

**He Puka Whakaaetanga,  
Whakamana Hōtaka |  
Programme Acceptability and  
Consultation**

**Programme of Study:  
New Zealand Certificate in Animal Management  
(Level 4)**

**Leading to the award of:  
2489 New Zealand Certificate in Animal Management  
(Level 4) with strands in Canine Behaviour and  
Training; Companion Animals; Fish, Amphibians and  
Reptiles; Pet Grooming; and Zookeeping**



**Te Pūkenga**

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# 1 Preface: Pet Grooming Strand only

This document provides details specific to the Pet Grooming strand of the 2489 New Zealand Certificate in Animal Management (Level 4). The Canine Behaviour and Training, Companion Animals, and Zookeeping Strands have already been consulted upon and are currently being reviewed by NZQA for approval and accreditation.

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## 2 New Zealand Certificate in Animal Management (Level 4)

### 2.1 Te Tūhono Kawenga Hōtaka | A Unified Portfolio of Programmes

Te Pūkenga aims to develop a unified, sustainable, public network of regionally accessible vocational education programmes that have our ākonga (students) at the centre. This application for programme approval and accreditation of the Pet Grooming Strand forms part of the development of a national network of provision requiring partnerships and cooperation with co-responsibilities for programme delivery. This is consistent with Te Pūkenga academic delivery innovation strategic direction, which is aimed at establishing a coherent portfolio of programmes that will support ākonga, employers and industry to make informed decisions about future study and employment and achieve a sustainable network of ongoing delivery.

In order to develop a coherent portfolio of programmes that supports the above strategic direction, a unification process has been established that is aimed at achieving a future state of (in the main) one programme per qualification that supports and allows for a range of delivery modes, namely blended, distance and work-based learning. Currently, Te Pūkenga needs to work within the parameters of Programmes of Industry Training reporting via the ITR and Programmes of Study reporting via the SDR (as integrated NZ Programmes / Skills Standards and an integrated TEC reporting system are not yet available). The unified programme of study presented here unifies on-campus, blended and distance approaches, reported through the current SDR.

The unified Pet Grooming Strand of the New Zealand Certificate in Animal Management (Level 4) presented here contributes to the ability of Te Pūkenga to offer a coherent portfolio of programmes that responds to the needs of ākonga, industries, iwi, hapū, hāpori, Māori communities and Pacific communities. This also begins to take us towards addressing some of the inequities that exist for priority ākonga.

### 2.2 Te Huanui Whakawhanake i te Hōtaka | Development Approach

The New Zealand Certificate in Animal Management (Level 4) was updated, with Version 3 published in October 2021. The last date for assessments to take place for Version 2 of this qualification is 31 December 2024. Currently, there are no providers of the Pet Grooming strand; however, the intention is for this to be delivered by Te Pūkenga in 2023.

The programme of study presented here is based on a collaborative design process across the following Te Pūkenga network partners:

- Otago Polytechnic Ltd (Otago)
- Unitec New Zealand Ltd (Unitec)

The collaborative design process was supported by two groups: (i) a Steering Group with representation from every relevant network partner, i.e., every network partner delivering programmes of study in the broad discipline area of Animal Healthcare; and (ii) a Working Group tasked specifically with the unification of this programme of study. The Workforce Development

Council was included in the Steering Group membership and has thus been engaged in the unification process. The functions of the Steering Group were defined in a mutually agreed Terms of Reference, and included the following:

- oversight of the development of a single unified programme for each qualification Te Pūkenga delivers in the discipline area
- leading engagement with regional internal and external partners (including (i) relevant regional industry, including Māori and Pacific employers; (ii) communities at a local level, including hapū and iwi, and Pacific communities; (iii) Te Pūkenga kaimahi; and (iv) ākonga)
- steering programme unification work and providing advice and support to Working Groups

The Working Group of members from the collaborating Te Pūkenga network partners listed above and from other kaimahi from within Te Pūkenga network have developed this strand to align with and meet the Graduate Profile Outcomes of the Pet Grooming strand.

### **2.3 Te Whakawhitinga ki te Tūhono Kawenga Hōtaka | Transition to the Unified Programme**

The unified Pet Grooming strand of the New Zealand Certificate in Animal Management (Level 4) presented here contributes to the ability of Te Pūkenga to offer a coherent portfolio of programmes and takes us a step towards addressing some of the inequities that exist for priority ākonga.

The Pet Grooming strand will be offered to new ākonga from mid-2023, subject to approval and accreditation. As there are no current providers, it is not anticipated that there will be any transitional arrangements required as no current ākonga will be affected.

## Appendix 1: Te Hono o te Kahurangi | Qualification Details

Details for the programme of study	NZQA Reference No.	Version No.	Credits	Level
<b>New Zealand Certificate in Animal Management (Level 4)</b>	XXXXX	1	120	4
with strand in Pet Grooming				

which leads to the award of the following qualification

Details for the programme of study	NZQA Reference No.	Version No.	Credits	Level
<b>New Zealand Certificate in Animal Management (Level 4)</b>	2489	3	120	4
with strands in Canine Behaviour and Training; Companion Animals; Fish, Amphibians and Reptiles; Pet Grooming; and Zookeeping				
NZSCED	061103 Health>Veterinary Studies>Veterinary Assisting			
Qualification developer	Muka Tangata – People, Food and Fibre Workforce Development Council			
Quality assurance body	New Zealand Qualifications Authority			
Next review	30/04/2026			
Next planned consistency review	April 2026			

### Strategic purpose

The purpose of this qualification is to provide individuals with the skills, knowledge and attributes to maintain and manage a positive welfare state for animals.

This qualification is designed for people who intend to work in a role managing the day-to-day care, welfare and/or training of animals in settings such as breeding facilities, quarantine facilities, rehabilitation facilities, animal rescue centres, pet grooming facilities, boarding facilities, commercial pet shops, public aquariums, and zoos.

