Professional Grooming Credential Exam

Candidate Handbook 2022

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<thead>
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<th>Testing Period</th>
</tr>
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<tr>
<td>April 1, 2022</td>
<td>May 1 – May 31, 2022</td>
</tr>
<tr>
<td>September 1, 2022</td>
<td>October 1 – October 31, 2022</td>
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*Applications not accepted after this deadline

Administered by:

1350 Broadway, Suite 800 | New York, NY 10018
www.ptcny.com/contact
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*This Handbook contains necessary info about the Professional Grooming Credential Exam. Candidates must read this handbook carefully. Changes will be made to this handbook without notice.*
**CONTACT INFORMATION**

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<th>Professional Testing Corporation (PTC)</th>
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<tr>
<td><a href="http://www.ptcny.com">www.ptcny.com</a></td>
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<td>(212) 356-0660</td>
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<td><a href="http://www.prometric.com/WPA">www.prometric.com/WPA</a></td>
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<td>(800) 741-0934</td>
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**ATTENTION CANDIDATES**

- This handbook has important info about the WPA PGC Exam.
- It is required reading for anyone applying and taking the Exam.
- Anyone applying for the Exam must comply with the policies, procedures, and deadlines in this Handbook. People applying for the Exam will sign a statement confirming they have read this Handbook.
- This handbook will be changed without notice. See www.ptcny.com for handbook updates.
CREDENTIALING

WPA supports the concept of voluntary credentialing by exam for professional groomers. Credentialing focuses on the individual groomer and is an indication of one’s current level of knowledge in animal grooming.

The purpose of credentialing in animal grooming is to promote competency by:

1. Promoting high standards of training, competence, skills, and knowledge.
2. Providing a standard for requisite knowledge in animal grooming
3. Recognizing groomers who meet the standards of eligibility established by the WPA.
4. Encouraging continued professional growth in animal grooming for the purpose of improving the quality of service to clients.
5. Establishing, measuring, and monitoring the level of knowledge required for credentialing in professional grooming.

THE CREDENTIALING PROCESS

- **REVIEW** • Review the Handbook in its entirety
- **APPLY** • Submit application and fees online at www.ptcny.com • Application is reviewed for eligibility
- **SCHEDULE** • Receive the Scheduling Authorization email • Make an appointment with Prometric
- **PREPARE** • Review Content Outline • Review References
- **TEST** • Take the Exam • PTC sends Score Reports to Candidates
ELIGIBILITY REQUIREMENTS

You must meet the minimum requirements in any 2 of the 3 Pathways listed below.

For example candidates can choose: Work Experience and Education; Work Experience and Relevant Field Study; or Education and Relevant Field Study.

**Pathway #1 – Work Experience**

- Minimum of 6 months of verifiable work experience in the grooming field within the last 18 months. Possible sources of verification include but are not limited to:
  - Paystubs
  - Tax document (with Social Security Number removed)
    - W-2
    - K1
  - Business registration/occupational license
  - Certification through a recognized practical certification body

[Click here for the Work Experience Attestation Form]

**Pathway #2 – Education**

Minimum of 45 hours within the last 36 months within the grooming field

**Acceptable types of education include but are not limited to:**

- Online/virtual education seminar
- In-Person at a trade show conference, at a school, education retreat (The supporting institution should be able to provide the course title, date of program, attendance history, number of hours, GPA)
- Private instruction in-person or virtual
- Vet Tech Course or Training, vocational or secondary

**Acceptable types of education documentation include but are not limited to:**

- Attestation statement from host/provider/speaker
- Badge attendance scan from in-person (trade show) education seminar
- Receipt/proof of purchase from an education event
- Attendance Certificate from in-person seminar

[Click here for the Education Attestation Form]
Pathway #3 – Relevant Field Study
Minimum amount of time depends on type of field study. Examples are shown below:

- Work Experience as Veterinary Technician/Technician Assistant (Minimum of 6 months within the last 2 years)
- Certification through a recognized practical testing body (such as advanced level of NDGAA, IPG, ISCC, Certified Pet Aesthetician)
- Dog/Cat Grooming Competition History (placements and wins)
- Dog/Cat Show experience:
  - Handler’s assistant (Specify number of years and describe activity/reference from handler you assisted, etc.)
  - Handler (Specify number of years and describe activity/reference from client/shows attended/notable wins, etc.)
  - Owner Handler (Specify number of years and describe activity and shows attended/notable wins, etc.)
  - Breeder (Specify number of years and breed, number of litters, offspring accomplishments, etc.)
- Relevant experience within other animal profession (i.e. horse, zoo, kennel) (Please include your work experience and a responsibilities checklist for verification)
- Published content in industry publication or author of industry material (Include copy of publication or source link, etc.)
- Speaker or judging assignments at industry events (Include source that allows verification, such as video link to the social media posting, link to the published speaking event, attestation statement from the producer, 3 sample education reviews, etc.)
- Instruction given to students in coursework relevant to grooming industry (The supporting institution must be able to provide the course title, date of program, number of students who attended, number of hours, etc.)

This is not a complete list. Each submission of Relevant Field Study will be considered on a case-by-case basis and reviewed for relevance.

