

Animal Sciences **Training Services**



Your Heiniger Academy **Course** Information

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heinigeracademy.com.au









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Heiniger Academy is a **Registered Training Organisation**, partnering with leading Australian Grooming Academies to provide unique opportunities for students to enrol in animal care and pet grooming courses with nationally recognised qualifications.

Courses offered by the Academy include:

-  **ACM30122** – Certificate III in Animal Care Services (Pet Grooming)
-  **ACM30122** – Certificate III in Animal Care Services (Customer Service)
-  **ACMSS00032** – Advanced Grooming Skill Set
-  **SHORT COURSE** – Bathe and Prepare Dogs*
-  **SHORT COURSE** – Introduction to Pet Grooming*
-  **SHORT COURSE** – Practical Pet Grooming*

**Statement of Attainment will be issued at successful completion of these courses*



ACM30122 - Certificate III in Animal Care Services (Pet Grooming)

How Our Courses Work

Our distance learning course can be tailored for those already in the industry or for those wanting to start a career in the industry. There are no entry requirements for the courses.

Our course is broken into two components for the Learning and Assessment pathway; online theory is provided by Heiniger Academy and practical training is provided by one of our chosen training centres and 3rd party providers.

RPL pathway – Refer to page 17 for the breakdown.



New to the Industry:

For those new to the industry our online theory component works in conjunction with one of our partner training centres who will provide the practical training to help you to succeed in the pet grooming industry. You will need to choose one of our training centres and contact them directly to enrol on your practical course.

Heiniger Academy will provide your course literature (modules) and you will be assessed while you complete your practical training to ensure you meet the assessment criteria for the qualification. Once you enrol you will have **12 months** from the date of enrolment to complete the course. You will be allocated a Student Liaison who will assist with any queries you have and provide support as you go on your learning journey.



Currently in the Industry:

For those already in the industry you are not required to attend a chosen training centre as you will already have started your practical training and skills relevant to the course. However, the option is available to those who would like to further develop their skill sets.

Course overview

Heiniger Academy offers distance learning Nationally Accredited courses and modules in the animal care and grooming industries. We work in conjunction with renowned grooming academies Australia wide who ensure that students get the practical hands-on training while we add value through the technical theory side of our courses. The practical course is generally a 4-5 week intensive course during which you'll be assessed by a Heiniger Academy assessor to ensure you meet compliance with the course requirements.

Heiniger Academy students will learn the correct techniques to bathe, dry and groom dogs, choosing the correct tool for the job, whilst also learning the safest ways to handle pets during the grooming process with video footage provided by industry expert as part of our online coursework. Importance is also placed on correct pattern and line work to guarantee our students are learning the best practices from the beginning.

Our course not only gives students the skills in grooming, but also covers topics such as infection control, workplace safety, animal care and welfare, first aid procedures and workplace organisation to help assist those considering starting out on their own at the end of the course.

Subjects covered

- Animal Handling
- Animal Care
- Animal Welfare
- Animal First Aid
- Infection Control, Workplace Health and Safety
- Environmentally sustainable workplaces
- Reception training
- Correct bathing
- Brushing and drying processes
- Correct tool for the job
- Using products to enhance the groom
- Basic grooming skills from clipping to scissors.





Course Details

- Timeline – Theory:** Up to 12 months to complete from date of enrolment.

Practical – 4-5 weeks depending on your chosen Training Centre.

Delivery – Blended - Online and Practical within in Training Centre for those new to the industry. Online and workplace for those in the industry.

Assessments – Online based with a combination of short answer questions, role play and practical scenario video uploads and a Grooming Diary (a series of grooming examples that includes before and after images and video footage completed during your practical placement for new to the industry and within the workplace for those in the industry.)

- Nationally Accredited** – YES

Course Code – ACM30122

Course Title – Certificate III in Animal Care Services (Pet Grooming)

Practical Training dates – Reach out to your chosen Training Centre for course date details

Course Delivery

The course is delivered using a blended approach of Practical within the chosen Training Centre over a 4-5 week period and Theory through an online portal.

Students must have a reliable internet connection and a computer or equivalent device. These are to be provided by the student. Material related to the course will be supplied by the RTO.

The online theory of Modules (learning materials) and Assessments are allocated to students at time of enrolment. Our students are responsible for organising their time accordingly to pass the course within 12 months from the initial enrolment date.