Graduates will have the technical knowledge and skills to manage the day-to-day animal care and husbandry operations in an animal facility, under broad supervision, or guidance.

This qualification is stranded to recognise the specialist skills required for managing care and husbandry within the contexts of companion animal; fish, amphibian and reptile; canine behaviour and training; pet grooming; and zookeeping facilities; and to promote a positive welfare state for animals.

### Graduate profile

#### Graduates of this qualification will be able to:

1. Implement regulatory and compliance requirements for animal care and welfare.
2. Apply knowledge of anatomy and physiology to relevant aspects of animal management.
3. Manage interpersonal relationships and ethical behaviour in the provision of animal care.

#### Graduates of the Pet Grooming strand will also be able to:

4. Maintain animal, human, and environmental safety in a pet grooming environment.

5. Maintain an optimal welfare state of pets in a pet grooming environment.
6. Manage variations to normal and abnormal health and behaviour of pets in a pet grooming environment.
7. Apply knowledge of pet breed and individual characteristics, coat and body type, handling techniques, and the use and maintenance of grooming equipment to groom pets.

#### **Qualification education pathway**

This qualification may build on the National Certificate in Educational Achievement (Level 2) [Ref: 0973] with Vocational Pathways Primary Industry endorsement; or the New Zealand Certificate in Animal Care (Level 3) with strands in Companion Animals, Equine, and Rural Animals [Ref: 2487].

#### **Employment/cultural/community pathway**

Graduates will be able to work as supervisors or technicians involved with the day-to-day care, welfare and/or training of animals. This may be in roles such as: dog trainer, pet groomer, zookeeper, zoo educator, animal centre worker, animal sanctuary worker, supervisor of kennels, cattery or doggie day care, or animal laboratory technician; animal rehabilitation, breeding, or quarantine facility; depending on the strand completed.

#### **Professional recognition/accreditation**

None

#### **Other requirements of the qualification (including regulatory body or legislative requirements)**

None

#### **General conditions for programme**

Programmes must recognise capabilities supporting environmental, social, and economically sustainable practices in animal care.

Programmes must recognise the place of Te Tiriti o Waitangi/the Treaty, and capabilities supporting cultural sensitivity and responsiveness in animal care.

#### **Strand Practicum requirements**

##### **Pet Grooming**

1. At least 240 hours in at least two different pet grooming facilities that enable a balance of application of theoretical knowledge and practical skills acquisition required for the strand.
2. 240 hours to be made up of:
  - Preparation
  - Bathing, drying, and hygiene procedures
  - Clipping and scissoring, hand stripping, and deshedding.
3. Hygiene procedures include ear cleaning, manual teeth brushing, clipping claws, external anal gland expression

#### **Qualification version transition information**

Version information

Version 2 of this qualification was published in April 2021 as a result of a scheduled review.

Version 3 of this qualification was published in October 2021 to add a new Pet Grooming strand. Please refer to Qualifications and Assessment Standards Approvals for further information.

The last date for assessment for programmes leading version 2 is 31 December 2024.

People currently enrolled in programmes leading to version 2 of this qualification may either complete the requirements by 31 December 2024 or transfer to version 3 of the qualification. It is the intention of Muka Tangata that no existing trainee should be disadvantaged by these transition arrangements. Any person who considers they have been disadvantaged may appeal to:

Muka Tangata – People, Food and Fibre Workforce Development Council

PO Box 445

Wellington 6143

Email: [qualifications@mukatangata.nz](mailto:qualifications@mukatangata.nz)

Phone: (04) 909 0288

**Replacement information:**

Version 3 of this qualification was republished in July 2022 to extend the last date of assessment for version 2 of this qualification from 31 December 2022 to 31 December 2024.

Please refer to July 2022 [Qualifications and Assessment Standards Approvals](#) for further information.



## Appendix 2: Waeture ā-Hōtaka | Programme Regulations

Preface: Please note that the majority of the Programme Regulations have been consulted upon for the 2489 New Zealand Certificate in Animal Management (Level 4) with strands in Canine Behaviour and Training, Companion Animals, and Zookeeping. This document provides the course schedule specific to the Pet Grooming strand.

In the regulations presented here, unless the context otherwise requires, 'delegated authority' refers to an individual or role holder, or in some cases a committee, who has been delegated the authority to make a decision within a specific circumstance. A schedule of the various relevant delegations is maintained by the Programme Committee responsible for the programme. Te Pūkenga aims to enable broad access for ākonga and is committed to providing barrier-free access and participation for Māori, Pacific, Disabled and other equity groups.

### Whakatapoko | Admission

<b>General admission</b>	To be admitted to this programme, applicants must hold one of the following: <ol style="list-style-type: none"><li>1. National Certificate in Educational Achievement (Level 2) [Ref: 0973] with Vocational Pathways Primary Industry endorsement <b>OR</b></li><li>2. New Zealand Certificate in Animal Care (Level 3) with strands in Companion Animals, Equine, or Rural Animals [Ref: 2487]; <b>OR</b></li><li>3. a relevant qualification at NZQF Level 2 or above <b>OR</b></li></ol> a recognised equivalent
<b>Special admission</b>	Any ākonga who is 20 years of age or older and has not reached the general admission requirements for their intended programme is eligible for Special Admission. Te Pūkenga works with the ākonga to ensure they are prepared for their intended programme.
<b>Discretionary admission</b>	Any ākonga who is not yet 20 years of age and has not reached the general admission requirements for their intended programme may be eligible for Discretionary Admission. In assessing whether to grant Discretionary Admission, the delegated authority focuses on the applicant's level of preparedness for their intended programme.
<b>Additional requirements</b>	In addition to meeting the requirements for admission all applicants must complete a Health declaration and declaration of any criminal conviction to ensure fitness to practice prior to acceptance into the programme. *Convictions of any offence may not necessarily exclude applicants from enrolment. Any decision is made on a case-by-case basis at the discretion of the delegated authority.
<b>English language requirements</b>	All applicants (international and domestic) for whom English or te reo Māori is not a first language need to provide evidence that they have the necessary English language proficiency required for the programme. International applicants are required to have an IELTS score of 5.5 (general or academic) with no individual band lower than 5 from one test taken in the preceding two years, or an equivalent described in <a href="#">NZQA Rules</a> .