Click here for the Relevant Field Study Attestation Form

Candidates **MUST** upload Attestation Statements for each Pathway. Candidates should have supporting documentation on hand in case they are chosen for random audit.

See the Eligibility Pathways above for examples of supporting documentation.
COMPLETION OF APPLICATION

Step 1 – Fill Out the Application
- Go to http://www.ptcny.com/test-sponsors/WPA
  - View Exam testing periods
  - View application deadlines
  - Fill out the online application
    - The application needs to be filled out completely.
    - Use your first and last name exactly as it appears on your current government issued photo ID
      - For example: a driver’s license or a passport.
    - Applications are not complete until all information and payment has been provided.
    - Keep the link to the application and your login info handy.

When you start a new application, you will be asked to create a PIN number. This PIN will be used if you need to come back to the application to finish it later.

Step 2 – Submit Exam Fee and Application for Review
- PTC will send an email that says that your payment and application has been received. This email will also say that your application is being reviewed.
- The application review can take 10 business days.

Step 3 – Receive Application Status Update
- After your application is reviewed PTC will update you with another email.
  - Reopened for More Documents
    - This means we are missing your attestation forms or that you have been selected for random audit. Follow the directions in the email.
    - Applications that are incomplete as of 21 days before the start of the testing window will be refunded minus the administration fee (see fees page 8).
  - Rejected
    - This means you are not eligible to take the exam. The reason will be explained in the email.
    - Rejected applications will be refunded minus the administration fee (see fees page 8)
  - Approved
    - This means your application is approved. You will move on to Step 4.

Step 4 – Receive Scheduling Authorization and Schedule Testing Appointment
Approved candidates will receive a Scheduling Authorization via email. PTC starts sending these emails about 11 weeks before the start of the testing window. Scheduling Authorization emails come from notices@ptcny.com. Do not lose this email. The Scheduling Authorization includes useful information:
- Your Candidate ID (eligibility number)
- Instructions on how to set up your Exam appointment with Prometric.
Candidates must show their driver’s license, passport, or U.S. Military ID at the testing center. Candidates who do not have proper identification at the time of their appointment will be refused admission.

The first and last name on your ID must exactly match the name on the Scheduling Authorization.

### EXAM FEES

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
<th>Details</th>
</tr>
</thead>
</table>
| Application Fee                               | US $450.00 | • Non-refundable<sup>1</sup>  
• Non-transferable  
• Includes testing center fees  
• Includes non-refundable $75 administration fee |
| Transfer Fee (Moving to a new testing period; see page 10) | US $225.00 | • For candidates who need to move to a new testing period  
• Must submit new application & fee to PTC |
| Rescheduling Fee (29-5 days prior to scheduled appointment; see page 9) | US $50.00 | • For candidates who need to move their appointment within their current testing period  
• Payable directly to Prometric  
• Reschedule with Prometric online or over the phone |

- There will be no refund of fees unless applicants are ineligible for the examination.
- Ineligible candidates will be refunded their fees minus an administrative fee.
- No refunds will be issued for applying for the incorrect examination or testing period, for failing to make an examination appointment, or for failing to appear at your scheduled appointment.

Please note: Prometric does not allow transfers to another testing period or refunds. Please contact PTC directly for information on transfers.

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<sup>1</sup> Applicants who are ineligible to take the Exam or whose applications are incomplete by the application deadline will have their Exam fees returned minus an administrative fee.
EXAM ADMINISTRATION AND SCHEDULING

The Professional Grooming Credential Exam is taken during an established one-month testing period. The exam is given daily, excluding holidays, at computer-based testing facilities managed by Prometric.

Scheduling Authorization

PTC will send approved candidates an email called the Scheduling Authorization. These emails are sent out about 11 weeks before the first day of the testing window. The emails come from notices@ptcny.com.

If you don’t receive your email 3 weeks before the start of your testing window contact PTC.

Scheduling Test Center Exam Appointments

The Scheduling Authorization will tell you how to schedule your Exam appointment with Prometric. The email will also tell you the dates during which testing is available. Appointments are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization. Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees.

Follow the directions on your scheduling authorization email to make your appointment with Prometric.

After you make your test appointment, Prometric will send you a confirmation email with the date, time, and location of your exam. Please check this confirmation carefully. Contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

Note: International candidates may also schedule, reschedule, or cancel an appointment online at http://www.prometric.com/WPA.

Scheduling a Remotely Proctored Exam Appointment

If you prefer to test via live remote proctoring in your home or another quiet, distraction free location you must provide a computer with a camera, microphone, and a reliable, stable internet connection to allow real-time communication with a remote proctor.

Please see our Live Remote Proctoring FAQs for more info: https://ptcny.com/remote-proctor-faqs/

PLEASE BE ADVISED: It is the candidate’s responsibility to be sure their equipment and workspace meet all of the requirements for Live Remote Proctoring. If a candidate makes an appointment for remote proctoring and is unable to test due to not meeting technical requirements or physical requirements of the workspace, the candidate will forfeit their examination fees and will need to follow the transfer policies in place for their exam. Please see your exam’s transfer policies on pages 9 & 10.
Rescheduling Exam Appointments within a Testing Period
Candidates can reschedule their Exam appointments within the same testing period. The request must be submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going to the Prometric website: [www.prometric.com/WPA](http://www.prometric.com/WPA).

