



Wendy Jarnet – Programme Coordinator and Senior Lecturer

I have worked in the veterinary and animal care industry since 2008, with over 18 years of experience focused on improving animal welfare through both clinical and grooming practice. I trained as a groomer in 2010 through The Grooming School in Pukekohe while completing my veterinary nursing studies, and provided grooming services for dogs, cats, and the occasional rabbit from a dedicated grooming space within a veterinary clinic, where I worked alongside my vet nursing duties for around seven years. After leaving the clinic, I continued to groom on a casual basis alongside my veterinary nursing career.

My passion in grooming is in welfare-based practices — promoting a holistic approach to coat care, behaviour, health, and wellbeing to improve outcomes for animals. I'm also actively involved in dog sports and have regularly competed with my dogs in agility, obedience, rally-o, and flyball competitions. My dogs have achieved Canine Good Citizen Gold certification, and I'm currently working through the Cooperative Care Certificate – Level 1 with our new whippet.

I am passionate about teaching the next generation of groomers how to take a holistic approach to grooming, combining technical skill with a strong understanding of animal welfare, behaviour, and health needs.

Memberships

- Member of the International Grooming Association
- Member of the International Professional Groomers Association
- Member of the National Cat Grooming Institute
- NZ Veterinary Nursing Association (Executive Committee Member)

Qualifications

- Advanced Level Groomer – The Grooming School, Pukekohe
- New Zealand Certificate in Animal Management – Pet Grooming
- Currently working towards Certified Master Cat Groomer (National Cat Groomers Institute)

Certifications

- Low Stress Handling Certified – Silver Level
- Fear Free Certified Groomer
- RECOVER Certified CPR for Pet Professionals
- Veterinary Nurse Technical Advisor in Parasitology
- Certificate in Oral Care for Companion Animals (BVNA)

Other Qualifications and Certifications

- Bachelor of Veterinary Nursing – Registered Veterinary Nurse Specialist
- Veterinary Technician Specialist in Small Animal Internal Medicine
- Graduate Diploma in Tertiary Teaching
- Graduate Certificate in Business
- Diploma in Feline Nursing
- Certificate in Bicultural Competency
- Certificate in Canine Myofunctional Therapy
- Certificate in Rural Animal Technology
- Certificate in Animal Behaviour
- Fear Free Certified Elite Professional
- RECOVER Certified Basic and Advanced Life Support
- Clinical Coach for Veterinary Nursing and Large Animal Veterinary Technology



Vicki Letchford – Senior Lecturer

I've worked at the School of Animal Health for the past 6.5 years, following my move from the UK, where I began my veterinary nursing journey over 27 years ago. I hold the UK Veterinary Nursing Diploma and have built a career that bridges clinical practice and education, working in private clinics, referral hospitals, and large charity practices—both as a permanent team member and as a locum. My teaching experience includes delivering veterinary nursing and a wide range of animal-related qualifications across various levels.

A lifelong passion of mine is grooming and coat care. From a young age, I was immersed in the world of preparing dogs for the show ring, and that love has continued throughout my career. In the UK, I incorporated grooming into my teaching, highlighting its role not only in presentation but also in maintaining animal welfare and upholding industry standards of professionalism.

My career has also taken me abroad—I completed an internship in the USA focused on wolf behaviour and conservation, which deepened my understanding of animal behaviour and welfare. In addition, I am a qualified companion animal hydro therapist, with hands-on experience supporting patients in both hydrotherapy pools and underwater treadmills.

I hold a Graduate Diploma in Teaching and am currently pursuing a Master's degree, with my research exploring the experiences of pet guardians during the postpartum period—a project that brings together my interests in the human-animal bond, welfare, and social context.

Qualifications and Certifications

- RCVS Diploma in Veterinary Nursing
- Diploma Small Animal Hydrotherapy
- Level 2 Certificate in Minor Safeguarding
- RCVS Standardisation for Centres – OSCES and Equine units (2014)
- Level 3 Introduction to Teaching in the Lifelong Learning Sector
- Certificate in companion Animal Behaviour level 3

Memberships

- Royal College of Veterinary Surgeons (UK)
- British Veterinary Nursing Association
- NZ Veterinary Nursing Association
- Clinical Coaching NZ (Founding member)



Karen Mangos – NZ Certified Master Dog Groomer

I have been dog grooming for about 40yrs. From a young age I have had animals around me from Tropical fish, cats, dogs to owning my own horse so my connection with animals has been strong.

I knew I wanted to work with animals. After finishing school, I began my career in a pet shop that offered cat and dog grooming services. There, I gained valuable hands-on experiences-bathing dogs, learning clipper techniques, and grooming cats and rabbits. I was also involved in cleaning and helping run the shop, which gave me a solid foundation in both grooming and customer service. I later transitioned to a grooming salon, where I continued to develop my skills. During this time, the Groomers Association invited me to compete in New Zealand's very first dog grooming competition. I proudly received a certificate for most Improved Scotty, an experience that motivated me to push further in my career.

Soon after, I had the opportunity to work alongside one of the top groomers in the industry. Their mentorship helped me refine my technique and expand my knowledge, which led to me successfully completing my Master's Certification. My passion for grooming continued to grow, and I began entering more competitions. One of my proudest moments came when I was runner-up Best Groomer of the Year 2005, grooming my own dog, Miss D, with a detailed scissor cut using thinners.

Over the years, I've gone on to manage three grooming shops and eventually opened and operated my own. To further support my business journey, I graduated in 2015 with a level 5 qualification from Te Wananga O Aotearoa in Applied Small Business Growth and Development, followed by a certification in Money Management in 2016.

On a personal note, I've been married to my husband Kirk since 1994, and we have a wonderful son Ricky and our Shih Tzu B.G (Baby Girl). I recently got my motorbike licence and love heading out for a ride whenever I can.

Memberships, Qualifications and Certifications

- National Groomers Association of New Zealand
- NZ Certified Master Dog Groomer
- Certificate in Applied Small Business Growth and Development
- Certificate in Money Management