



Australian Government

Department of Education, Employment and Workplace Relations

ACMSPE304A Provide basic care of dogs

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit of competency covers the process of identifying dogs and their behavioural and physical needs, providing daily care requirements, assisting with behavioural requirements and basic preventative health measures.</p> <p>Licensing, legislative, regulatory or certification requirements may apply to this unit in relation to keeping dogs. Therefore, it will be necessary to check with the relevant state or territory regulators for current licensing, legislative or regulatory requirements before undertaking this unit.</p>
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Application of the Unit

Application of the unit	<p>The unit is applicable to those working in animal care industry sectors where dogs are bred, reared, trained, cared for or housed. This may include animal shelters, pet shops, breeding or boarding kennels, companion animal training or grooming establishments or similar workplaces.</p> <p>In addition to legal and ethical responsibilities, all units of competency in the ACM10 Animal Care and Management Training Package have the requirement for animals to be handled gently and calmly. The individual is required to exhibit appropriate care for animals so that stress and discomfort is minimised.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify commonly available dogs	<p>1.1. Profile of <i>dog breeds</i> commonly held within facility, including appearance, nutrition, health and <i>behavioural characteristics</i>, is defined.</p> <p>1.2. Physical characteristics are described using industry terminology.</p> <p>1.3. Dogs are identified using industry specific-terminology.</p> <p>1.4. <i>Breed, colours, markings and other identifying features</i> are defined, interpreted and documented.</p>
2. Identify and evaluate behavioural and housing needs	<p>2.1. Indicators of animal comfort and normal behaviour are identified and <i>signs of distressed dogs</i> are recognised and reported to supervisor.</p> <p>2.2. Industry standards and guidelines for <i>housing design, environmental factors</i> and appropriate stocking densities are identified.</p> <p>2.3. <i>Enrichment needs</i> of specific animals are identified.</p> <p>2.4. Current animal housing design is assessed in relation to the <i>welfare of the animals</i> kept and legislation requirements.</p>
3. Handle and restrain dogs	<p>3.1. <i>Occupational health and safety (OHS) risks</i> associated with handling and restraining dogs are identified and methods used to minimise risks to the handler and stress to the animal are demonstrated.</p> <p>3.2. Appropriate <i>equipment to restrain and handle</i> dogs is identified, prepared and evaluated.</p> <p>3.3. Dogs are <i>approached and restrained</i> in a manner which optimises their welfare.</p>
4. Assist with health care needs	<p>4.1. Signs of good health in dogs are identified and recorded in animal health and treatment records.</p> <p>4.2. <i>Common health issues</i> are identified and signs of disease or other conditions are reported to supervisor.</p> <p>4.3. <i>General health maintenance and preventative treatment procedures</i> are identified and implemented in accordance with level of job responsibility, regulatory requirements and supervisor guidance.</p> <p>4.4. Options for activity and enrichment are identified, evaluated for impact on dog health and implemented as directed by supervisor.</p>
5. Feed dogs	<p>5.1. <i>Digestive system features</i> are identified and related to dog-specific feeding routines and diets.</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>5.2. Preferred food sources are identified and samples are assessed for quality and suitability.</p> <p>5.3. Potential <i>feeding hazards</i> are identified and risk control options are defined.</p> <p>5.4. <i>Feed</i> is prepared in accordance with dietary needs.</p> <p>5.5. Feed is distributed and consumption, including abnormalities, is reported according to workplace routines.</p>
6. Maintain records	<p>6.1. <i>Documentation</i> on the care and management of dogs is completed in accordance with workplace procedures and legislation requirements.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- complete relevant work-related documents and maintain accurate animal records
- comply with OHS, animal care, ethics and industry codes of conduct, regulations and legislations
- employ safe and environmentally responsible organisational systems and procedures when working with, restraining and handling dogs
- maintain the highest standards of personal and workplace hygiene and infection control at all times to reduce the risk of infection and cross-infection
- measure, interpret and record dog weight, height and other relevant objective indicators of change in physiological status
- monitor dog health, condition and behaviour and recognise normal and abnormal signs
- prepare doses for treatments as directed and verified by supervisor
- provide basic first aid to dogs as required under supervision
- use equipment and materials correctly and in accordance with manufacturers' specifications
- literacy skills to read and follow organisational policies and procedures, including OHS and animal welfare; follow sequenced written instructions; and record information accurately and legibly
- oral communication skills/language to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- numeracy skills to estimate, calculate and record routine workplace measures
- interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- problem-solving skills to assess appropriate practices and prioritise daily tasks
- use safe manual handling techniques and/or equipment
- use safe waste handling and disposal procedures.