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Reschedule Permitted?</th>
<th>Stipulations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests submitted 30 days or more before the original appointment</td>
<td>Yes</td>
<td>None</td>
</tr>
<tr>
<td>Requests submitted 29 to 5 days before the original appointment</td>
<td>Yes</td>
<td>Candidate must pay Prometric a rescheduling fee of $50.</td>
</tr>
<tr>
<td>Requests submitted less than 5 days before the original appointment</td>
<td>No</td>
<td>Candidates who do not show up for their appointment are considered no-shows. All their Exam fees will be forfeited. Candidates will need to reapply and pay full Exam fees for a future testing period.</td>
</tr>
<tr>
<td>Requests to reschedule due to technical difficulties during a Live Remote Proctor appointment</td>
<td>No</td>
<td>Candidates who have technical difficulties during their Live Remote Proctor appointment will need to transfer to a new window following the policies in this handbook.</td>
</tr>
</tbody>
</table>

**IMPORTANT!**

You **MUST** present your current driver’s license, passport, or U.S. military ID at the test center. Expired, temporary, or paper driver’s licenses will **NOT** be accepted.

The first and last name on your Scheduling Authorization **MUST** exactly match the name on your photo ID. **Fees will not be refunded for exams missed because of invalid ID.**
Transferring to a New Testing Period
Candidates unable to take the Exam during their scheduled testing period may request a **ONE-TIME** transfer to the next testing period. There is a transfer fee of **$225.00**. Candidates may only transfer their exam once; so, *please plan carefully.*

**Please note:** requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to follow the steps below.

2. Click “Start New Application.”
3. Choose WPA in the first drop-down menu;
   a. Choose the new testing period in the second drop down menu
   b. Fill out the rest of the information on the page.
4. Fill out the rest of application
   a. Be sure you answer yes to the question asking if you are transferring.
5. Click “Submit Transfer Request.”
6. Your transfer request will be reviewed.
   a. PTC Support will send you an email letting you know the status of your application.
   b. If you are approved can log back into your application and pay the transfer fee.

Call 212-356-0660 if you have any questions regarding the transfer process.

Candidates unable to take the Exam on the day of their appointment and do not to transfer to another testing period will forfeit their testing fees. There is no refund of fees.

The transfer fee is based on costs and is not meant to punish candidates. The transfer fee must be paid at the time the request is approved. The candidate is responsible for contacting Prometric and canceling the original Exam appointment if one was made.

*Exams may only be transferred to a new testing period once; please plan carefully.*

Please note: Transferring your Exam only refers to when a candidate is unable to take their exam during a testing period. Candidates who did not pass their Exam and are retaking the Exam need to pay the full Exam Fee.

Failing to Report for an Exam

⚠️ If you fail to report for an Exam, you will forfeit all fees paid to take the Exam.
TEST ACCOMMODATIONS

WPA and PTC support and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make the PGC Exam accessible to persons with disabilities covered under the ADA. According to the ADA a person with a disability is someone who has a physical or mental impairment that greatly limits major life activities (like seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (like neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and test accommodations will be kept private.

All approved test accommodations must keep the psychometric nature and security of the Exam. Accommodations that change the nature or security of the exam will not be granted.

Test accommodations may be made by submitting a completed and signed Request for Test Accommodations Form. The form may be found at www.ptcny.com or by calling PTC at (212) 356-0660.

This Form must be uploaded with the online application no later than 8 weeks before your testing period. Candidates who do not submit the form with their application are not guaranteed accommodations for that testing window. Those candidates may need to transfer to a new testing period following the transfer policies described on page 9.

Candidates who need accommodations must submit the official request form. Letters from doctors and other healthcare professionals will not be accepted without the Form. All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.

PREPARING FOR THE EXAM

- Check your government issued photo ID (driver’s license, passport or U.S. Military ID) when you make your Exam appointment. Is it expired? Does the first and last name on your ID match the name on your Scheduling Authorization email? Proctors at the Prometric testing center refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.

- Check your PTC Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is correct (including your name, exam name, appointment date, time and location).

- Make yourself familiar with the location of your chosen testing site. They may have special parking rules. Check the weather and traffic before you leave for the testing center. Make sure you give yourself plenty of time to arrive. Late arrival may prevent you from testing.

- In the event of bad weather, check the Prometric website for site closures: https://www.prometric.com/closures.

- Prometric’s website provides information on what you can expect on your test day, including a walkthrough of check in and security measures: https://www.prometric.com/test-center-security.
• Review the What to Expect at the Testing Center and Rules for the Exam on the next page before your appointment.

