



Practical Dog Grooming
Welcome Pack



Introduction

Hello and welcome to Creedons College Ltd.

If this is your first time studying with us we would like to warmly welcome you and thank you for choosing Creedons. If you have studied with us in the past, welcome back! We are delighted that you have chosen to progress with us.

Creedons College has been established to provide learners with recognised and respected qualifications in the animal care industry. Unfortunately, in Ireland there is no requirement for animal care professionals to carry any qualifications, however pet owners are becoming more and more conscientious about hiring qualified and experienced professionals which is a wonderful thing for the industry.

Studying with Creedons means that you will receive both a hand on and theoretical education - vital for working within the industry.

What to Expect

Class begins at 10am (doors open at 10am so please avoid arriving too early) and is due to finish at 5pm. Given the nature of dog grooming you may find that you finish late / breaks are cut short when you have a more difficult dog to groom.

As we are preparing students for real life dog grooming, you will be required to keep the grooming salon clean and ensure that all equipment inventory is correct at the end of each day.

Class Leader

We will appoint one of the members of the class as student representative.

Please read below so that if you are interested in putting yourself forward then you are aware of what is involved. We will appoint the student representative on the Sunday evening of the first weekend via a confidential vote.

- Each class has its own Student Representative. One of the responsibilities of the Student Rep. is to bring to the attention of Student Services any concern / suggestions that emanate from the group
- Individual students may bring deficiencies in the service directly to the attention of Student Services or the College Manager
- Individual learners may bring deficiencies in the service to the attention of a tutor who in turn will bring it to the College Manager
- Individual learners may bring deficiencies in the service to the attention of his/her Core Tutor who in turn will bring the matter to the attention of Student Services or the College Manager
- Individual learners may bring deficiencies in the service to the attention of office staff that will bring the matter to the attention of the College Manager
- Any member of the Lecturing Staff may at any time bring a concern/suggestion to the attention of Student Services or the College Manager
- At the regular Management meetings, the efficiency of Student Services is open to scrutiny
- The College Board at their regular meetings review the delivery of Student Services at the College

Directions to the College

Creedons College is located in South Cork Industrial Estate, Vicars Road, Cork City.

The best way to find the centre is to come from the Kinsale Road Roundabout.

- Take the west exit, marked for 'Togher'.
- As you exit the roundabout you will stay to the left and take a slip road off the dual carriageway immediately (you will pass car show rooms on your left).
- You will be brought to a very small roundabout, go straight through.
- You will pass Cork Builders Providers on your left.
- You will come to another roundabout, take the third exit.
- This will bring you over a bridge and to another roundabout!
- Take the second exit (straight ahead) and travel to the first set of lights.
- Take the left at this crossroads with traffic lights.
- You will see Swan Beds and Tile King on your right, and Gilabbey Veterinary Hospital on your left.
- We are in the same estate as the Veterinary hospital.
- Just before the Topaz garage you will see the entrance into the estate on your left, take this entrance and follow the road.
- We are the white building at the end of the road.



Payment of Outstanding Balance

As you are all aware, the cost of this course is €2499.

If you are pre-paying in full and intend on bringing the balance payment to class we ask that you do not, and instead pay via bank transfer.



Confidentiality

All conversations held between learners and Creedons College tutors are confidential unless agreed otherwise. Should you have any issues that you would like to discuss privately with a tutor you can email them directly to arrange a meeting.

All assessments are treated as confidential by the company.

Your tutor for this course is Isle Sas. Communications outside of classroom are to be made via email to

ilsesas@creedonscollege.ie.

You are not permitted to contact your tutor via facebook or personal phone line as it is important to respect the student - tutor relationship.



Mutual Respect

As with all courses provided by Creedons College, we aim to provide learners with a progressive, science-based education in an inviting and friendly atmosphere.

It is of the utmost importance to Creedons College that all learners feel safe and comfortable at all times while studying with us.

Respect for your peers is paramount and any incidents of bullying or intimidation will be taken very seriously.

Should you feel that you have been treated in an inappropriate manner, or equally, should you observe a fellow learner being treated inappropriately or unfairly it is your duty to report this to your tutor. All investigations will be treated with utmost sensitivity and confidentiality.

Equal opportunities policy and procedures

Creedons College will seek to ensure that:

- Nobody will be excluded from any programme on discriminatory grounds.
- Proper regard is paid to the diversity of students' backgrounds in the learning support offered to them, the content and delivery of programmes.
- At the start of each taught programme agreed ground rules will be established concerning commitment to study and support offered.
- Learning materials, will wherever possible, reflect a commitment to equal respect for all groups.
- Discriminatory behaviour or speech is confronted firmly and calmly, in a way that tries to allow room for growth and change (this would entail an immediate and firm

response when the behaviour is first encountered, followed by discussion of the issues in the privacy of an individual tutorial).