Required knowledge

- anatomical terminology
- anatomical structures and physiological features related to basic care requirements for dogs
- awareness of natural dog behaviour relating to the characteristics of the species, age, health status behavioural and social needs and the signs of distress, illness and undesirable behaviours
- basic dog care and hygiene principles

REQUIRED SKILLS AND KNOWLEDGE

- basic dog first aid techniques
- dog condition scoring and methods used to measure, interpret and record weight and development
- housing, social and activity needs of dogs and environmental impacts on health and wellbeing
- methods of transmission of disease and infection
- milestones in developmental progress from new born to mature dogs
- organisational policies and procedures regarding the care and health maintenance of dogs
- personal protective clothing and equipment and when and how it should be used
- physical conditions and vital signs of dogs
- relevant legislation, regulations and codes of practice, including OHS, animal welfare and ethics
- safe dog handling techniques and procedures, potential hazards and control measures
- terminology and language variations used by workplace staff and the public to describe dogs, their behaviour, status, health and treatments
- terminology used to describe and document health and behavioural signs, including desirable and undesirable features
- types of food and food supplements and their role in dog diets
- types of information that has to be reported and recorded in animal care workplaces
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit. Assessors should ensure that candidates can:

- identify the specific characteristics and needs of dogs and apply these to the best practice industry standard of housing, behaviour, feeding and health management
- identify dogs by breed, age, sex, condition, colours, markings and other identifying features using industry accepted terminology
- safely and humanely interact with, handle and restrain dogs
- report and document treatments, behaviours and other information on individual dogs in accordance with animal welfare regulations, industry standards and workplace protocols and procedures.

The skills and knowledge required to provide basic care of dogs must be transferable to a range of work environments and contexts and include the ability to deal with unplanned events.

Context of and specific resources for assessment

Assessment of this unit is to be practical in nature and will most appropriately be assessed against the types of processes required in the industry sector in which candidates are working or in a situation that reproduces normal work conditions. Workplaces can include animal shelters, pet shops, breeding or boarding kennels, companion animal training or grooming establishments, veterinary practices or similar workplaces.

There must be access to a range of animals as well as relevant information, equipment and/or resources to enable one to demonstrate competence. Assessment must

EVIDENCE GUIDE	
	cover a minimum of three commonly available dog breeds.
Method of assessment	<p>To ensure consistency in one's performance, competency should be demonstrated, to industry defined standards, on more than one occasion over a period of time in order to cover a variety of circumstances and over a number of assessment activities.</p> <p>The assessment strategy must include practical skills assessment. Suggested strategies for this unit are:</p> <ul style="list-style-type: none"> • written and/or oral assessment of candidate's required knowledge • observed, documented and first-hand testimonial evidence of candidate's application of practical tasks • simulation exercises that reproduce normal work conditions • third-party evidence • workplace documentation • portfolio. <p>This unit may be assessed in a holistic way with other units of competency relevant to the industry sector, workplace and job role.</p>
Guidance information for assessment	Assessment methods should reflect workplace demands (e.g. literacy and numeracy demands) and the needs of particular target groups (e.g. people with disabilities, Aboriginal and Torres Strait Islander people, women, people with a language background other than English, youth and people from low socioeconomic backgrounds).

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Common dog breeds</i> may include:	<ul style="list-style-type: none"> the Australian National Kennel Club (www.ankc.org.au) provides a list of common breeds grouped into toys, terriers, gundogs, hounds, working dogs, utility and non-sporting.
<i>Behavioural characteristics</i> may include:	<ul style="list-style-type: none"> body language, vocal and other forms of communication normal behaviour patterns: <ul style="list-style-type: none"> activity levels appropriate for age and breed displacement behaviour normal feeding, resting and eliminative behaviour social behaviour towards conspecifics and other species, including humans inappropriate behaviour may include: <ul style="list-style-type: none"> changes to expected normal behaviour destructive behaviour excessive vocalisation inappropriate arousal levels repetitive or stereotypic behaviour patterns signs of anxiety and distress.
<i>Colours, markings and other identifying features</i> may include:	<ul style="list-style-type: none"> breed, age, sex and size coat or skin colours and texture eye colour markings, patterns and permanent scars microchip, ear tags, tattoos and markings.
<i>Signs of distress in dogs</i> may include:	<ul style="list-style-type: none"> aggressive behaviour subdued behaviour trembling vocalisation.
<i>Housing design and environmental factors</i> may include:	<ul style="list-style-type: none"> environmental: <ul style="list-style-type: none"> biological control of waste cleaning routines and methods