## Selection Processes

Limits on enrolment may be applied due to health and safety reasons and/or availability of work experience placements. Should limits be placed on enrolment, the following selection criteria will apply:

- Where the number of applications for a programme exceeds the number of available places, ākonga are offered the opportunity to be placed on a waitlist.
- Programme selection prioritisation is the order in which the applications are received.

## Tūtukitanga Whakamihi | Credit Recognition

The provisions and procedures for credit recognition through cross credit, credit transfer and recognition of prior learning in this programme are set out in with [Te Kawa Maiororo | Educational Regulatory Framework](#).

## Tohu o te Hōtaka | Award of Qualification

<p><b>Credit requirements</b></p>	<p>To be awarded the <b>New Zealand Certificate in Animal Management (Level 4) Pet Grooming strand</b>, ākonga must achieve a minimum of 120 credits in the pattern set out in Table 1 from the courses set out in Table 2 below.</p> <p><b>Table 1: Credit Requirements</b></p> <table border="1" data-bbox="488 856 1360 976"> <thead> <tr> <th>Level</th> <th>Compulsory credits</th> <th>Elective credits</th> <th>Total credits</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>120</td> <td>0</td> <td>120</td> </tr> <tr> <td colspan="3"><b>Total credits</b></td> <td><b>120</b></td> </tr> </tbody> </table> <p><b>Table 2: Schedule of Courses</b></p> <table border="1" data-bbox="488 1024 1360 1459"> <thead> <tr> <th>Course code</th> <th>Course title</th> <th>Credits</th> <th>Pre-requisites</th> </tr> </thead> <tbody> <tr> <td colspan="4"><b>Level 4 – Pet Grooming Strand</b></td> </tr> <tr> <td>AN4002</td> <td>Anatomy and Physiology</td> <td>15</td> <td></td> </tr> <tr> <td>AN4125</td> <td>Introduction to Professional Skills</td> <td>15</td> <td></td> </tr> <tr> <td>AN4126</td> <td>Behaviour and welfare</td> <td>15</td> <td></td> </tr> <tr> <td>AN4127</td> <td>Grooming A</td> <td>15</td> <td></td> </tr> <tr> <td>AN4128</td> <td>Grooming B</td> <td>15</td> <td></td> </tr> <tr> <td>AN4129</td> <td>Grooming C</td> <td>15</td> <td></td> </tr> <tr> <td>AN4130</td> <td>Pet Grooming Work Placement A</td> <td>15</td> <td></td> </tr> <tr> <td>AN4131</td> <td>Pet Grooming Work Placement B</td> <td>15</td> <td></td> </tr> <tr> <td colspan="2"><b>Total compulsory credits @ Level 4</b></td> <td colspan="2"><b>120 credits</b></td> </tr> </tbody> </table>	Level	Compulsory credits	Elective credits	Total credits	4	120	0	120	<b>Total credits</b>			<b>120</b>	Course code	Course title	Credits	Pre-requisites	<b>Level 4 – Pet Grooming Strand</b>				AN4002	Anatomy and Physiology	15		AN4125	Introduction to Professional Skills	15		AN4126	Behaviour and welfare	15		AN4127	Grooming A	15		AN4128	Grooming B	15		AN4129	Grooming C	15		AN4130	Pet Grooming Work Placement A	15		AN4131	Pet Grooming Work Placement B	15		<b>Total compulsory credits @ Level 4</b>		<b>120 credits</b>	
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AN4131	Pet Grooming Work Placement B	15																																																							
<b>Total compulsory credits @ Level 4</b>		<b>120 credits</b>																																																							
<p><b>Programme completion</b></p>	<p>The minimum time to complete this programme is one year (full-time study) or two years (part-time study).</p> <p>The maximum time to complete this programme is six years.</p> <p>The delegated authority may approve an alternative maximum completion time.</p>																																																								
<p><b>Strand Practicum Requirements</b></p>	<p><b>Pet Grooming</b></p> <ol style="list-style-type: none"> <li>1. At least 240 hours in at least two different pet grooming facilities that enable a balance of application of theoretical knowledge and practical skills acquisition required for the strand.</li> <li>2. 240 hours to be made up of: <ul style="list-style-type: none"> <li>• Preparation</li> <li>• Bathing, drying, and hygiene procedures</li> </ul> </li> </ol>																																																								

	<ul style="list-style-type: none"> <li>• Clipping and scissoring, hand stripping, and deshedding.</li> </ul> <p>3. Hygiene procedures include ear cleaning, manual teeth brushing, clipping claws, external anal gland expression</p>
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**Waeture Aromatawai | Assessment Regulations**

<p><b>Grading</b></p>	<p>Assessment in this programme is achievement-based. Grading follows the guidelines in <a href="#">Te Kawa Maiooro   Educational Regulatory Framework</a>. Specific assessment and/or course pass requirements are detailed in programme delivery documentation.</p>
<p><b>Assessment submission and additional opportunities</b></p>	<p>Requirements and processes for</p> <ul style="list-style-type: none"> <li>• assessment submission,</li> <li>• resit and/or resubmission opportunities for failed assessments,</li> <li>• reassessment opportunities for failed courses,</li> <li>• late submission of assessments, and</li> <li>• extension of assessment deadlines</li> </ul> <p>are outlined in programme delivery documentation provided to ākongā at the start of their course.</p>