We strongly recommend that students complete all learning materials before beginning any assessments. Additionally, we suggest working through the non-grooming modules first, as these will provide you with essential knowledge in areas such as animal handling, workplace safety, and reception service etiquette. This approach also allows you more time to develop your grooming skills before completing the Grooming Diary.

Before applying, please consider your digital literacy skills to ensure you are comfortable with the online format.

Each student is assigned a Student Liaison Officer who is available to assist with any course-related issues or general enquiries. Additionally, a bi-monthly Q&A session is held via Microsoft Teams for students who wish to attend. Invitations are sent out two weeks in advance with all relevant details.

Course Fees

- Theory – \$2,225.00**
(No funding entitlements are available).
- RPL Fees – \$2,800.00**
- Practical** – Refer to page 17 for the Practical Component for information.
- Payment Options**
- Theory \$500 non-refundable deposit at enrolment**
- Pay full remaining balance of \$1,725.00
 - Direct debit in intervals of remaining balance of \$1,725.00 @ monthly instalment of \$345.00 for 5 months.

Refunds

Refer to the terms on the Heiniger Academy website: heinigeracademy.com.au/terms

Extension Fees

- 1st month – FREE**
 - 3 months – \$400.00**
 - 6 months – \$600.00**
- No extension past 6 months.**
- Units of Study**
- To achieve this qualification, competency must be demonstrated in:
- 17 units of competency
 - 7 core units
- Plus**
- 10 elective units chosen by Heiniger Academy

Core Units		Nominal agreed hours
ACMBEH301	Identify behaviours and interact safely with animals	60
ACMGEN303	Assess the welfare status of an animal	60
ACMGEN304	Promote positive wellbeing in self and others in animal care workplaces	40
ACMGEN309	Provide basic animal first aid	40
ACMGEN315	Communicate effectively with clients and team members	15
ACMINF301	Comply with infection control policies and procedures in animal care work	60
ACMWHS301	Contribute to workplace health and safety processes	50

Elective Units		Nominal agreed hours
ACMGEN310	Provide reception services for an animal care facility	30
ACMGEN311	Maintain and monitor animal health and wellbeing	50
ACMGRM201	Bath, dry and brush domestic dogs	30
ACMGRM303	Provide sanitary and hygiene grooms for companion animals	60
ACMGRM304	Provide grooms on cross breed dogs	90
ACMGRM305*	Groom dogs to meet breed style and coat requirements	70
ACMGRM403	Enhance companion animal coat and skin condition	50
ACMSPE316	Provide general care of domestic dogs	40
ACMSUS201	Participate in environmentally sustainable work practices	20
BSBINS302	Organise workplace information	30

*Prerequisite units apply – all prerequisite units are incorporated in the skill set.



ACMSS00032 – Advanced Grooming Skill Set

How Our Courses Work

Our distance learning course can be tailored for those already in the industry or for those wanting to start a career in the industry. There are no entry requirements for the courses.

Our course is broken into two components for the Learning and Assessment pathway; online theory is provided by Heiniger Academy and practical training is provided by one of our chosen training centres and 3rd party providers.

RPL pathway – Refer to page 17 for the breakdown.



New to the Industry:

This course requires a high level of grooming skill set and is not recommended for those new to the industry.

Courses better aligned with those wanting to start in the Industry would be the Certificate III in Animal Care Services (Pet Grooming) or one of the Short Courses.



Currently in the Industry:

This course requires a high level of grooming skill set. A strong understanding of confirmation and breed standard grooming is required to meet the portfolio requirements (full hand scissor of breeds and hand stripping).

Course Overview

The Advanced Grooming Skill Set is for experienced groomers with a sound understanding on breed specific grooming in relation to the Australian National Kennel Council (Dogs Australia).

The skill set showcases individuals knowledge on different coat types and the correct ways to groom them. Students that would like to hold this qualification will need high end finishing skills and be able to perform grooms to breed standards. As part of this course submission of a grooming portfolio will need to take place.

Course Details

Timeline – Theory: 6 months from the date of enrolment.

Delivery – Online (Breed knowledge & Skill sets are required)

Assessments – Online based with a combination of short answer questions, role play and practical scenario video uploads and a Grooming Diary (a series of grooming examples that includes before and after images and video footage).