**Testing via Live Remote Proctoring**

• Be sure to check your system compatibility BEFORE you schedule and again before your appointment.
• The check-in process is about 30 minutes long and is not factored into your appointment. Be sure to log into ProProctor to start your exam at least 30 minutes prior to your appointment time.
• Candidates are not permitted to take a break during the examination.
• **No scratch paper is allowed.** Be sure your workspace is clear of any extra items and electronic devices except for your government issued photo ID.
• Read the Live Remote Proctoring FAQs here: [https://ptcny.com/remote-proctor-faqs/](https://ptcny.com/remote-proctor-faqs/)

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**WHAT TO EXPECT AT THE TESTING CENTER**

PTC works with Prometric testing centers to deliver Exams to candidates. Here is what you can expect when you arrive at your Prometric Testing Center.

- **Candidate Check-In**
  - Candidates will be asked to present their current IDs
  - Candidates will be asked to empty and turn out their pockets
  - Candidates will be “wanded” or asked to walk through a metal detector
  - Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
  - Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
  - Prometric provides lockers for candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.

- **During the Exam**
  - No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam.
  - Candidates who take an unscheduled break are subject to additional security screenings before being permitted to reenter the testing room.
  - Accessing mobile phones or any materials during the Exam is prohibited.
  - Smoking is prohibited at the testing center.
  - All Exams are monitored and may be recorded in both audio and video format.

Please keep in mind: other exams will be administered at the same time as your Exam. You may hear noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested to help reduce some noise.

Please see [Prometric’s website](https://ptcny.com) for more information about what to expect on testing day.
RULES FOR THE EXAM

Please read the information below carefully. You are responsible for adhering to the Exam rules while at the testing center.

☞ You must present your government issued photo ID. Examples include your driver’s license, passport, or US Military ID. Candidates without valid ID will NOT be allowed to test. Temporary or paper copies of your ID will not be accepted.

☞ No Electronic devices are allowed in the testing room. These include devices that record, transmit, receive, or play back audio, pictures, text, or video content. This includes but is not limited to, cell phones, laptop computers, tablets, Bluetooth devices; wearable technology (such as smart watches), MP3 players (such as iPods), pagers, cameras, and voice recorders. You will be required to leave all personal items, including food/beverages, in your assigned locker at the testing center.

☞ No papers, books, or reference materials may be taken into or removed from the testing room.

☞ No questions about the content of the Exam may be asked during the Exam session. The candidate should read the directions that are provided on screen at the beginning of the Exam session.

☞ Candidates are not allowed to leave the testing room while their Exam is in session, except to use the restroom.

☞ Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the Exam. Proctors will ask you to remove such items and place them in your locker.

☞ All watches and “Fitbit” type devices cannot be worn during the Exam.

☞ No food/beverages are permitted inside the testing room. Leave these items in your assigned locker.

Contact PTC at (212) 356-0660 or www.ptcny.com/contact with any questions about the Exam Rules.

Violation of any of the rules listed above may lead to forfeiture of fees, dismissal from the testing room, and cancellation of your test scores.
TESTING CONDITIONS OR EXAM FEEDBACK

Candidates who feel that conditions at the test center negatively impacted their exam should notify the proctor immediately. Candidates should also contact PTC www.ptcny.com/contact within 3 business days of the test appointment. Any comments about the test itself should also be reported to PTC.

REPORT OF RESULTS

PTC will send candidates a score report via email within 4 weeks after the last day of the testing period. The score report will say whether they have officially passed or failed the Exam. Scores on the major areas of the Exam and on the total Exam will also be reported. Candidates who do not receive the score report should contact PTC.

REQUESTING A HANDSCORE

Candidates who fail the Exam may request a hand scoring of their exam data. Hand scoring is a manual check of the data by PTC to determine if there have been any errors in scoring. The chance of such an error is extremely remote. Requests for hand scoring must be received by PTC no later than 90 days after the date of the Exam. Requests can be made by completing and returning the Request of Handscore form on www.ptcny.com with payment of $25. Candidates who fail the Exam will not be able to see the Exam questions. For reasons of test security, no candidate are not allowed review the Exam or any of its items.

To ensure correct reporting of results, PTC automatically performs handscores for candidates who score within 3 points of passing as a quality control measure. Thus, it is extremely doubtful that any Exam results will change from “fail” to “pass” through handscoring.

PRIVACY

WPA will release the individual test scores ONLY to the individual candidate. Any questions concerning test results should be referred to WPA or to PTC.

REEXAM

The Professional Grooming Credential Exam may be taken as often as needed upon filling out a new Application and paying the exam fee. There is no limit to the number of times the Exam may be repeated.
ATTAINMENT OF CREDENTIAL

The PGC credential will be valid for three years. To retain the credential, candidates must complete 15 Continuing Education Units per year (for a total of 45 CEUs) from programs approved by the WPA. WPA will provide a list of programs or educational opportunities that will qualify as approved CEUs.