Appendix 3: Ngā Hua o te Ako me te hāngai ki Ngā Putanga Ako a te Taurira | Learning Outcomes and Assessment Mapped to Graduate Profile Outcomes

				Implement regulatory and compliance requirements for animal care and welfare.	Apply knowledge of anatomy and physiology to relevant aspects of animal management.	Manage interpersonal relationships and ethical behaviour in the provision of animal care	Maintain animal, human, and environmental safety in a pet grooming environment.	Maintain an optimal welfare state of pets in a pet grooming environment.	Manage variations to normal and abnormal health and behaviour of pets in a pet grooming environment.	Apply knowledge of pet breed and individual characteristics, coat and body type, handling techniques, and the use and maintenance of grooming equipment	
Course Code & Title		Course Aim & Outcomes		Assessment	GPO 1	GPO 2	GPO 3	GPO 4	GPO 5	GPO 6	GPO 7
AN4002	Anatomy and Physiology	Aim	The aim of this course is to develop the knowledge, skills and attributes relevant to the anatomy and physiology of animal health and welfare								
		LO1	Explain anatomy of a range of animals relevant to an animal care context.	All LOs:		✓					
		LO2	Describe physiology of a range of animals relevant to an animal care context.	Assessment portfolio (100%)		✓					
AN4125	Introduction to professional skills	Aim	The aim of this course is to develop the knowledge, skills and attributes to manage personal wellbeing and professional development in the workplace.								
		LO1	Discuss the application of health and safety policies and procedures in a pet grooming context.	All LOs:	✓						
		LO2	Reflect on personal and professional skills and attributes required for working in a team in a pet grooming workplace.	Assessment portfolio (100%)	✓		✓				
		LO3	Discuss strategies to support wellbeing in a pet grooming workplace.				✓				
AN4126	Behaviour and welfare	Aim	The aim of this course is to develop the knowledge, skills and attributes relevant to animal behaviour and animal welfare in a pet grooming context								
		LO1	Discuss animal welfare and legislation relevant to companion animals in a pet grooming context.	All LOs:	✓				✓		
		LO2	Interpret animal behaviour to ensure the health, safety and welfare of people and animals in a pet grooming context.	Assessment portfolio (100%)	✓				✓	✓	
		LO3	Describe safe low stress animal handling techniques and consent testing for different animals and situations in a pet grooming context.					✓			✓
AN4127	Grooming A	Aim	The aim of this course is to develop the knowledge, skills and attributes relevant to husbandry, hygiene, pre-grooming health assessment, bathing and drying animals in a pet grooming context								
		LO1	Explain husbandry and hygiene management in a pet grooming context.	All LOs:					✓		
		LO2	Explain a pre-grooming health assessment and its importance in a pet grooming context.	Assessment portfolio (100%)					✓	✓	
		LO3	Describe a range of bathing and drying techniques for a variety of different dogs/coat types in a pet grooming context.								✓
AN4128	Grooming B	Aim	The aim of this course is to develop the knowledge, skills and attributes relevant to equipment, coat types and their specific grooming requirements in a pet grooming context								
		LO1	Describe a range of equipment and its safe and appropriate use and maintenance in a pet grooming context.	All LOs:							✓
		LO2	Describe a range of common coat types and their specific grooming requirements in a pet grooming context.	Assessment portfolio (100%)							✓
AN4129	Grooming C	Aim	The aim of this course is to develop the knowledge, skills and attributes relevant to non-coat related preventative health care techniques, integrative pet health care and the grooming process in a pet grooming context								
		LO1	Describe non-coat related preventative health care techniques in a pet grooming context.	All LOs:					✓		✓
		LO2	Explain an integrative approach to working with other healthcare professionals to support the health and wellbeing of animals in a pet grooming context.	Assessment portfolio (100%)			✓		✓	✓	✓
		LO3	Describe the grooming process from booking the appointment through to discharging the pet in a pet grooming context.		✓		✓	✓	✓	✓	✓
AN4130	Work Placement A	Aim	The aim of this course is to develop the knowledge, skills, and attributes to communicate effectively and provide day-to-day care in pet grooming facilities.								
		LO1	Demonstrate safe and sustainable practices to maintain and manage an optimal welfare state for animals in a pet grooming facility.	All LOs:	✓	✓	✓	✓	✓	✓	✓
		LO2	Reflect on own development of professional skills in a pet grooming work placement.	Assessment portfolio (100%)	✓	✓	✓	✓	✓	✓	✓
AN4131	Work Placement B	Aim	The aim of this course is to develop the knowledge, skills, and attributes to provide ethical day-to-day care as a team member in pet grooming facilities.								
		LO1	Demonstrate safe and sustainable practices to maintain and manage an optimal welfare state for animals in a pet grooming facility.	✓	✓	✓	✓	✓	✓	✓	✓
		LO2	Reflect on own development of professional skills in a pet grooming work placement.		✓	✓	✓	✓	✓	✓	✓

## Appendix 4: Akoranga | Courses

The following Course Descriptors provide an overview of the content and structure of each course in the programme. Learning and teaching, and assessment activities will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākongā.

