



Australian Government

ACM30612 Certificate III in Pet Grooming

Release: 1

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Modification History

Release	TP Version	Comments
1	ACM10v3	Initial release

Description

This Qualification is for persons operating within an organisation that provides professional pet grooming services. A pet grooming attendant undertakes salon reception and housekeeping duties as well as bathing, brushing, trimming and other basic grooming services for domestic pets, usually dogs and in some cases cats. The duties require patience and a genuine empathy for animals, excellent customer service skills as well as high standards of cleanliness and professionalism. It is highly recommended that whilst undertaking this Qualification, the individual has access to a workplace that provides pet grooming services through either paid employment or substantial periods of work placement or work experience blocks.

Pathways Information

Job Roles

Job role titles covered by this Qualification may include:

- Assistant grooming attendant
- Stylist assistant
- Trainee groomers.

Pathways into the Qualification

Pathways for candidates considering this Qualification include:

- Direct entry
- After achieving ACM20110 Certificate II in Animal Studies
- Vocational training and/or work experience in a related industry area.

Pathways from the Qualification

After completing this Qualification, candidates may undertake ACM40612 Certificate IV in Professional Pet Styling that defines higher level job junctions.

Australian Apprenticeships

This Qualification is suited to Australian Apprenticeship pathways.

Licensing/Regulatory Information

There is no direct link between this Qualification and licensing, legislative and/or regulatory requirements. However, an individual Unit of Competency may specify relevant licensing, legislative and/or regulatory requirements.

Entry Requirements

There are no entry requirements for this Qualification.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this Qualification include:
Communication	<ul style="list-style-type: none"> • complete standard documentation • confirm relevant industry and workplace requirements • provide relevant work-related information to others • ensure records are accurate and legible • establish effective working relationships with colleagues • support team communication practices • understand personal and team requirements of relevant industry and workplace standards, regulations and policies • use communication technologies efficiently.
Teamwork	<ul style="list-style-type: none"> • demonstrate and encourage others in working cooperatively with people of different ages, gender, race or religion • explain and implement work team reporting requirements • monitor work team tasks in accordance with regulatory and workplace requirements • provide support to team members • undertake appropriate and effective communication with team members.
Problem-solving	<ul style="list-style-type: none"> • evaluate skill requirements of work tasks • identify risks and implement risk control measures • implement animal care and management procedures • monitor and anticipate problems that may arise during workplace operations, including hazards and risks, and take appropriate action to report or solve the problems within scope of responsibilities • provide problem solving support to team members • use assertive communication and/or conflict resolution skills to manage situations with clients who are distressed or in conflict with animal welfare or care directions • use problem solving techniques to determine work requirements.
Initiative and enterprise	<ul style="list-style-type: none"> • contribute to and promote continuous improvement processes • identify non-conformances to standards and take appropriate action • identify, assess and act on existing and potential risks • monitor and adjust activity in response to operational variations • rectify problems promptly and appropriately • seek and provide feedback on procedures and processes.

Planning and organising	<ul style="list-style-type: none"> • contribute to continuous improvement and planning processes • determine work requirements in order to complete in appropriate timeframes • ensure work equipment, materials and tools are ready and available for required tasks • plan work tasks for self and others as required • report and assist with implementing contingency plan promptly when incidents occur.
Self-management	<ul style="list-style-type: none"> • conduct regular housekeeping activities to maintain a clean and hygienic work area • identify and apply safety procedures, including the use of personal protective equipment • maintain currency of relevant, work-related information • manage work load priorities and timelines • monitor information in work area • monitor own work against quality standards and identify areas for improvement • understand own work activities and responsibilities.
Learning	<ul style="list-style-type: none"> • ask questions to expand own knowledge • assess competencies in meeting job requirements • maintain skill and knowledge currency • participate in meetings to inform work practices • recognise limits of own expertise and seek skill development if required.
Technology	<ul style="list-style-type: none"> • use information technology devices as required • work with technology safely and according to workplace standards.

Packaging Rules

A total of **sixteen (16) Units** of Competency must be achieved as specified below.

- Complete **eleven (11) CORE** Units
- Complete **five (5) ELECTIVE** Units

CORE: Complete the following eleven (11) CORE Units

Unit code	Unit title
ACMCAS301A	Work effectively in the companion animal industry
ACMCAS306A	Provide grooming services for companion animal comfort
ACMCAS307A	Provide companion animal hydro-bathing services
ACMGAS203A	Complete animal care hygiene routines
ACMGAS206A	Provide basic first aid for animals
ACMGAS301A	Maintain and monitor animal health and wellbeing
ACMGRM301A	Perform dog grooms on different coat types* <i>ACMCAS306A Provide grooming services for companion animal comfort</i> <i>ACMCAS307A Provide companion animal hydro-bathing services</i>
ACMGRM302A	Perform a cross breed clip* <i>ACMCAS306A Provide grooming services for companion animal comfort</i> <i>ACMCAS307A Provide companion animal hydro-bathing services</i> <i>ACMGRM301A Perform dog-grooms on different coat types</i>
ACMINF301A	Comply with infection control policies and procedures in animal care work
ACMSUS201A	Participate in environmentally sustainable work practices
ACMWHS301A	Contribute to workplace health and safety processes

ELECTIVE: Complete five (5) ELECTIVE Units from within ACM10 or from any other nationally endorsed Training Package or accredited course.

Units selected must be packaged in a Certificate II, III or IV and be relevant to work undertaken in the pet grooming services sector. Suggested Units are:

Unit code	Unit title
ACMCAS304A	Capture, handle and transport companion animals
ACMGAS306A	Assist with conditioning animals
ACMGAS207A	Provide reception services for an animal care facility
ACMGAS209A	Provide information on companion animals, products and services
ACMGAS302A	Provide enrichment for animals
ACMSPE304A	Provide basic care of dogs
ACMSPE305A	Provide basic care of domestic cats
BSBINM301A	Organise workplace information
SIRXCCS201	Apply point-of-sale handling procedures
SIRXFIN201	Balance and secure point-of-sale terminal
SIRXMER201	Merchandise products
SITXCCS002A	Provide quality customer service