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	<ul style="list-style-type: none"> • drainage and weather protection • general animal housing security • housing furniture • local council requirements related to: <ul style="list-style-type: none"> • limits to numbers and types of animals allowed • noise control • pest control • restricting access to animals • waste management • ventilation, heating and cooling requirements • housing design: <ul style="list-style-type: none"> • housing options: <ul style="list-style-type: none"> • communal kennels • individual kennels • exercise areas • whelping and puppy raising kennels • food preparation areas • bathing and grooming areas • companion dogs kept indoors and outside • housing requirements: <ul style="list-style-type: none"> • compatibility of species kept together in a home • food and water distribution • security considerations • longevity and sturdiness of materials • suitability • specific areas to rest • designs that allow for enrichment activities (e.g. exercise, feeding or socialising) • social options: <ul style="list-style-type: none"> • solitary • pairs • groups • mixed species
<i>Enrichment needs</i> may include:	<ul style="list-style-type: none"> • food or food-related enrichment: • food dispensing toys, scatter feeding and

RANGE STATEMENT	
	<p>treasure hunts</p> <ul style="list-style-type: none"> physical enrichment items: <ul style="list-style-type: none"> gnawing manipulada digging pits paddle pools a view sounds (e.g. music) scents occupational activity options: <ul style="list-style-type: none"> dog sports free running exercise leash walks training social enrichment: <ul style="list-style-type: none"> levels of contact with other animals of the same species or other species social interactions with people, including the carer.
<i>Welfare of animals</i> requirements may include:	<ul style="list-style-type: none"> adequate housing, nutrition and stock levels compliance to appropriate state or territory legislation and regulations enrichment opportunities the absence of pests and vermin the compatibility of species and breeds.
<i>OHS risks</i> when working with animals may include:	<ul style="list-style-type: none"> animal bites, kicks and scratches biological hazardous waste and sharps disposal handling of chemicals and medicines gas leakage inhalation of aerosol particles intraocular contamination manual handling, including carrying, lifting and shifting needle pricks and cuts from other sharps release of infective agents (animal and human) slippery or uneven work surfaces zoonoses.
<i>Equipment used to handle and restrain</i> dogs may include:	<ul style="list-style-type: none"> collars and leads treats or toys.
<i>Methods used to approach and</i>	<ul style="list-style-type: none"> calling animal by name

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<i>catch</i> dogs may include:	<ul style="list-style-type: none"> • encouraging animal to approach by offering a treat • quietly approaching animal, slipping on collar and attaching lead or catching and holding animal with hands • running animal into a small enclosure.
<i>Common health issues</i> may include:	<ul style="list-style-type: none"> • behavioural disorders • environmental hazards: <ul style="list-style-type: none"> • ventilation • temperature extremes • exposure to the elements • inadequate exercise • infectious diseases caused by: <ul style="list-style-type: none"> • bacteria, virus, fungus and mould • internal and external parasites • non-infectious diseases: <ul style="list-style-type: none"> • nutritional imbalances and disruptions • genetic disorders • metabolic • neoplastic • physical traumas • chemical toxicities and allergies • zoonotic diseases.
<i>General health maintenance and preventative treatment</i> may include:	<ul style="list-style-type: none"> • annual health check-up • control of parasites • grooming • immunisation/vaccinations as required • insect control • quarantine • routine observation of waste elimination and faecal examination.
<i>Digestive system features</i> related to specific feeding routines and diets may include:	<ul style="list-style-type: none"> • anatomical features: <ul style="list-style-type: none"> • mouth and teeth structures • digestive enzymes and bacteria • oesophagus and stomach • intestines, rectum and anus • physiological features: <ul style="list-style-type: none"> • eating processes • nutrient requirements, absorption and

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	<p>storage methods</p> <ul style="list-style-type: none"> • waste elimination • feeding patterns and strategies • normal eating and drinking patterns for species, age and breed • potential digestive system malfunctions or problems • water needs.
Feeding hazards may include:	<ul style="list-style-type: none"> • animal movement and handling • shelf life of foodstuffs • manual handling and general food preparation, storage and distribution equipment • contamination of foodstuffs from vermin, bacteria, fungus, virus and other sources • organic and other dusts • excessive noise • possibility of zoonotic infection.
Foodstuffs commonly available and suitable for a balanced diet may include:	<ul style="list-style-type: none"> • high quality commercial and veterinary approved home prepared diets.
Required documentation may include:	<ul style="list-style-type: none"> • accident and incident records • animal feeding, health and treatment records • animal identification and history • chemical and veterinary supplies register • diary, rosters and task completion and timeframe records • equipment use, damage and repair register • OHS safe work method statements, material safety data sheets (MSDS) and other records • provisions records of current stock and items used and items required • stock control records.

Unit Sector(s)

Unit sector	Species specific
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		