ANATOMY AND PHYSIOLOGY					
Course code:	AN4002	Level:	4	Credits:	15
Pre-requisites	Nil	Co-requisites	Nil		
Main programme	New Zealand Certificate in Animal Management (Level 4)	Other programmes	Nil		
Delivery modes	Provider-based Provider-based (extramural)	Total learning hours (See course delivery document for detailed breakdown.)			150

### Course Specific Requirements: ...

### Whāinga/He Tauākī Akoranga | Aim/Outcome Statement

The aim of this course is to develop the knowledge, skills and attributes relevant to the anatomy and physiology of animal health and welfare

### Ngā Hua o te Ako | Learning Outcomes

Upon the successful completion of this course, ākongā will be able to...		Graduate outcome alignment
LO1	Explain anatomy of a range of animals relevant to an animal care context.	GPO 2
LO2	Describe physiology of a range of animals relevant to an animal care context.	GPO 2

### Ngā Tūtohu o te Kiko | Indicative Content

LO1	<ul style="list-style-type: none"> <li>• Structure of cells and tissues including epithelial, connective, muscle and nervous tissues</li> <li>• Structure of a range of systems, such as:               <ul style="list-style-type: none"> <li>○ skeletal</li> <li>○ integumentary</li> <li>○ digestive</li> <li>○ respiratory</li> <li>○ cardiovascular and immune</li> <li>○ reproductive</li> <li>○ urinary</li> <li>○ Nervous</li> <li>○ special senses</li> <li>○ endocrine</li> </ul> </li> </ul>
LO2	<ul style="list-style-type: none"> <li>• Function of cells, including organelles:               <ul style="list-style-type: none"> <li>○ Transport of substances into and out of cells</li> <li>○ Fluids and fluid balance</li> </ul> </li> <li>• Function of tissues including:</li> </ul>

	<ul style="list-style-type: none"> <li>○ Epithelial</li> <li>○ Connective</li> <li>○ Muscle</li> <li>○ Nervous tissues</li> <li>● Function of a range of systems, including: <ul style="list-style-type: none"> <li>○ skeletal</li> <li>○ integumentary</li> <li>○ digestive</li> <li>○ respiratory</li> <li>○ cardiovascular and immune</li> <li>○ reproductive</li> <li>○ urinary</li> <li>○ nervous</li> <li>○ special senses</li> <li>○ endocrine</li> </ul> </li> </ul>
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### Ngā Mahi Ako me te Whakaako | Learning & Teaching Activities

Learning and teaching activities will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākongā.

### Aromatawai | Assessment

Assessment in this course is achievement-based. Ākongā will be advised of all matters relating to summative assessment at the start of the course.

Assessment activity	Weighting	Learning outcomes
<b>Assessment portfolio</b> Will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākongā.	100%	All

Ākongā are required to provide sufficient evidence against all learning outcomes in order to pass the course.

### Ngā Rauemi Ako | Learning Resources

All required and recommended resources are advised to ākongā via course outlines.

### Version Tracking

Ver No.	Approved by	Approval date	Effective from	Description of change

## INTRODUCTION TO PROFESSIONAL SKILLS AND COMPETENCIES

Course code:	AN4125	Level:	4	Credits:	15
Pre-requisites	Nil	Co-requisites	Nil		
Main programme	New Zealand Certificate in Animal Management (Level 4)	Other programmes	Nil		
Delivery modes	Provider-based Provider-based (extramural)	Total learning hours (See course delivery document for detailed breakdown.)			150

### Whāinga/He Tauākī Akoranga | Aim/Outcome Statement

The aim of this course is to develop the knowledge, skills and attributes to manage personal wellbeing and professional development in the workplace.

### Ngā Hua o te Ako | Learning Outcomes

Upon the successful completion of this course, ākonga will be able to...		Graduate outcome alignment
LO1	Discuss animal welfare and legislation relevant to companion animals in a pet grooming context.	GPO 1
LO2	Interpret animal behaviour to ensure the health, safety and welfare of people and animals in a pet grooming context.	GPO 1, 3
LO3	Describe safe low stress animal handling techniques and consent testing for different animals and situations in a pet grooming context.	GPO 3

### Ngā Tūtohu o te Kiko | Indicative Content

LO1	<ul style="list-style-type: none"> <li>• Health and Safety at Work Act</li> <li>• Animal Welfare Act</li> </ul>
LO2	<ul style="list-style-type: none"> <li>• Ethics and ethical behaviour</li> <li>• Personal communication                             <ul style="list-style-type: none"> <li>○ literacy</li> <li>○ time management</li> <li>○ listening</li> <li>○ speaking</li> <li>○ non-verbal</li> <li>○ written</li> <li>○ digital literacy</li> <li>○ effective use of social media</li> </ul> </li> <li>• Career skills                             <ul style="list-style-type: none"> <li>○ representing yourself</li> <li>○ resume</li> <li>○ interview</li> <li>○ lifelong learning</li> <li>○ self-reflection</li> </ul> </li> <li>• Professional communication skills                             <ul style="list-style-type: none"> <li>○ internal business communication</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ record keeping</li> <li>○ networking</li> <li>○ professional development</li> <li>○ customer service</li> <li>○ socio-cultural identities</li> <li>○ marketing</li> <li>○ pet ownership and education</li> <li>● Teamwork skills <ul style="list-style-type: none"> <li>○ trust and collaboration</li> <li>○ communication competence</li> <li>○ social and cultural awareness and responsiveness</li> <li>○ relationship building</li> <li>○ conflict management</li> </ul> </li> <li>● Reflective skills <ul style="list-style-type: none"> <li>○ Sustainable practice</li> </ul> </li> </ul>
LO3	<ul style="list-style-type: none"> <li>● Personal and team wellbeing</li> <li>● Recognition and management of grief and compassion fatigue in self &amp; others: Stages of grief</li> <li>● Self-awareness and self-help</li> <li>● Emotional response to euthanasia</li> <li>● Resilience</li> <li>● Support mechanisms/services (industry/local/national)</li> <li>● Wellbeing frameworks (including Te Whare Tapa Whā)</li> </ul>

### Ngā Mahi Ako me te Whakaako | Learning & Teaching Activities

Learning and teaching activities will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.

### Aromatawai | Assessment

Assessment in this course is achievement-based. Ākonga will be advised of all matters relating to summative assessment at the start of the course.

Assessment activity	Weighting	Learning outcomes
<b>Assessment portfolio</b> Will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.	100%	All

Ākonga are required to provide sufficient evidence against all learning outcomes in order to pass the course.