REVOCATION OF CREDENTIAL

One’s credential will be canceled for any of the following reasons:

1. Lying about any information, including experience info, requested in the Application. Applications will be chosen at random for auditing.
3. Violation of the PGC Standards of Practice and Code of Ethics

The Appeals Committee of the WPA provides an appeals process for challenging a cancellation of credentialed status. It is the responsibility of the individual to begin this process with a written or documented request.
PGC STANDARDS OF PRACTICE AND CODE OF ETHICS

Standards of Practice
The Standards of Practice provide a framework of principles to convey a collective principle of professionalism, skills, job related knowledge, and values. As credentialed groomers each individual credentialed groomer will undertake the following:

- To advocate for the well-being of the pet in all endeavors.
- To function as a trained observer in the field to support and maintain normal skin, hair, and coat function.
- To practice the “Professional Pet Groomers and Stylists Alliance (PPGSA) Standards of Care, Safety and Sanitation”.
- To apply the “PGC Standards of Practice and Knowledge”.
- To endeavor to continue professional development including the utilization of PGC approved educational content.
- To refrain from “practicing medicine” while providing observations to clients.
- To practice and advocate for safe handling of pets in all situations.
- To practice and advocate for safe and professional workplace environments.
- To always maintain professionalism through providing your services honestly, treating animals and clients respectfully, maintaining professionalism with colleagues and other professionals.

Code of Ethics
The PGC Professional Code of Ethics was created to set for the guidelines for credentialed groomers. Any credentialed groomer is subject to termination of professional credentialing, and/or other disciplinary actions if they: (a) are convicted of a felony that involves violence against people or animals, (b) engaged in conduct which could lead to the conviction of a felony, or misdemeanor, related to their qualifications or function of their job, (c) engage in cruelty, abuse, or neglect of animals or humans, crimes against humanity or of violence against animals or humans, (d) fail to cooperate with the organization at any point from the inception of an ethical complaint through the completion of all proceedings regarding that complaint. Any credentialed groomer, or candidate applicant, who wishes to appeal the termination may do so in accordance with the complaints process.

Principle I: Responsibility to Clients
I agree to:

1. Provide professional services to persons without discrimination on the basis of race, age, ethnicity, socioeconomic status, disability, gender, health status, religion, political beliefs, national origin, or sexual orientation.
2. Be aware of, and comply with, all applicable laws regarding the pet grooming industry.
3. Understand that I am a trained observer of the pet in the field. My scope of practice extends to the hair, skin, and coat of the pet.
4. Ensure the safety and well-being of all pets in my care by utilizing the “PGC Standards of Practice and Knowledge” as well as the “Professional Pet Groomers and Stylists Alliance (PPGSA) Standards of Care, Safety and Sanitation”.

Principle II: Professional Competence and Integrity

I agree to:

1. Keep accurate and complete records of all clients, their animals, services provided, including payment receipts, consent/release forms when applicable.
2. Provide other professional pet service providers such as veterinarians and trainers with professional feedback on services provided to improve the continuity of care and ensure collaborative relationships for the well-being of the pet.
3. Maintain competence of skills and knowledge through continued education.
4. Provide truthful representation to clients concerning your qualifications, certifications, experience, performance, and pricing of services.
5. Work within your professional education, skill set, and individual expertise.
6. Seek professional assistance when confronted with complex or difficult situations, or refrain from servicing a pet when the situation is beyond your professional capability to manage safely.
7. Not advise on problems outside your recognized professional education, and not provide advice or recommendations in areas of veterinary medicine or behavior counseling unless qualified through a recognized professional organization to do so.
8. Not permit employees or supervisees to perform or complete professional grooming services beyond their training, experience, or competency level without supervision from a professional groomer.

Principle III: Responsibility to the Profession

1. I agree to:
   - Be respectful of other groomers and other pet professionals
   - Not spread rumors or gossip about grooming on social media
   - Privately inform the person best able to address any situation where I have concerns about any grooming work that is unprofessional and/or causes harm or danger to a pet
   - Not make disrespectful comments or use emotional language that makes me and/or the grooming industry look bad in
     - public conversation
     - media or websites
     - internet chat lists or social media
     - electronic media: I will not make hurtful or negative statements or use cyberbullying and/or deliberate, repeated, and hostile behavior against other groomers.

2. I will always make sure I am performing grooming services with enough professional liability insurance coverage.
Regarding people who were convicted of a crime, as long as they have successfully completed the sentence and any parole period, they are free to take the PGC exams. Once certified, they would be subject to the same policies/penalties as any other certificant. If someone is convicted of a crime while certified, the certification may be revoked.

**CONTENT OF THE EXAM**

The Professional Grooming Credential Exam is a computerized exam with a total testing time of 2 hours. The exam consists of 100 multiple-choice questions and 20 unscored pre-test questions. The content of the Exam is described in the Content Outline below.

The questions for the Exam are written by people with expertise in professional grooming and are reviewed for construction, accuracy, and appropriateness by WPA and PTC’s test development team. WPA, with the advice and assistance of the PTC, prepares the Exam.

