



Australian Government

ACMCAS307A Provide companion animal hydro-bathing services

Release 2

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Modification History

Release	TP Version	Comments
2	ACM10v3	Range statement updated Reference to OHS legislation replaced with generic terminology
1	ACM10v2	Initial release

Unit Descriptor

This Unit of Competency covers the process of providing hydro-bathing services for companion animals following industry recognised bathing procedures.

Application of the Unit

This Unit is applicable to those working in companion animal facilities where hydro-bathing services are provided; whether in a fixed location or in a mobile operation. This Unit covers the assessment, planning and execution of the bathing procedures. Operating procedures for a mobile hydro-bathing facility is covered by ACMCAS408A Manage the operation of a mobile hydro-bathing facility for companion animals. 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.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this Unit at the time of publication.

Pre-Requisites

Nil.

Employability Skills Information

This Unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assess bathing requirements	1.1 Breed type bathing needs are established with client. 1.2 Animal's coat length and condition, including condition of ears, eyes and toenails, are assessed in relation to its age and breed. 1.3 Animal condition is evaluated and reported to client. 1.4 Advice is provided to client, as required, regarding maintenance regimes for the animal's coat or condition.
2. Prepare and bathe animal	2.1 Risks associated with bathing nominated animals are determined and minimised in accordance with workplace health and safety and animal welfare requirements. 2.2 Bathing facilities and equipment are prepared. 2.3 Animal is restrained for bathing, as required, and monitored for signs of distress. 2.4 Animal is brushed prior to or after bathing in order to remove dead skin, knots and loose hair. 2.5 Appropriate water temperature, shampoos and supplementary treatments, including external parasite treatment, if required, are selected in accordance with client requirements and the animal's breed. 2.6 Animal is bathed, rinsed and dried using industry-recognised bathing techniques.
3. Complete bathing procedures	3.1 Animal is restrained safely and managed until owner's arrival. 3.2 Hydro-bath and associated equipment are cleaned and disinfected in accordance with organisational policies and procedures. 3.3 Waste is disposed of in accordance with relevant legislative requirements. 3.4 Consumables and other equipment are checked and returned to storage, supplies audited and documented. 3.5 Bathing services provided are documented for invoicing. 3.6 Animals are returned to owner, bathing services reviewed and any follow-up requirements are discussed.

Required Skills and Knowledge

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

Required skills include:

Ability to:

- apply problem-solving skills to use available resources and prioritise daily tasks
- complete relevant work-related documents
- employ 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
- employ safe and environmentally responsible organisational systems and procedures when working with and handling animals
- follow sequenced written instructions; record accurately and legibly information collected; and select and apply procedures to a range of defined tasks
- follow organisation policies, procedures and requirements
- follow-up with clients regarding future bathing service requirements in accordance with organisational policies and procedures
- identify animals using common names
- maintain the highest standards of hygiene and infection control at all times to reduce the risk of infection and cross-infection
- operate and maintain a range of bathing and rinsing equipment
- use literacy skills to read and follow organisation policies and procedures, including workplace health and safety, infection control and waste management procedures
- use oral communication skills/language to fulfil the job role as specified by the organisation, including questioning techniques, active listening, asking for clarification and consulting with supervisors
- use numeracy skills to estimate, calculate and record routine workplace measures
- use safe manual handling techniques and/or equipment
- use safe waste handling and disposal procedures.

Required knowledge includes:

Knowledge of:

- basic industry recognised animal bathing techniques, procedures and equipment
- basic animal anatomy and physiology related to hydro-bathing services
- how shampoo and bathing products may irritate an animal and the effects of incorrect rinsing techniques
- normal and abnormal animal behaviour and traits for relevant species
- organisation policies, procedures and requirements, including workplace health and safety and emergency procedures, hygiene standards and waste disposal regulations
- principles of animal ethics and welfare
- relevant bathing products and services
- relevant workplace health and safety and animal welfare legislative requirements and

codes of practice

- relevant recordkeeping systems
- safe animal handling and restraint techniques and procedures
- safe work practices
- signs and symptoms of disease and parasitic infections
- signs of abnormalities and health concerns in animals
- transmission of diseases between animals
- usage and maintenance of a range of bathing equipment
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials.

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: • assess health and condition of animal's coat and determine bathing requirements with client/owner • apply industry recognised hydro-bathing methods and procedures for different breeds of companion animals • handle animals in a safe and humane manner • set up, use and maintain hydro-bathing equipment and supplies in accordance with organisational standards and manufacturers' specifications • build relationships and communicate effectively with clients regarding appropriate bathing requirements • maintain records and follow-up with clients as required. The skills and knowledge required to provide companion animal hydro-bathing services 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 be most appropriately assessed in companion animal organisations that offer animal hydro-bathing services or in a situation that reproduces normal work conditions. There must be access to a range of companion animal breeds and species as well as the appropriate equipment and/or resources to enable one to demonstrate competence.
Method of assessment	To ensure consistency of 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 where possible, over a number of assessment activities. The assessment strategy must include practical skills assessment. Suggested strategies for this Unit are: • 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. This Unit may be assessed in a holistic way with other Units of Competency relevant to the industry sector, workplace and job role.
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

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>Bathing needs</i> may include:	• animal and owner lifestyle factors • breed or type • age, sex, reproductive status • current body, skin and coat condition • known allergies or other health problems • history of previous bathing experience • injuries or other issues either reported or observed.
<i>Risks</i>	Risks in capture, handling and bathing of animals may include: • aggressive animal behaviour • escape of animals and subsequent threat to safety of humans and other animals • heat stress and reaction to dryers/dryer stress • potential anxiety of animal when being handled by strangers • potential injuries to humans during capture, handling and bathing processes • potential stress and injury to animals during handling, bathing and drying such as: • brush burns • dryer burn • heat stroke • reaction to washing and grooming chemicals • unfamiliarity of animal to washing equipment and processes.
<i>Workplace health and safety</i> risks when handling animals may include:	• animal bites, kicks, scratches and crush injuries • 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 • use of water in close vicinity of electrical equipment • zoonoses.
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Equipment may include:	• brushes, combs, sprayers, polishing pads, towels • detangling lotion • coat dryers • grooming stands • mobile unit, with consideration for the workplace health and safety requirements related to the mobile unit safety chain and 240v safety switches • restraining equipment including collars, leads, muzzles and harness • wash tubs and hydro-baths • shampoo and other coat cleaning products.
Signs of distress may include:	• aggressive behaviour • inappetence • subdued behaviour • trembling • vocalisation.
Bathing techniques may include:	• external evacuation of animal's anal glands, if required • detangle coat or hair • dry animal after washing in accordance with industry recognised standards • inspect animals for parasites and other health issues • remove and control external parasites • remove dander or scurf from skin • remove dirt, debris, contaminants from the coat and skin • restrain animal during bathing • wash animals using shampoo, parasite control and other chemicals • post-wash rinse to remove chemicals from skin and coat.
Hydro-bath and equipment cleaning may include:	• checking equipment for damage and wear and tear • disinfecting equipment using approved chemicals and processes • drying, lubricating and protecting parts as required • pumping out grey water into approved waste water system • removing hair and debris from waste traps and filters.
Post-bathing review may include:	• further parasite control requirements • reporting on animal behaviour during bathing • advising of any injury or illness issues that have

	occurred during bathing • advising of any health issues noticed during bathing or inspection of animal • suggesting grooming or care products for home use • identifying follow-up schedule to maintain coat and skin in optimal condition.
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Unit Sector(s)

Companion animal services