- The programme team will work together to deal with any equal opportunity matters as they arise.
- Every effort will be taken to include students with any sort of disability, readers, and audio taped coursework will be accepted.
- Due to the lack of knowledge of foreign languages the programmes are only available in English.

Failure to Complete Course



Each place on a training course cannot be offered to another learner once we confirm your place. For this reason, once the 1 month prior to course commencement cut off point passes, the course fees automatically become non-refundable.

However, in exceptional circumstances Creedons College will allow a learner to defer the remainder of their course and pick up where they left off on a subsequent course. This occurrence is an exception and will be determined on a case by case basis.

Failure to Submit Material by Due Date

All course material due date is clearly outlined via email and in person. Failure to submit assessments by the due date will result in a deduction in grading.

Should your work submission be delayed you must make your tutor aware of the situation in writing via email with a minimum of 48hr notice.

Assessments submitted up to 7 days, 168 hours after due date your work will automatically be penalised by 25% (for example, if you were to receive 64% in your assessment under normal circumstances, you would now receive a grade of 48%). If your assessment is submitted 14 days after the due date (336hr) your work would automatically be penalised by 50%. If your assessment is submitted up to 3 weeks late, your work would be penalised by 75%, and if your assessment is still not submitted 3 weeks after your due date (505 hours) you will receive an automatic 0% mark.

Under special circumstances your assessment date can be extended, but these are special circumstances, and evidence of attempt to submit work, along with proof of life circumstance causing delay, will be required.

To request an extension the learner must email your tutor at least 48 hours before the due date of the assessment.

Appeals procedure

Students have the right to challenge the assessor's decision regarding their results if they consider that the assessment has not been carried out properly, or if they disagree with the decision taken. In order to have work re-assessed by another tutor as part of the appeal process a fee of €25 must be paid in advance. If the appeal succeeds this money will be refunded.

Process

- The appeal must be lodged in writing within 15 days of the notification of the assessment decision.
- The Senior Tutor will attempt to resolve the situation by discussing the matter with the student and the assessor.
- Should step 2 fail and agreement not be reached the Director of Studies will be requested to arbitrate. The Director of Studies will require a full account of the assessment from each of the parties concerned and the decision reached will be final as far as Creedons is concerned.

Plagiarism

This is the unacceptable practice of copying another people's work and submitting it as your own. You may refer to published work and quote it but, in each case, you must also say where you found the information. The conventional way of doing this is to include the author's name and date of publication of the book in brackets after the relevant text. Referencing is very important and a subject that has caused work to be returned unmarked for re-submission.

In the case of work being copied from another student the work will not only be returned unmarked, but the student runs the risk of being removed from the course without the possibility of any refund. Cheating will not be tolerated.



Health and Safety

- Creedons College will take all steps necessary to promote the health and safety of all learners. It is also the responsibility of the learner to notify tutors if at any stage they notify a potential H&S risk.
- When working in a grooming parlour there is an increased risk to injury to both you and the animal. It is vital that you listen to your tutors' instructions and do not begin using any tools until you have been instructed how to do so.
- If learners feel at any stage that the animal, they are working with is not comfortable it is their duty to notify a tutor and cease activity immediately.
- Following the guidelines of the Health and Safety in the Workplace Act 2005, Creedons College provides a safe learning environment, with safe systems in process. Any equipment used is regularly checked and safe for use. Noise levels, equipment vibrations, room temperature is monitored at all times.
- The activities of all learners are monitored to ensure that fellow learners are not put at risk. Any visitors to the premises have restricted access to prevent any accidents. ***Risk assessments are regularly*** carried out in accordance with Health and Safety legislation
- Learner Responsibilities:
- You must follow health and safety guidelines and rules and report any accidents to your tutor immediately. You must also proactively observe your peers and notify both the peer and the tutor if any activities put an animal or person at risk. Once an accident has occurred all tutors must be notified, and action must be taken. A full report will be compiled for our records.
- Animal Handling
- You must follow the instruction of your tutor at all times and must never decide for your self that you can handle an animal / remove or attach any equipment on the animal /

take them off site / interact with them without first checking with your tutor.

- When handling an animal, you must continually assess their body language to determine if they are comfortable. You must not continue to handle an animal that you consider 'unhappy' with the interaction.
- You must ensure not to allow a dog you are handling approach another dog or animal, and you must continually observe your surroundings for potential risks or any other oncoming animals.
- It is advisable that when working with dogs you are inoculated for Tetanus. Speak with your own GP regarding this.
- ***Should you experience allergies when working with animals you should notify your tutor. Seek advice from your GP before starting the course as handling animals may exasperate this.***



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