The Professional Grooming Credential Exam will be weighted in approximately the following manner:

| I. Consultation/Check-in Prior to Service | 15%  |
| II. Bathing | 17%  |
| III. Drying | 18%  |
| IV. Finishing Grooming | 18%  |
| V. Client Communication Post Service | 16%  |
| VI. Facility/Personnel Issues | 16%  |

**CONTENT OUTLINE**

A professional pet groomer should have mastery over the following tasks:

**I. CONSULTATION/CHECK-IN PRIOR TO SERVICE (15%)**

A. Basic Information from Owner
   1. Collect and record owner’s information
      a. Name
      b. Address
      c. Contact numbers
      d. Email address
      2. Collect and record emergency contact names and numbers
      3. Collect contact information for pet’s veterinarian
      4. Where applicable, have owner sign “consent to treat” form in case of emergency
         a. New or existing health condition
         b. Senior pet
      5. Confirm and update all information each time for accuracy
B. Basic Information about Pet
   1. Collect pet’s information
      a. Name
      b. Gender
      c. Spayed or neutered
      d. Breed
      e. Weight
      f. Color
      g. Birth date
   2. Collect pet’s health history
      a. Current vaccine or titer history
      b. pre-existing conditions
      c. current treatment for parasite or heartworm control or prevention
      d. existing or pre-existing surgeries or physical conditions which may be pertinent to the pet’s grooming experience
   3. Collect information of pet’s behavior history
      a. Phobias
      b. Incidents of aggression
      c. Reactions to previous grooming experiences
      d. Previous behavioral experience with other pet service providers
   4. Discuss with client specifically what will occur during the service appointment at every visit prior to completing service.
   5. Collect information about previous professional and home grooming experiences
      a. Products
      b. Frequency
      c. Routines
      d. Physical reactions

C. Pet General Condition Assessment
   1. Assess current condition of pet’s physical condition
      a. Ears
      b. Eyes
      c. Mouth
      d. Paws
      e. Nails
      f. Lameness
      g. Including and not limited to Sanitary area
   2. Assess current condition of pet’s respiratory condition
      a. Nasal area
      b. Presence of coughing
   3. Assess current condition of pet’s coat
      a. Mats and tangles
      b. Coat condition
      c. Debris or foreign substances
   4. Assess current condition of pet’s skin
      a. Signs of scratching
b. Redness
c. Signs of discomfort
d. Lumps or bumps
e. Odor
f. Dryness or scabbing
g. Abrasions or open sores
5. Assess pet for obvious external parasites
   a. Fleas
   b. Ticks
   c. Lice
6. Assess pet for physical challenges or restrictions for grooming
7. Inform owner of general concerns discovered during assessment prior to starting service
8. Assess pet’s grooming needs in relation to groomer’s ability to complete the service safely
9. Have owner sign acknowledgment form for challenging situations
   a. Matted coat
   b. Senior pet or puppy/kitten
   c. Behavior
   d. Medical

D. Pet Behavior Assessment
   1. Evaluate pet’s behavior and reactions with and without the owner
   2. Re-evaluate pet’s behavior as situations change over time
   3. Discuss potential behavioral issues or changes with owner
   4. Plan for acceptable ways of dealing with difficult or dangerous behavior
   5. Assess pet’s behavior in relation to groomer’s ability to complete the service safely

II. BATHING (17%)

A. Pet Care
   1. Use safe procedures while actively working on pet (including remaining within an arm’s length away, focusing on pet, avoiding distractions, etc.)
   2. Keep all animals safely protected from other pets in the facility
   3. Keep workspace cleaned and disinfected between every step of the grooming process
   4. Reassess pet’s condition as service proceeds, noting any changes in condition or behavior

B. Bathing Areas
   1. With hot and cold water available in the bathing area, adjust water temperature to be appropriate for the pet
   2. Use safe and reliable pet restraints for the pet, when appropriate
   3. Ensure that tubs, tables, and enclosures are safe and easily accessible for the pet professional handling the pet
   4. Adjust tables and surfaces in professional settings to appropriate height to keep pet under control and safe while being ergonomic for the professional working on the pet
   5. Use raised bathing tubs where available (such as in professional settings)

C. Products
   1. Select suitable products designed and properly labeled for use with specific pet types
a. Dogs
b. Cats
2. Select appropriate cleansing and conditioning products to achieve desired results based on coat type and needs
3. Select products designed for the specific skin issue when appropriate
4. Read product labels for proper use instructions and warnings prior to use

D. Equipment
1. Maintain and use all equipment to ensure safety of the pets and pet professionals
2. Keep all restraints in good condition, cleaned and disinfected appropriately
3. Select equipment appropriately sized based on type of pet being worked on
4. Ensure that equipment is well maintained and disinfected throughout the entire bathing process

III. DRYING (18%)

A. Pet Care
1. Use safe procedures while actively working on pet (including remaining within an arm’s length away, focusing on pet, avoiding distractions, etc.)
2. Keep all animals safely protected from other pets in the facility
3. Keep workspace cleaned and disinfected between every step of the drying process
4. Use temperature-controlled drying methods safe for each type of pet being worked on and monitor all pets during the drying process
5. Use safe and reliable pet restraints for the pet, when appropriate
6. Reassess pet’s condition as service proceeds, noting any changes in condition or behavior

B. Equipment and Drying Areas
1. Ensure that tables and enclosures are safe and easily accessible for the pet professional handling the pet
2. Use clean drying materials, tools and towels for each pet and properly disinfect drying materials and tools when appropriate
3. Maintain and use all equipment to ensure safety of the pets and pet professionals
4. Keep all restraints in good condition, cleaned and disinfected appropriately
5. Ensure all electrical equipment is appropriate for the source it is being plugged into and maintained in proper working condition

