

| Facilities | Apprentices must have adequate skills to be able to |
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| <ul style="list-style-type: none"> ● Customers and colleagues for the learner to interact with including a consultation with the customer. ● Have access to appointment cards, booking system and permission to answer phone calls. ● Handling and restraint equipment including neck strap, belly straps, muzzles. ● Supplied with appropriate PPE including ear defenders and access to gloves and masks. ● Bathing equipment including a range of suitable shampoos, dilution bottle or a mode of appropriate dilution (not needed if a hydro bath is used). ● Drying equipment including a range of dryers (stand dryer and blaster dryer minimum), towels, and happy hoodies/snoods. ● Nail clipping equipment. ● Scissoring equipment including safety scissors (bullnose) and a range of others. ● Clipping equipment including suitable corded/cordless clippers, appropriate blades, and attachments. ● Regular access for the apprentice to groom from start to finish 4 different coat types – wire, wool, wool mix, silky coat. | <ul style="list-style-type: none"> - Conduct a full consultation with customers. - Handling, restraining, and moving a dog. - In line with company policy, communicate effectively with customers booking appointments. - Handle customer questions, complaints, and queries. - Use varied methods of collecting, recording, and relaying relevant information. - Follow the Health & Safety at Work Act, the Animal Welfare Act, COSHH and RIDDOR. - Identify signs of good and poor health e.g. illness, parasites, and disease by conducting a health check in which the learner will be required to body score. - Bathe the dog thoroughly, dilute shampoo correctly and select suitable products according to breed/coat type for all 4 coat types. - Select suitable drying equipment depending on individual dog and dry the coat effectively and thoroughly for all 4 coat types. - Use a range of scissors correctly following safe work practices e.g. straight, thinning and curved. - Use suitable clippers including a range of blades and attachments correctly and safely. - Trim nails using the correct technique and suitable equipment. - To conduct styling from start to finish on 4 different coat types – wool, wool mix, wire and silky which will be required to be evidenced. |