Nationally Accredited –YES

Course Code – ACMSS00032

Course Title – Advanced Grooming Skill Set

Course Delivery

This is course is designed for experienced groomers with a high skill set in grooming. Online theory (Learning Modules) and assessments will be allocated at enrolment. Students will have 6 months from the date of enrolment to complete the course and provide the required evidence for the Grooming Diary (portfolio).

Students will gain access to the online learning portal within 24-48 hours of the administration team receiving full payment or completed direct debit forms. Please note that this course is entirely online, and no PDF or Word documents will be provided for learning materials or assessments. As part of the assessment requirements, performance evidence must be submitted in the form of video footage, which should be uploaded to the portal or OneDrive.

Students must have a reliable internet connection and a computer or equivalent device. These are to be provided by the student. Material related to the course will be supplied by the RTO.

Before applying, please consider your digital literacy skills to ensure you are comfortable with the online format.

Each student is assigned a Student Liaison Officer who is available to assist with any course related issues or general enquiries.

Additionally, a bi-monthly Q&A session is held via Microsoft Teams for students who wish to attend. Invitations are sent out two weeks in advance with all relevant details.

Course Fees

\$1,000.00

RPL Fees – \$1,800.00

Payment Options

\$500.00 non-refundable deposit at enrolment

1. Pay full remaining balance of \$500.00
2. Direct debit in intervals of remaining balance of \$500.00 @ monthly instalment of \$100.00 for 5 months.

Refunds

Refer to the terms on the Heiniger Academy website: heinigeracademy.com.au/terms

Extension Fees

- **1st month – FREE**
 - **3 months – \$400.00**
- No extension past 3 months.**

Units of Study

To achieve this qualification, competency must be demonstrated in:

Core Units		Nominal agreed hours
ACMGRM304	Provide grooms on cross breed dogs	90
ACMGRM305*	Groom dogs to meet breed style and coat requirements	70
ACMGRM403	Enhance companion animal coat and skin condition	50
ACMGRM401*	Carry out advanced grooming to dog breed standards	100

*Prerequisite units apply – all prerequisite units are incorporated in the skill set.



ACM30122 – Certificate III in Animal Care Services (Customer Service)

Course Overview

This customer service course is for persons within an organisation that provides professional pet services and products. Individuals in these roles perform a range of animal care tasks under broad direction which involve discretion and judgement in handling stock and animals, coordinating resources and problem solving. They are required to take responsibility for their own work including, carrying out assigned tasks, compliance with animal welfare, organising processes, solving problems and working to schedules. The duties require patience and a genuine empathy for animals, excellent customer service skills as well as high standards of cleanliness and professionalism.

Subjects Covered

- Animal Handling
 - Animal Care
 - Animal Welfare
 - Animal First Aid
 - Workplace Health and Safety
- Balance and secure POS
 - Handling and receiving of stock
 - Deliver high end customer service.

Course Details

- Timeline** – Theory: Up to 12 months to complete from date of enrolment.

Delivery – Online Assessments – Online based with a combination of multiple-choice questions, short answer questions, role play and practical scenario video uploads.

Assessments – Online based with a combination of short answer questions, role play and practical scenario video uploads to the portal or one drive folder.

- Nationally Accredited** –YES

Course Code – ACM30122

Course Title – Certificate III in Animal Care Services (Customer Service)

Course Delivery

The online theory of Modules (learning materials and Assessments are allocated to students at time of enrolment. Our students are responsible for organising their time accordingly to pass the course within 12 months from the initial enrolment date. At the end of each module students are given details on what assessments need to be completed for easier navigation.

Students will gain access to the online learning portal within 24-48 hours of the administration team receiving full payment or completed direct debit forms. Please note that this course is entirely online, and no PDF or Word documents will be provided for learning materials or assessments. As part of the assessment requirements, performance evidence must be submitted in the form of video footage, which should be uploaded to the portal or OneDrive.

Students must have a reliable internet connection and a computer or equivalent device. These are to be provided by the student. Material related to the course will be supplied by the RTO.

Before applying, please consider your digital literacy skills to ensure you are comfortable with the online format.

Each student is assigned a Student Liaison Officer who is available to assist with any course-related issues or general enquiries. Additionally, a bi-monthly Q&A session is held via Microsoft Teams for students who wish to attend. Invitations are sent out two weeks in advance with all relevant details.



Course Fees

- Theory** – \$2,225.00
(No funding entitlements are available).

