



Australian Government

ACMCAS407A Provide professional companion animal grooming 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 professional pattern and style grooming services for companion animals.

Application of the Unit

This Unit is applicable to those working in the companion animal industry sector where pattern and style grooming services are provided for companion animals at their home or at a companion animal facility. 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 grooming needs	1.1 Grooming needs of animals are established with client. 1.2 Animal's coat length and condition, including condition of the ears, eyes and toenails, are assessed in relation to its age and breed. 1.3 Animal is checked for parasitic infection. 1.4 General health and temperament of animal is checked with the client and documented. 1.5 Observations of the animal's condition are reported to client. 1.6 Client is informed of grooming procedures and advised regarding required maintenance regimes for the animal's coat and/or condition.
2. Prepare animal and grooming environment	2.1 Risks associated with grooming nominated animals are determined and managed in accordance with workplace health and safety and animal welfare requirements. 2.2 Appropriate grooming pattern and style are identified in accordance with breed standards, client preference, health of the animal and condition of its coat. 2.3 Grooming equipment and supplies relevant for the condition of the coat, its pattern and style are selected and prepared. 2.4 Animal is restrained and handled safely and humanely in accordance with its age, health and breed characteristics.
3. Perform grooming services	3.1 Pre-bathing procedures, including brushing and de-matting, are carried out as required. 3.2 Animal is bathed, rinsed and dried using appropriate bathing procedures in accordance with organisational policies and procedures. 3.3 Animal is bathed, rinsed and dried using appropriate bathing procedures in accordance with organisational policies and procedures. 3.4 Grooming equipment is operated safely and correctly in accordance with organisational grooming procedures and manufacturers' instructions. 3.5 Animal's coat is styled as required using industry-recognised grooming techniques and in accordance with pattern, style and client requirements. 3.6 Additional grooming services are completed as required.
4. Complete grooming services	4.1 Animal is housed safely and monitored until owners arrival. 4.2 Grooming equipment and area is cleaned and returned to storage, supplies audited and documents. 4.3 Waste material is collected and disposed of in accordance with environmental and legislative requirements. 4.4 Grooming services are documented and business records

updated for compliance and invoicing requirements.
4.5 Animals are returned to client, ***advice on home-grooming care*** is provided 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 a range of industry recognised pattern and style grooming techniques, procedures and associated range of treatments
- apply problem-solving skills to use available information and resources and prioritise daily tasks
- 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-up with clients in relation to future grooming services 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
- maintain records and complete relevant workplace documentation
- operate and maintain a range of grooming 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 and asking for clarification
- use numeracy skills to estimate, calculate and record routine and more complex workplace measures and data
- use safe manual handling techniques and/or equipment
- use safe waste handling and disposal procedures.

Required knowledge includes:

Ability to:

- basic animal anatomy and physiology related to grooming procedures
- industry recognised animal pattern and style grooming techniques, procedures and equipment
- normal and abnormal animal behaviour and traits for relevant species
- principles of animal welfare and ethics
- relevant grooming products and services
- relevant legislative and regulatory compliance requirements, including the Pet Industry

Joint Advisory Council codes of practice, companion animal legislation, local council regulations, microchipping, animal welfare legislation and wildlife regulations

- relevant organisational policies and procedures, including workplace health and safety and emergency procedures, animal welfare requirements, hygiene standards and waste disposal regulations
- relevant recordkeeping systems
- safe animal handling and restraint techniques and procedures
- safe work practices
- signs of abnormalities and health concerns in animals, including parasitic infections
- transmission of diseases between animals
- usage and maintenance of a range of grooming 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 competency 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 pattern and style grooming requirements with client/owner • apply industry recognised bathing and grooming methods and procedures for different breeds of companion animals • handle animals in a safe and humane manner • operate and maintain grooming equipment and supplies in accordance with organisational standards and manufacturers' specifications • build relationships and communicate effectively with clients regarding appropriate grooming requirements • maintain records and follow-up with clients as required. The skills and knowledge required to provide professional companion animal grooming 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 pattern and style grooming services or in a situation that reproduces normal work conditions. There must be access to a range of companion animal breeds as well as relevant information, 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, cases and responsibilities, and over a number of assessment activities. The assessment strategies 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>Animals</i> may include:	• most commonly, dogs and cats • other small animals: • rabbits, rodents, ferrets and guinea pigs.
<i>Parasitic infestations</i> may include:	• external parasites: • fleas, mites, lice, ticks, flies and midges.
<i>General health and temperament</i> may include:	• current body, skin and coat condition • known allergies or other health problems • habits and behavioural traits • history of previous grooming experience • injuries or other issues either reported or observed • preferred restraint • vaccination status.
<i>Risks</i>	Risks in capture, handling and grooming of animals may include: • aggressive animal behaviour • escape of animals and subsequent threat to safety of humans and other animals • potential anxiety of animal when being handled by strangers • potential injuries to humans during capture, handling and grooming processes • potential stress and injury to animals during handling and grooming • reaction to washing and grooming chemicals • transmission of disease and infection to humans and other animals • unfamiliarity of animal to grooming and washing equipment and processes to animals.
<i>Workplace health and safety</i> risks when working with animals may include:	• animal bites, kicks, and scratches • biological hazardous waste and sharps disposal • gas leakage • handling of chemicals and medicines • heat stress and reaction to dryers/dryer stress • 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.
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<i>Grooming pattern and style characteristics</i> may include:	• breed specific clipping regulations and standards for competition or working animals • coat thinning, cutting, shaving and pattern trimming • metabolic and other animal health issues that may be impacted by coat condition, grooming methods and equipment • techniques used to groom animals to ensure their comfort in various climatic and lifestyle conditions.
<i>Grooming equipment</i> may include:	• brushes and combs • coat cleaning and conditioning products • coat clippers (e.g. electric, rechargeable, hand operated and assorted clipping blades) • detangling and debris removing products • dryers • files • grooming stands • polishing pads and towels • restraining equipment (e.g. collars, leads, muzzles and harnesses) • scissor and shears, tweezers and stripping knives.
<i>Waste material</i> may include:	• bath water • chemicals, shampoos and conditioners • empty containers and disposable gloves • faeces • hair and nails • washing and drying cloths.
<i>Business record compliance and invoicing requirements</i> may include:	• appointment book • client records • daily takings record • hours worked • invoice that is compliant with the Australian Taxation Office (ATO) requirements • price list for services and products • services and treatments completed record.
<i>Advice on home grooming care</i> may include:	• advising of any health issues noticed during grooming or inspection of animal • advising of any injury or illness issues that have occurred during grooming • booking future appointments • further parasite control requirements • identifying follow-up grooming schedule to

	- maintain coat and skin in optimal condition • providing literature on services or care • suggesting grooming or care products for home use.
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Unit Sector(s)

Companion animal services