IV. FINISH GROOMING (18%)

A. Pet Care and Grooming Areas
1. Use safe procedures while actively working on pet (including remaining within an arm’s length away, focusing on pet, avoiding distractions, etc.)
2. Keep all animals safely protected from other pets in the facility
3. Keep workspace cleaned and disinfected between every step of the finishing process
4. Adjust tables and surfaces in professional settings to appropriate height to keep pet under control and safe while being ergonomic for the professional working on the pet
5. Reassess pet’s condition as service proceeds, noting any changes in condition or behavior

B. Products
1. Select appropriate finishing products to achieve desired results based on coat type and individual pet’s needs (including skin needs as noted during assessment)
2. Use suitable finishing products that are appropriate for skin needs noted during initial assessment
3. Use finishing products designed and properly labeled for use with specific pet types
   a. Dogs
   b. Cats

C. Equipment
1. Maintain and use all equipment to ensure safety of the pets and pet professionals
2. Keep all restraints and tools in good condition, cleaned and disinfected appropriately
3. Ensure all electrical equipment is appropriate for the source it is being plugged into and maintained in proper working condition
4. Keep all cutting instruments sharp, oiled, clean, disinfected, and in good repair
5. Ensure that proper technical skills and techniques are used to handle the equipment safely and appropriately and that appropriate tools are available to complete the requested service

V. CLIENT COMMUNICATIONS POST-SERVICE (16%)

A. Client Communication
1. Inform owner about behavior-related issues
2. Inform owner of general concerns discovered during grooming service, during or after the service based upon the severity of the concern
3. Report any incidents that could/will affect the comfort, health or wellness of the pet
4. Refrain from making recommendations that could be construed as “practicing medicine”
5. Collect payment for services rendered
6. Recommend, discuss and/or schedule next grooming appointment
7. Inform owner of best practices suited to maintain the pet’s overall hygiene, condition, and wellness as related to external coat and skin

B. Documentation
1. Document the day’s grooming events
   a. Date of appointment
   b. Trim style
   c. All services provided
   d. Products used
   e. Amount charged
   f. All service providers
2. Document anything unusual or different concerning the pet and/or the groom.
3. Document what recommendations have been made to pet owner
4. Take and archive before and after photos of anything appropriate
   g. Groom
   h. Skin issues observed
   i. Injuries
5. Archive relevant forms, consents, photos, sales records, etc. with regard to the grooming service for a period of three years or as recommended or in accordance with local statutes of limitations

VI. FACILITY/PERSONNEL ISSUES (16%)

A. Facility Safety for Personnel
   1. Maintain cleanliness of facility at regular intervals (ongoing, daily, weekly, monthly, annually)
   2. Maintain non-slip floors throughout facility and in holding areas
   3. Maintain temperature and humidity-controlled environment
   4. Maintain a current and well-stocked basic first aid kit for people
   5. Remain up to date with the emergency plan, safety protocols, and the location of all fire extinguishers
   6. Comply with all relevant local, state, and federal regulations (including OSHA)

B. Facility Safety for Pets
   1. Keep supplies for “bodily accidents” easily accessible
   2. Implement system for safe exchange of pet to and from owner
   3. Implement system to label/identify/track/locate pets
   4. Implement system to label/identify/track/locate/isolate pet’s belongings
   5. Implement protocol (system and equipment) for managing an escaped pet
   6. Maintain safe kennels/holding areas appropriate for the size of the pets
   7. Maintain a current and well-stocked basic first aid kit for pets
   8. Implement an external parasite control plan to minimize impact and transmission opportunity on all pets in the facility, taking into consideration the lifecycle of basic parasites
   9. Remain up to date for emergency plan for evacuation of pets

C. Holding Areas
   1. Clean and disinfect holding areas between every pet and/or any pet accidents as they happen
   2. Use safe, secure, and appropriate holding areas for the size and type of pet, when and where applicable
   3. Employ safe pet professional handling of the pets in and out of holding areas
   4. Implement isolation protocol for injured and potentially sick or diseased pets
   5. Provide relief area and fresh water for pets staying over 5 hours in a facility’s care

D. Pet Professional
   1. Use appropriate hair-repelling clothing for the professional setting
   2. Maintain safe and professional appearance (for example, use closed non-slip footwear/shoes, keep hair pulled back, avoid potentially hazardous types of jewelry, facial piercings, gauges while working with pets, etc.)
3. Wear protective equipment appropriate for the situation
   a. Masks
   b. Gloves
   c. Ear protection
   d. Face shields
4. Practice safe and effective techniques with all grooming equipment
5. Maintain appropriate composure, tone, and compassion when working with all pets, clients, and associates

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**KNOWLEDGE AREAS**

A pet groomer must draw upon the following knowledge areas to be able to perform the above tasks:

**Health and Well-Being of Pet**
1. Anatomy and Physiology (including structure, skin, coat, common visually obvious issues like external parasites)
2. Pet Behavior (including common pet body language and behavioral issues such as trust and cooperation or causes of aggressive behavior)
3. Pet Care (including safety in handling; PPGSA Standards of Care, Safety, and Sanitation; CPR/First Aid for pets; special needs for older and younger pets or those with pre-existing conditions)