### Ngā Rauemi Ako | Learning Resources

All required and recommended resources are advised to ākonga via course outlines.

### Version Tracking

Ver No.	Approved by	Approval date	Effective from	Description of change
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BEHAVIOUR AND WELFARE					
Course code:	AN4126	Level:	4	Credits:	15
Pre-requisites	Nil	Co-requisites	Nil		
Main programme	New Zealand Certificate in Animal Management (Level 4)	Other programmes	Nil		
Delivery modes	Provider-based Provider-based (extramural)	Total learning hours (See course delivery document for detailed breakdown.)			150

**Course Specific Requirements:** Content covers both dogs and cats.

### Whāinga/He Tauākī Akoranga | Aim/Outcome Statement

The aim of this course is to develop the knowledge, skills and attributes relevant to animal behaviour and animal welfare in a pet grooming context.

### Ngā Hua o te Ako | Learning Outcomes

Upon the successful completion of this course, ākonga will be able to...		Graduate outcome alignment
LO1	Discuss animal welfare and legislation relevant to companion animals in an animal care context.	GPO 1, 5
LO2	Evaluate the welfare status of companion animals against the five domains in an animal care context.	GPO 1, 5, 6
LO3	Describe safe low stress animal handling techniques and consent testing for different animals and situations in a pet grooming context.	GPO 4, 7

### Ngā Tūtohu o te Kiko | Indicative Content

LO1	<ul style="list-style-type: none"> <li>• Temporary housing</li> <li>• Introduction to health and first aid</li> <li>• Low stress handling/cooperative care</li> <li>• Restraint aids</li> <li>• Hand restraint</li> <li>• Collar and leads</li> <li>• Muzzles</li> <li>• Table and bath restraint</li> <li>• H-frames/bars</li> <li>• Restraining arms</li> <li>• Straps and slings</li> <li>• Groomers loop</li> <li>• Introducing and desensitising puppies and dogs to grooming—positive reinforcement techniques</li> </ul>
LO2	<ul style="list-style-type: none"> <li>• Interpreting behaviour and body language               <ul style="list-style-type: none"> <li>○ consent testing</li> <li>○ health and safety of people and animals</li> </ul> </li> <li>• Techniques to minimise stress with grooming visits               <ul style="list-style-type: none"> <li>○ cooperative care</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ low stress handling</li> <li>● Normal vs abnormal behaviours</li> <li>● Factors that influence animal behaviour</li> <li>● Stress in animals</li> <li>● Principles of learning and training</li> <li>● Includes cats and dogs</li> </ul>
LO3	<ul style="list-style-type: none"> <li>● Animal welfare (5 domains)</li> <li>● Codes of welfare for animals</li> <li>● Animal ethics</li> </ul>

### Ngā Mahi Ako me te Whakaako | Learning & Teaching Activities

Learning and teaching activities will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākongā.

### Aromatawai | Assessment

Assessment in this course is achievement-based. Ākongā will be advised of all matters relating to summative assessment at the start of the course.

Assessment activity	Weighting	Learning outcomes
<b>Assessment portfolio</b> Will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākongā.	100%	All

Ākongā are required to provide sufficient evidence against all learning outcomes in order to pass the course.

### Ngā Rauemi Ako | Learning Resources

All required and recommended resources are advised to ākongā via course outlines.

### Version Tracking

Ver No.	Approved by	Approval date	Effective from	Description of change

GROOMING A					
Course code:	AN4127	Level:	4	Credits:	15
Pre-requisites	Nil	Co-requisites	Nil		
Main programme	New Zealand Certificate in Animal Management (Level 4)	Other programmes	Nil		
Delivery modes	Provider-based Provider-based (extramural)	Total learning hours (See course delivery document for detailed breakdown.)		150	

**Course Specific Requirements:** Content covers both dogs and cats.

### Whāinga/He Tauākī Akoranga | Aim/Outcome Statement

The aim of this course is to develop the knowledge, skills and attributes relevant to husbandry, hygiene, pre-grooming health assessment, bathing and drying animals in a pet grooming context.

### Ngā Hua o te Ako | Learning Outcomes

Upon the successful completion of this course, ākonga will be able to...		Graduate outcome alignment
LO1	Explain husbandry and hygiene management in a pet grooming context.	GPO 5
LO2	Explain a pre-grooming health assessment and its importance in a pet grooming context.	GPO 5, 6
LO3	Describe a range of bathing and drying techniques for a variety of different dogs/coat types in a pet grooming context.	GPO 7

### Ngā Tūtohu o te Kiko | Indicative Content

LO1	<ul style="list-style-type: none"> <li>Hygiene</li> <li>Disinfectants</li> <li>Temporary housing code for companion animals</li> <li>Temporary housing and transport for companion animals</li> <li>Preventing and recognising zoonotic/infectious diseases in companion animals</li> <li>Injury prevention</li> <li>Tables/workbenches, including lifting tables</li> <li>Parasites/parasite control</li> <li>Sustainable practice</li> </ul>
LO2	<ul style="list-style-type: none"> <li>Pre-grooming health assessment</li> <li>Recognition of health and ill health</li> </ul>
LO3	<ul style="list-style-type: none"> <li>Bathing dogs</li> <li>Drying dogs</li> <li>Coat types</li> <li>Baths and wash tubs</li> <li>Dryers and drying equipment</li> <li>Selection and use of appropriate shampoos and coat conditioners</li> </ul>

	<ul style="list-style-type: none"> <li>• Grooming product selection</li> <li>• Specifics of cat bathing</li> <li>• Sustainable practice</li> </ul>
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**Ngā Mahi Ako me te Whakaako | Learning & Teaching Activities**

Learning and teaching activities will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.

