and water (1)

Q4 a: Describe what is meant by the term handstripping. (2 marks)
b: State two benefits of handstripping. (2 marks)
c: Name three breeds from the gundog group commonly associated with handstripping. (3 marks)

QX Acceptable answer(s) Guidance Max mks
QX a) 1 mark each for any of the following, to a maximum of 2 marks: the removal of dead coat [1] by hand / without power tools [1]
b) 1 mark each for any of the following, to a maximum of 2 marks:
  • colour [1]
  • texture [1]
  • waterproof [1]
  • breed profile [1]
c) 1 mark each for any of the following, to a maximum of 3 marks:
  • Italian Spinone [1]
  • English cocker spaniel [1]
  • American cocker [1],
  • Wire haired Vizila [1]
  • Setters [1]
Accept any other suitable answers.

Q5 When grooming an overweight, clipped wire fox terrier, describe three trim modifications that could be performed to minimise the appearance of the extra weight. (3 marks)

QX Acceptable answer(s) Guidance Max mks
QX 1 mark each for any of the following, to a maximum of 3 marks:
  • skimming the skirt from the widest rib [1]
  • blending the body to skirt [1]
  • using a longer blade on sides trimming tight [1]
  • remove the underline [1]
  • clipper work on front and rear to be tighter [1]

7863 Level 3 Diploma in Dog Grooming
- 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)

Q6  A dog becomes aggressive during the bathing process.

To enable the bathing process to be completed, state three actions that could be taken to ensure safety of dog and groomer. (3 marks)

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
<th>Max mks</th>
</tr>
</thead>
</table>
| QX | 1 mark each for any of the following, to a maximum of 3 marks:  
- 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  Describe where to find each of these anatomical points on a dog. (6 marks)

- Flews.
- Croup.
- Pastern.
- Stop.
- Point of rump.
- Stifle.

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
<th>Max mks</th>
</tr>
</thead>
</table>
| QX | 1 mark each for any of the following, to a maximum of 6 marks:  
- Flews – the hanging part of the dog’s upper lips / lips  
- Croup – slopping part of the back / 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 |
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 | **1 mark each for any of the following, to a maximum of 3 marks:**  
- 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)  
| Do not accept barking and growling  
Accept any other suitable answers. | 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 | **1 mark each for any of the following, to a maximum of 3 marks:**  
- Lice biting and sucking (1)  
- Harvest mite (1)  
- Cheylatella walking dandruff (1)  
| Accept any other suitable answer (not ringworm, mange)  
Accept ear mites. | 3
a: State two symptoms of threadworm. (2 marks)
b: Describe the transmission route of threadworm. (3 marks)

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
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<th>Max mks</th>
</tr>
</thead>
</table>
| QX | 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:
   • 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)
   Do not accept eating faeces.

   b) 1 mark each for any of the following, to a maximum of 3 marks:
   Transmission route
   • (The dog threadworm, Strongyloides stercoralis) 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] |
Q11  Explain how the effects of Diabetes on a dog's body may affect the grooming process.  
(8 marks)

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
<th>Max mks</th>
</tr>
</thead>
</table>
| QX | 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  
  • 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 |
Q12 Explain **two** ways the groom can be modified for a dog showing signs of stress. (4 marks)

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
<th>Max mks</th>
</tr>
</thead>
<tbody>
<tr>
<td>QX</td>
<td>1 mark for each factor modified and 1 mark each for explanation why it is modified to a maximum of 4 marks</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- 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]
- 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)

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
<th>Max mks</th>
</tr>
</thead>
<tbody>
<tr>
<td>QX</td>
<td>1 mark each for any of the following to a maximum of 3 marks.</td>
<td></td>
<td>3</td>
</tr>
</tbody>
</table>

[https://www.gov.uk/guidance/equality-act-2010-guidance](https://www.gov.uk/guidance/equality-act-2010-guidance)

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. [1]

It is against the law to discriminate against anyone because of:
- 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]

These are called ‘protected characteristics’. [1]

You're protected from discrimination:
- 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]

You're legally protected from discrimination by the Equality Act 2010.

