

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



Q1	Acceptable answer(s)	Guidance	Max mks
QX	<p>A) 1 mark each, up to a maximum of 5 marks:</p> <ul style="list-style-type: none"> • The need for a suitable environment. (1) • The need for a suitable diet. (1) • The need to exhibit normal behaviour patterns. (1) • The need to be housed/kept with or apart from other animals. (1) • The need to be protected from pain, suffering, injury, and disease. (1) <p>(B) 1 mark per example up to a maximum of 2 per need. 4 marks maximum:</p> <p>Suitable environment</p> <ul style="list-style-type: none"> • Ventilation (1) Light (1) Temperature (1) Suitable size (1) shelter (1) comfortable resting area (1) Structure/material (1) safe clean environment (1) <p>Suitable diet</p> <ul style="list-style-type: none"> • Ready access to fresh drinking water (1) • Suitable well-balanced diet if required provided by owners (1) • Food must be brought in, in a labelled container (1) <p>Exhibit normal behaviour patterns</p> <ul style="list-style-type: none"> • Able to move around in the environment (1) rest breaks (1) toilet breaks (1) allow normal vocalisation (1) and interaction (1) <p>Housed with or apart from other animals</p> <ul style="list-style-type: none"> • Dogs from the same household shares accommodation if suitable (1) or separate if necessary (1) dogs not from the same household NOT to be mixed (1) <p>Protected from pain, suffering, injury, and disease</p> <ul style="list-style-type: none"> • Provision of prompt veterinary treatment (1) to avoid suffering and provide appropriate immediate first aid (1) maintenance of all 	<p>Needs cannot be crossed over. 2 specific needs identified Candidate must give 2 needs and 2 examples for each need.</p>	9

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	<p>equipment (1) to ensure the equipment is safe and clean to avoid contamination (1) work within the dog's normal restrictions, (1) to avoid stress and injury to the dog (1) effective biosecurity (1) first aid trained (1) to be able to provide appropriate and effective first aid (1) up to date records about health condition (1) to be aware of any additional animal needs (1) modify restraints (1) Do not de-matt a heavily matted coat for more 20 mins, clip instead</p>	<p>20 mins as guidance only</p>	
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Q2	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"> • Preserve life before (emergency services arrive) (1) • Prevent further serious injury. (1) • Reduce pain (for the injured or ill where possible) (1) 	<p>Accept any other suitable answer.</p>	3

Q3	Acceptable answer(s)	Guidance	Max mks
QX	<p>A)</p> <ul style="list-style-type: none"> • Nosebleed (1) <p>B) 1 mark each per item, maximum 1 mark:</p> <ul style="list-style-type: none"> • Gloves (1), apron (1), saline solution (1), cold pack (1), wadding (1) <p>C) 1 mark for each to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • Keep dog calm (1) to allow contact and lesson the blood flow (1) • Reduce blood pressure (1) to reduce stress and panic (1) • Elevate head (1) to lesson bleeding and allow coagulation (1). • Apply cold pack (1) and wadding (1)– to reduce the blood flow and constrict the veins (1) • Seek medical attention (1) in case of prolonged bleeding (1) 	<p>Any other suitable answers</p>	8

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Q4	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, to a maximum of 5 marks:</p> <ul style="list-style-type: none"> • Wolfhound (1) • Wire haired Dachshund - Mini (1) Standard (1) • Schnauzer - Mini (1) Giant (1) • Italian Spinone (1) • German wire-haired Pointer (1) • Griffon Bruxellios (1) • Hungarian Wire-haired Vizsla (1) 	<p>Any other acceptable non terrier breeds</p> <p>Accept standard Schnauzer.</p>	5