**Aromatawai | Assessment**

Assessment in this course is achievement-based. Ākonga will be advised of all matters relating to summative assessment at the start of the course.

Assessment activity	Weighting	Learning outcomes
<p><b>Assessment portfolio</b></p> <p>Will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.</p>	100%	All

Ākonga are required to provide sufficient evidence against all learning outcomes in order to pass the course.

**Ngā Rauemi Ako | Learning Resources**

All required and recommended resources are advised to ākonga via course outlines.

**Version Tracking**

Ver No.	Approved by	Approval date	Effective from	Description of change

GROOMING B					
Course code:	AN4128	Level:	4	Credits:	15
Pre-requisites	Nil	Co-requisites	Nil		
Main programme	New Zealand Certificate in Animal Management (Level 4)	Other programmes	Nil		
Delivery modes	Provider-based Provider-based (extramural)	Total learning hours (See course delivery document for detailed breakdown.)			150

### Course Specific Requirements:

Content covers both dogs and cats.

### Whāinga/He Tauākī Akoranga | Aim/Outcome Statement

The aim of this course is to develop the knowledge, skills and attributes relevant to equipment, coat types and their specific grooming requirements in a pet grooming context.

### Ngā Hua o te Ako | Learning Outcomes

Upon the successful completion of this course, ākonga will be able to...		Graduate outcome alignment
LO1	Describe a range of equipment and its safe and appropriate use and maintenance in a pet grooming context.	GPO 7
LO2	Describe a range of common coat types and their specific grooming requirements in a pet grooming context.	GPO 7

### Ngā Tūtohu o te Kiko | Indicative Content

LO1	<ul style="list-style-type: none"> <li>• Grooming techniques</li> <li>• Injury prevention and management</li> <li>• Rakes and shedding tools</li> <li>• Rubber gloves, mitts and pads</li> <li>• Brushes (slicker, pin, bobble, bristle) and combs</li> <li>• Dematting tools</li> <li>• Stripping tools</li> <li>• Scissors</li> <li>• Clippers, clipper blades and clipper attachments</li> <li>• Nail clippers, grinders and files</li> <li>• Selection of equipment</li> <li>• Safe and appropriate use and maintenance of equipment</li> <li>• Emergency planning</li> <li>• Injury prevention</li> <li>• Sustainable practice</li> </ul>
LO2	<ul style="list-style-type: none"> <li>• Grooming puppies/juveniles, seniors</li> <li>• Managing skin conditions</li> <li>• Removing undercoat</li> <li>• clipping</li> <li>• shearing/scissoring</li> </ul>

<ul style="list-style-type: none"> <li>• trimming</li> <li>• clipping vs scissoring</li> <li>• creative styling</li> <li>• equipment safety (human and animal)</li> <li>• breed characteristics</li> <li>• Coat and body types</li> <li>• Dog coat types</li> <li>• Cat coat types</li> </ul>
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### Ngā Mahi Ako me te Whakaako | Learning & Teaching Activities

Learning and teaching activities will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.

### Aromatawai | Assessment

Assessment in this course is achievement-based. Ākonga will be advised of all matters relating to summative assessment at the start of the course.

Assessment activity	Weighting	Learning outcomes
<b>Assessment portfolio</b> Will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.	100%	All

Ākonga are required to provide sufficient evidence against all learning outcomes in order to pass the course.

### Ngā Rauemi Ako | Learning Resources

All required and recommended resources are advised to ākonga via course outlines.

### Version Tracking

Ver No.	Approved by	Approval date	Effective from	Description of change

GROOMING C					
Course code:	AN4129	Level:	4	Credits:	15
Pre-requisites	Nil	Co-requisites	Nil		
Main programme	New Zealand Certificate in Animal Management (Level 4)	Other programmes	Nil		
Delivery modes	Provider-based Provider-based (extramural)	Total learning hours (See course delivery document for detailed breakdown.)			150

### Course Specific Requirements:

Content covers both dogs and cats.

### Whāinga/He Tauākī Akoranga | Aim/Outcome Statement

The aim of this course is to develop the knowledge, skills and attributes relevant to non-coat related preventative health care techniques, integrative pet health care and the grooming process in a pet grooming context

### Ngā Hua o te Ako | Learning Outcomes

Upon the successful completion of this course, ākonga will be able to...		Graduate outcome alignment
LO1	Describe non-coat related preventative health care techniques in a pet grooming context.	GPO 5, 7
LO2	Explain an integrative approach to working with other healthcare professionals to support the health and wellbeing of animals in a pet grooming context.	GPO 3, 5, 6, 7
LO3	Describe the grooming process from booking the appointment through to discharging the pet in a pet grooming context.	GPO1, 3, 4, 5, 6, 7

### Ngā Tūtohu o te Kiko | Indicative Content

LO1	<ul style="list-style-type: none"> <li>Nail care (clipping, grinding, filing)</li> <li>Health ear care</li> <li>foot pads</li> <li>Anal gland expression</li> <li>Eye care</li> <li>Dental care (tooth brushing)</li> </ul>
LO2	<ul style="list-style-type: none"> <li>Grooming 'difficult' pets</li> <li>Grooming animals with special needs</li> <li>Partnerships (involving other health care professionals, e.g. vets, behaviourists)</li> </ul>
LO3	<ul style="list-style-type: none"> <li>The grooming process</li> <li>Client communications: Calgary-Cambridge</li> <li>Integrated application of all the learning</li> <li>Range of scenarios</li> <li>Sustainable practice</li> </ul>



### Ngā Mahi Ako me te Whakaako | Learning & Teaching Activities

Learning and teaching activities will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.

### Aromatawai | Assessment

Assessment in this course is achievement-based. Ākonga will be advised of all matters relating to summative assessment at the start of the course.