RPL Fees – \$2,800.00

Payment Options

- Theory \$500 non-refundable deposit at enrolment**
- Pay full remaining balance of \$1,725.00
 - Direct debit in intervals of remaining balance of \$1,725.00 @ monthly instalment of \$345.00 for 5 months.

Refunds

Refer to the terms on the Heiniger Academy website: heinigeracademy.com.au/terms

Extension Fees

- 1st month** – FREE
 - 3 months** – \$400.00
 - 6 months** – \$600.00
- No extension past 6 months.

Units of Study

To achieve this qualification, competency must be demonstrated in:

- 17 units of competency
 - 7 core units
- Plus**
- 10 elective units chosen by Heiniger Academy

Note: There are no additional fees for this course as students do not require to attend any Practical Training elements.

Core Units		Nominal agreed hours
ACMBEH301	Identify behaviours and interact safely with animals	60
ACMGEN303	Assess the welfare status of an animal	60
ACMGEN304	Promote positive wellbeing in self and others in animal care workplaces	40
ACMGEN309	Provide basic animal first aid	40
ACMGEN315	Communicate effectively with clients and team members	15
ACMINF301	Comply with infection control policies and procedures in animal care workplaces	60
ACMWHS301	Contribute to workplace health and safety processes	50

Elective Units		Nominal agreed hours
ACMGEN205	Source and provide information for animal care needs	40
ACMGEN305	Provide advice on companion animal selection and general care	50
ACMGEN310	Provide reception services for an animal care facility	30
ACMGEN311	Maintain and monitor animal health and wellbeing	50
ACMSPE316	Provide general care of domestic dogs	40
ACMSPE317	Provide general care of domestic cats	40
BSBOPS304	Deliver and monitor a service to customers	35
SIRRINV001	Receive and handle retail stock	35
SIRRRTF001	Balance and secure point-of-sale terminal	20
SITXCCS015	Enhance customer service experiences	40



SHORT COURSE - Bathe and Prepare Dogs

How Our Courses Work

Our distance learning course can be tailored for those already in the industry or for those wanting to start a career in the industry. There are no entry requirements for the courses.

Our course is broken into two components for the Learning and Assessment pathway; online theory is provided by Heiniger Academy and practical training is provided by one of our chosen training centres and 3rd party providers.



New to the Industry:

For those new to the industry our online theory component works in conjunction with one of our partner training centres who will provide the practical training to help you to succeed in the pet grooming industry. You will need to choose one of our training centres and contact them directly to enrol on your practical course.

Heiniger Academy will provide your course literature (modules) and you will be assessed while you complete your practical training to ensure you meet the assessment criteria for the qualification. Once you enrol you will have **6 months** from the date of enrolment to complete the course. You will be allocated a Student Liaison who will assist with any queries you have and provide support as you go on your learning journey.



Currently in the Industry:

For those already in the industry you are not required to attend a chosen training centre as you will already have started your practical training and skills relevant to the course. However, the option is available to those who would like to further develop their skill sets.

Course Overview

This short course is for persons who would like to get into professional pet grooming services or for those who would like a better understanding on the best way to groom their own pets. At completion of this short course, you will have a sound understanding on the best ways to prepare a dog for grooming including ear cleaning, nail clipping, selecting the right tool for the job, understand the right products according to skin and coat types and be able to practice safe handling techniques whilst grooming.

This course is also a great way for those already in the industry that would like to hold nationally recognised qualifications within the field.

At completion of this course, and all fees are paid in full, you will receive a Statement of Attainment for the chosen units. This can be used as a Credit Transfer for those wishing to further their studies and complete the Cert III in Animal Care Services (Pet Grooming).

You will be required to upload a portfolio of work for this course. For best results we recommend you get in contact with one of our Training Centres for hands on practical training if you are new to the industry.

Job roles and titles covered by this qualification include:

- Assistant grooming attendant
- Trainee groomers
- Beginner groomers

Subjects Covered

- Correct bathing, brushing and drying processes
- Correct tool for the job
- Using products to enhance the groom.

Course Outcomes

This Dog Grooming Course includes a total of Two (2) Units of Competency must be achieved.

Course Details

Timeline – Theory: Up to 6 months to complete from date of enrolment.

Practical: up to 1 week at chosen Training Centre, confirm with chosen Training Centre for time frames.

Delivery – Blended - Online and Practical within in Training Centre

Assessments – Online based with a combination of short answer questions, role play and practical scenario video uploads and a Grooming Diary (a series of grooming examples that includes before and after images and video footage completed during your practical placement).