Q5	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"> • Rest periods (1) • Toilet breaks (1) • Play breaks (1) • Towel dry instead of blasting (1) • Hand strip/clip in stages (1) • Scissoring (1) • Clipping (1) • Extra appointments (1) • Distracting methods (1) • Extra restrain methods (1) • Assistance from other staff (1) • Verbal commands (1) • Modify the groom method (1) • Adjust handling (1) • Re-enforcement techniques (1) 	<p>Do not accept muzzling.</p>	3

Q6	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, to a maximum of 5 marks:</p> <ul style="list-style-type: none"> • Oval head /egg shaped head/figure of eight head /Tik Tac Head/clean cheeks / lamb head (1) • Clean ears with diamond/natural tassled ends (1) • Clean tail/rat tail (1) • Hare like foot/clean toe to first knuckle (1) • Roached back/or back rising over loin (1) 	<p>Accept diagram when used to support written knowledge.</p>	5

Q7	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"> • Incisors (1) • Canines (1) • Premolars (1) • Molars (1) • Mandible (1) • Maxillia (1) 	<p>Accept Jaw bone but not Jaw on its own.</p> <p>Accept Carnassial molar for D.</p> <p>Do not accept skull for F.</p>	6

Q8	Acceptable answer(s)	Guidance	Max mks
QX	<p>A 1 mark each for any of the following, maximum of 1 mark:</p> <ul style="list-style-type: none"> • A condition of the adrenal gland (1) condition of the pituitary gland caused by excessive production of cortisol (1) adrenal-dependent hyperadrenocorticism or ADH (1) <p>B 1 mark each for any of the following, maximum of 1 marks:</p> <ul style="list-style-type: none"> • Thin skin (1) loss of hair (1), pot belly (1), frequent urination/ polyuria (1) polydipsia/, excessive thirst (1) Skin infections (1) poor skin healing (1) wasted muscle (1) excessive panting (1) weight gain (1) lack of energy (1) slow hair growth (1) <p>C 1 mark each for any of the following, maximum of 4 marks:</p> <ul style="list-style-type: none"> • Provide fresh water (1), extra toilet breaks (1), rest breaks (1) less abrasive tools and equipment (1), sensitive shampoo (1), modify groom due to hair thinning (1), gentle handling and restraint due to thinning of skin (1), modify restraints (1) use assistance if necessary (1) 		6

Q9	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, maximum of 1 mark:</p> <p>a) Roundworm is an intestinal <u>worm</u> or endoparasite. Ringworm is a <u>fungus</u> skin disease (1)</p> <p>1 mark each for any of the following, maximum of 4 mark:</p> <p>b) Round worm – Diarrhoea (1) vomiting (1) coughing (1) dull coat (1) weight loss (1) inability to gain weight (1) roundworms in faeces (1) pot belly appearance (1) Lethargy (1) Itching/scooting of the bottom (1) Over eating (1)</p>	Do not accept ectoparasite for ringworm.	5

Q10	Acceptable answer(s)	Guidance	Max mks
QX	<p>A) 1 mark for each of the following, maximum of 2 mark: Zoonosis- A disease which can be transmitted from animals to humans (1) Anthroponosis - A disease that can be transmitted from human to animal (1)</p> <p>B) 1 mark each for any of the following zoonoses maximum of 2 marks: Zoonosis - Rabies (1) Toxocariasis (1) ringworm (1) Salmonella (1) Bovine Tuberculosis (1) hepatitis E (1) Leptospirosis (1) Lyme disease (1) Hydatid disease (1) tetanus (1) Cheyletiella/walking dandruff (1) Pasteurellosis (1) Influenza (1) kennel cough (1) Roundworm (1) Hookworm (1)</p> <p>C) 1 mark each for any of the following maximum 2 mark Anthroponosis – Ringworm (1) Leptospirosis (1) Lyme disease (1) Influenza (1) Whooping cough (1) Salmonella (1)</p> <p>D) 1 mark each for any of the following, maximum of 6 marks:</p> <ul style="list-style-type: none"> • Isolate the dog (1) to avoid cross contamination (1) • Wear PPE (1) to protect yourself and other animals (1) barrier nursing (1) • Deep clean area (1) to remove risk of contamination (1) 	<p>Accept Hepatitis on its own.</p> <p>Accept Scabies.</p>	12