Assessment activity	Weighting	Learning outcomes
<b>Assessment portfolio</b> Will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.	100%	All

Ākonga are required to provide sufficient evidence against all learning outcomes in order to pass the course.

### Ngā Rauemi Ako | Learning Resources

All required and recommended resources are advised to ākonga via course outlines.

### Version Tracking

Ver No.	Approved by	Approval date	Effective from	Description of change

WORK PLACEMENT A					
Course code:	AN4130	Level:	4	Credits:	15
Pre-requisites	Nil	Co-requisites	Nil		
Main programme	New Zealand Certificate in Animal Management (Level 4)	Other programmes	Nil		
Delivery modes	Provider-based Provider-based (extramural)	Total learning hours (See course delivery document for detailed breakdown.)		150	

### Course Specific Requirements:

Ākonga must complete half of the total 240 required work placement hours (120 hours) in this course or have permission to move into Work Placement B with less than 120 hours completed. These hours must be in at least one pet grooming facility that enable a balance of application of theoretical knowledge and practical skills.

Work placement covers dogs and cats.

Camera/smart phone is required to capture evidence for the portfolio

### Whāinga/He Tauākī Akoranga | Aim/Outcome Statement

The aim of this course is to develop the knowledge, skills, and attributes to communicate effectively and provide day-to-day care in pet grooming facilities.

### Ngā Hua o te Ako | Learning Outcomes

Upon the successful completion of this course, ākonga will be able to...		Graduate outcome alignment
LO1	Demonstrate safe and sustainable practices to maintain and manage an optimal welfare state for animals in a pet grooming facility.	GPO 1, 2, 3, 4, 5, 6, 7
LO2	Reflect on own development of professional skills in a pet grooming workplace.	GPO 1, 2, 3, 4, 5, 6, 7

### Ngā Tūtohu o te Kiko | Indicative Content

LO1	<ul style="list-style-type: none"> <li>• Cage hygiene</li> <li>• Facility hygiene</li> <li>• Bathing and drying dogs</li> <li>• Low stress handling</li> <li>• Attention to animal welfare</li> </ul>
LO2	<ul style="list-style-type: none"> <li>• Reflection on development of:               <ul style="list-style-type: none"> <li>○ professional skills</li> <li>○ wellbeing strategies</li> <li>○ practical skills</li> <li>○ Sustainable practices</li> <li>○ cultural practices</li> </ul> </li> </ul>

### Ngā Mahi Ako me te Whakaako | Learning & Teaching Activities

Learning and teaching activities will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.

### Aromatawai | Assessment

Assessment in this course is achievement-based. Ākonga will be advised of all matters relating to summative assessment at the start of the course.

Assessment activity	Weighting	Learning outcomes
<b>Assessment portfolio</b> Will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākonga.	100%	All

Ākonga are required to provide sufficient evidence against all learning outcomes in order to pass the course.

### Ngā Rauemi Ako | Learning Resources

All required and recommended resources are advised to ākonga via course outlines.

#### Version Tracking

Ver No.	Approved by	Approval date	Effective from	Description of change

WORK PLACEMENT B					
Course code:	AN4131	Level:	4	Credits:	15
Pre-requisites	Nil	Co-requisites	Nil		
Main programme	New Zealand Certificate in Animal Management (Level 4)	Other programmes	Nil		
Delivery modes	Provider-based Provider-based (extramural)	Total learning hours (See course delivery document for detailed breakdown.)		150	

### Course Specific Requirements:

Ākonga are required to complete the balance of the 240 hours of work placement and ensure by the end of this course that they have completed hours over the whole programme in at least two different pet grooming facilities that enable a balance of application of theoretical knowledge and practical skills.

Work placement covers dogs and cats.

Camera/smart phone is required to capture evidence for the portfolio.

### Whāinga/He Tauākī Akoranga | Aim/Outcome Statement

The aim of this course is to develop the knowledge, skills, and attributes to provide ethical day-to-day care as a team member in pet grooming facilities.

### Ngā Hua o te Ako | Learning Outcomes

Upon the successful completion of this course, ākonga will be able to...		Graduate outcome alignment
LO1	Demonstrate safe and sustainable practices to maintain and manage an optimal welfare state for animals in a pet grooming facility.	GPO 1, 2, 3, 4, 5, 6, 7
LO2	Reflect on own development of professional skills in a pet grooming workplace.	GPO 1, 2, 3, 4, 5, 6, 7

### Ngā Tūtohu o te Kiko | Indicative Content

LO1	<ul style="list-style-type: none"> <li>• Equipment selection for groomer/specific dog</li> <li>• Equipment maintenance</li> <li>• Groom a range of dogs under supervision</li> </ul>
LO2	<ul style="list-style-type: none"> <li>• Reflection on development of:               <ul style="list-style-type: none"> <li>○ professional skills</li> <li>○ wellbeing strategies</li> <li>○ practical skills</li> <li>○ Sustainable practices</li> <li>○ cultural practices</li> </ul> </li> </ul>

### Ngā Mahi Ako me te Whakaako | Learning & Teaching Activities

Learning and teaching activities will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākongā.

### **Aromatawai | Assessment**

Assessment in this course is achievement-based. Ākongā will be advised of all matters relating to summative assessment at the start of the course.

<b>Assessment activity</b>	<b>Weighting</b>	<b>Learning outcomes</b>
<b>Assessment portfolio</b> Will employ a range of elements drawn from approved methods to align with the context of the learning (delivery mode, regional specific requirement, etc.) and any particular needs of the group of ākongā.	100%	All

Ākongā are required to provide sufficient evidence against all learning outcomes in order to pass the course.

### **Ngā Rauemi Ako | Learning Resources**

All required and recommended resources are advised to ākongā via course outlines.

### **Version Tracking**

<b>Ver No.</b>	<b>Approved by</b>	<b>Approval date</b>	<b>Effective from</b>	<b>Description of change</b>