**Technical Skills**
4. Sanitation/Disinfection (including personal, facility, pet, and equipment protocol and knowledge of chemicals, chemical safety, and common hazards)
5. Tool usage (such as clippers/blades, scissors, hand tools, nail care)
6. Knowledge of products and safe usage
7. Knowledge of equipment and safe usage (including dryers)

**Safety**
8. Facility Safety (including air locks, enclosure risk management, cage free environments, animal movement that might require slip leads or emergency preparedness)
9. Tool Safety
10. Fixture Safety (including holding systems, gates, tubs, tables)
11. Occupational Safety (including lifting; PPE for bite/scratch protection, ear protection, eye protection, grooming apparel; slips and falls; ergonomics)

**Business Practices**
12. Professionalism
13. Legal Issues (such as avoiding making medical diagnosis; local, state, federal authority recognition; protocol and policy; employment policies; risk management; recordkeeping/documentation requirements)
14. Client Communication/Interaction/Incident Reports (including service refusals, communicating health and behavior issues, client adherence issues, contact information, veterinary information/release, waivers)
15. Ethics (including treatment of pets, clients, interactions with colleagues)
SAMPLE EXAM QUESTIONS

In the following questions, choose the one best answer.

1. What term is used to describe the shoulders and front legs of a dog?
   1. Front Assembly
   2. Chest Assembly
   3. Elbow Assembly
   4. Advanced Assembly

2. What is the correct frequency to trim or grind the nails on a dog to help maintain healthy foot structure?
   1. 4 – 6 Months
   2. 7 – 9 Months
   3. 4 – 6 Weeks
   4. 7 – 9 Weeks

3. On which of the following breeds would it be considered safe to utilize a heated drying method?
   1. Papillon
   2. Pekingese
   3. Lhasa Apso
   4. Japanese Chin

4. Which of the following blades leaves the longest length of coat on a dog?
   1. #10
   2. #4F
   3. #40
   4. #7F

5. A Golden Retriever is presented for grooming services. Which of the following situations would be most important to notate for future grooming services?
   1. Obesity
   2. Lameness
   3. Coat change
   4. Density of coat

6. Which of the following should be included in a pet first aid kit?
   1. Treats, peanut butter, water dish
   2. Syringe, suture material, ibuprofen
   3. Bandage material, eye wash, super glue
   4. Digital thermometer, tweezers, vet wrap

Answers

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ONLINE PRACTICE TEST
There are two versions of the practice test available on [www.ptcny.com](http://www.ptcny.com). The practice tests are 50 questions each. You have 2 hours to take a practice test.

WHY TAKE IT? Taking a practice test will give you an idea of what it is like to take a test on a computer. It also allows you to get an idea of the type of topics and questions included in the PGC Exam. You will also learn more about question format, style, and level of difficulty of the exam.

WILL I GET A SCORE REPORT?: Yes. After completing the online practice test, you will receive an instant score report. The report shows how well you did in each of the content areas. The score report does not provide correct answers or tell you which questions were answered correctly or incorrectly.

NOTE: The online practice test is an optional tool that candidates may use as they prepare for the Exam. The practice test may help candidates identify areas of strengths and weakness. However, it should not be used as the only means to prepare or to decide that one is ready for the exam.

- The practice test is NOT meant to be a study guide
- The practice test is not meant to be the sole source of preparation for the actual Exam,
- Candidates are NOT provided with the answer key, rationales for each question.
- Candidates are not provided with info on specific questions (if they were answered correctly or incorrectly).

The specific questions that are on the practice test will not appear on the actual Exam. The practice test allows candidates to become familiar with the style of questions that may be asked. The instant score report received after practice test shows overall test performance and performance in each of the content areas. Candidates may find this info useful in deciding future study needs. Once the practice test is scored, candidates cannot return to the test to review the questions.

- How will you do on the practice test does not guarantee how well you will do on the actual PGC Exam.
- The PTC Online Testing System is not the same system you will use on the PGC Exam at the testing center.
- The practice test is not a requirement for eligibility.
- The practice test does not contribute in any way to success on the Exam.

There are many ways candidates should prepare for the Exam. Candidates should use a variety of resources and consider their own education and experiences. Review the content outline and reference materials listed in the handbook for additional exam-related information.

WHAT IS THE FEE: $75 each by credit card

HOW TO APPLY: Go to [https://secure.ptcny.com/webtest/](https://secure.ptcny.com/webtest/) and select Online Practice for Professional Grooming Credential

FURTHER INFO: Visit [www.ptcny.com](http://www.ptcny.com) or call Professional Testing Corporation at 212-356-0660
REFERENCES

WPA has prepared a suggested reference list to help in preparing for the PGC Exam. These references contain journals and textbooks which include important information for grooming practice. This list does not signify an endorsement by the WPA of specific professional literature which, if used, would guarantee candidates’ successful passing of the Exam.


Verplank, Melissa (2016). Notes from the Grooming Table, 2nd Edition