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	<ul style="list-style-type: none"> • Sterilise all tools and equipment (1) to remove risk of cross contamination (1) • Contact owner (1) to arrange immediate collection (1) • Document findings (1) in case of transmission (1) • Stop the groom (1) to protect the groomer (1) Seek veterinary attention (1) to prevent condition worsen (1) 		
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Q11	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Client records (1) Dog records (1) Client disclaimers (1) Human (1) or 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) <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 (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), loss (1), destruction or damage (1) 	<p>Any other suitable answers.</p> <p>Do not accept answers with specified time frame.</p>	6

Q12	Acceptable answer(s)	Guidance	Max mks
QX	<p>1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Imposes limits on employee's hours of work (1) Employees cannot work more than 48 hours per week (on average) (1) employees can opt out in order to do over time (1) Employees have the right to a minimum daily rest period between each working day/shift (1) Employees have the right to a minimum weekly rest period (1) Employees have the 		2

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	right to annual leave (1) Minimum of 15-minute break for every 4.5hrs or 30mins for every 6hrs worked (1)		
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Q13	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"> • name of client (1) name of dog (1) contact details (1) disclaimer details (1) description of service (1) signature of agreement (1) date (1) price (1) grooming process (1) <p>B 1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Detailed explanation of the reason for completing a disclaimer: • Full description of the service to be performed (1) so any outcomes or contraindications that may come from the treatment (1) • Signature of agreement to service (1) to avoid any conflicts (1) • Record of owner's consent (1) to avoid litigation (1) • Agreed price (1) so client is aware of all charges (1) • Manage the customer expectations and requirement (1) to avoid complaints (1) • Good business practice, (1) to avoid legal action (1) 	<p>Any other suitable answer Do not accept groomer's signature.</p> <p>Any other suitable answer</p>	8

Q14	Acceptable answer(s)	Guidance	Max mks
QX	<p>Indicative content: (key points underlined)</p> <p>Receiving Greet customer appropriately Positive first impression Positive body language and eye contact Be knowledgeable Listen and question Health and safety re elderly dog and unknown behaviour in groom situation Appropriate communication for the customer</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 	12

<p>Completing signed paperwork Managing client expectations Discuss any known ailments/need requirements AWA 5 animal needs</p> <p>Approach Assessment of coat, what if matted? Assessment of customer's needs, is it realistic (hand stripping for elderly dog)? How to come to an agreed styling plan What trim could you do and why (hand strip verses clip) Conduct a basic health check</p> <p>Handling and restraint Modifications required on handling and restraining an elderly dog. Types of equipment required Allowing the dog to sit Rest/toilet/hydration periods</p> <p>Perform Bathing/drying process Shampoo/conditioner Hygiene trim Clipping / hand stripping Scissoring techniques / blending Stripping tools/equipment Shaping Choice of blades/attachments Nail trimming Cleaning ears/eyes</p> <p>Returning to customer Update grooming record Client advice Payment type (card/cash/transfer) Regular grooming scheduled appointments</p> <p>Biosecurity Maintenance of tools and equipment Cleaning of the grooming environment Disposal of waste PPE</p> <p>Band 1: 1 - 4 marks</p>	<ul style="list-style-type: none"> • Manual Handling Operations Regulations 1992 • Control of substance hazardous to health regulation 2002 • The Electricity at Work Regulations 1989 <p>Terminology:</p> <ul style="list-style-type: none"> • Cat foot • Points of the dog • Bell ears • Flag tail • Jacket/skirt/feathering • Clean head/face
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<p>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 elderly dog received on its groom and planning an on-going grooming programme.</p> <p>Band 2: 5 - 8 marks</p> <p>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</p> <p>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>		
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