You're also protected from discrimination if:
- 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]
Q14 | a) State what a P60 is. (1 mark)  
    b) List two pieces of information that **must** be contained within a P60. (2 marks)  

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
<th>Max mks</th>
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</thead>
</table>
| QX | 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)  
    b) Details included (any **two** to a maximum of **two** marks):  
        • 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)  

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
<th>Max mks</th>
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</thead>
</table>
| QX | **1 mark each for any of the following, to a maximum of 2 marks**  
    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). | 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)

<table>
<thead>
<tr>
<th>QX</th>
<th>Acceptable answer(s)</th>
<th>Guidance</th>
<th>Max mks</th>
</tr>
</thead>
<tbody>
<tr>
<td>QX</td>
<td>a) 1 mark each for any of the following, to a maximum of 4 marks</td>
<td>Accept any other suitable answers.</td>
<td>8</td>
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<tr>
<td></td>
<td>• Processed lawfully/fairly/ transparently.</td>
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<td>• Collected only for specific legitimate purposes.</td>
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<td>• Adequate/relevant and limited to what is necessary.</td>
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<td>• Accurate (and, where necessary), /kept up to date.</td>
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<td>• Stored only as long as is necessary.</td>
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<td></td>
<td>• Processed in a manner that ensures appropriate security.</td>
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<td>• The accountability principle /you to take responsibility for what you do with personal data/how you comply with the other principles.</td>
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<td></td>
<td>• You must have appropriate measures and records in place (to be able to demonstrate your compliance)</td>
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<tr>
<td>QX</td>
<td>b) 1 mark for each example to a maximum of 4 marks</td>
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<tr>
<td></td>
<td>• grooming cards only include relevant information (1)</td>
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<td>• information only kept for own use unless otherwise stated (1)</td>
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<td>• only kept for the amount of time needed (1)</td>
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<td>• only collected for grooming cannot be used for other business and only for the grooming that the dog has been brought in for (1)</td>
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<td>• only kept whist the customer is current destroyed in appropriate way (1)</td>
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<td>• stored within locked cupboard/computer password (1)</td>
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<td>• protect with anti-virus (1)</td>
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<td>• not allowed to be on general view to other customers (1)</td>
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<td>• no sale of details (1)</td>
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<td>• Display GDPR terms (1)</td>
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</table>
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.

Discuss, with justifications, how to approach the task in order to achieve animal welfare, health and safety and customer satisfaction. (12 marks)

<table>
<thead>
<tr>
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<th>Max mks</th>
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</thead>
<tbody>
<tr>
<td>QX</td>
<td><strong>Indicative content: (key points underlined)</strong></td>
<td></td>
<td>12</td>
</tr>
</tbody>
</table>

Receiving
Greet customer appropriately
Positive first impression
Positive body language and eye contact
Be knowledgeable

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

**approach**
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

**perform**
clipping / handstripping (with justification of choice)
scissoring
shaping
different for each coat are available details needed

**returning to customer**
new appointment planning
grooming regime
support
payment
regular grooming scheduled appointments
demonstration of brushing juvenile coat change puppy trim to adult trim
<table>
<thead>
<tr>
<th>Band 1: 1 - 4 marks</th>
<th>Candidates must mention clipping and stripping.</th>
</tr>
</thead>
<tbody>
<tr>
<td>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. <strong>To access the higher marks in the band</strong>, 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.</td>
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<thead>
<tr>
<th>Band 2: 5 - 8 marks</th>
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<tbody>
<tr>
<td>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. <strong>To access the higher marks in the band</strong>, 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.</td>
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<thead>
<tr>
<th>Band 3: 9 - 12 marks</th>
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<tbody>
<tr>
<td>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. <strong>To access the higher marks in the band</strong>, a full understanding of all key points in the scenario is shown through a comprehensive discussion with thorough justifications. Information given is relevant.</td>
<td></td>
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</tbody>
</table>