Course Delivery

The online theory of Modules (learning materials) and Assessments are allocated to students at time of enrolment. Our students are responsible for organising their time accordingly to pass the course within 6 months from the initial enrolment date. At the end of each module students are given details on what assessments need to be completed for easier navigation.

Students must have a reliable internet connection and a computer or equivalent device. These are to be provided by the student. Material related to the course will be supplied by the RTO.

Before applying, please consider your digital literacy skills to ensure you are comfortable with the online format.

Each student is assigned a Student Liaison Officer who is available to assist with any course-related issues or general enquiries. Additionally, a bi-monthly Q&A session is held via Microsoft Teams for students who wish to attend. Invitations are sent out two weeks in advance with all relevant details.

Course Fees

\$270.00

Practical – Refer to page 17 for the Practical Component for information and additional costings.

Extension Fees

- **1st month – FREE**
 - **3 months – \$400.00**
- No extension past 3 months.

Payment Options

Full payment of \$270.00 at enrolment

Course Units

Core Units for this short pet/dog grooming course:

- **ACMGRM201** Bath, dry and brush domestic dogs
- **ACMGRM403** Enhance companion animal coat and skin conditions



SHORT COURSE - Introduction to Pet Grooming

How Our Courses Work

Our distance learning course can be tailored for those already in the industry or for those wanting to start a career in the industry. There are no entry requirements for the courses.

Our course is broken into two components for the Learning and Assessment pathway; online theory is provided by Heiniger Academy and practical training is provided by one of our chosen training centres and 3rd party providers.



New to the Industry:

For those new to the industry our online theory component works in conjunction with one of our partner training centres who will provide the practical training to help you to succeed in the pet grooming industry. You will need to choose one of our training centres and contact them directly to enrol on your practical course.

Heiniger Academy will provide your course literature (modules) and you will be assessed while you complete your practical training to ensure you meet the assessment criteria for the qualification. Once you enrol you will have **6 months** from the date of enrolment to complete the course. You will be allocated a Student Liaison who will assist with any queries you have and provide support as you go on your learning journey.



Currently in the Industry:

For those already in the industry you are not required to attend a chosen training centre as you will already have started your practical training and skills relevant to the course. However, the option is available to those who would like to further develop their skill sets.

Course Overview

This short course is for persons who would like to commence clipping within the professional pet grooming services or for those home groomers that want a better understanding of the processes involved in grooming. This course is best to commence after completion of Bathe and Prepare dogs or for those that are already working in the industry. At completion of this short course, you will be able to clip a dog from start to finish for various coat types, select the correct tools and equipment for the job and use safe handling techniques.

This course is also a great way for those already in the industry that would like to hold nationally recognised qualifications within the field.

At completion of this course, and all fees are paid in full, you will receive a Statement of Attainment for the chosen units. This can be used as a Credit Transfer for those wishing to further their studies and complete the Cert III in Animal Care Services (Pet Grooming).

You will be required to upload a portfolio of work for this course. For best results we recommend you get in contact with one of our Training Centres for hands on practical training if you are new to the industry.

Job roles and titles covered by this qualification include:

- Assistant grooming attendant
- Trainee groomers
- Beginner groomers
- Mobile dog groomer

Subjects Covered

- Correct bathing, brushing and drying processes
- Correct tool for the job
- Using products to enhance the groom
- Basic Grooming skills from clipping to scissors.

Course Outcomes

This Dog Grooming Course includes a total of Two (2) Units of Competency must be achieved.

Course Details

Timeline – Theory: Up to 6 months to complete from date of enrolment.

Practical: up to 1 week at chosen Training Centre, confirm with chosen Training Centre for time frames.

Delivery – Blended - Online and Practical within in Training Centre

Assessments – Online based with a combination of short answer questions, role play and practical scenario video uploads and a Grooming Diary (a series of grooming examples that includes before and after images and video footage).

Course Delivery

The online theory of Modules (learning materials) and Assessments are allocated to students at time of enrolment. Our students are responsible for organising their time accordingly to pass the course within 6 months from the initial enrolment date. At the end of each module students are given details on what assessments need to be completed for easier navigation.

Students must have a reliable internet connection and a computer or equivalent device. These are to be provided by the student. All other required materials and software will be supplied by the RTO.

Before applying, please consider your digital literacy skills to ensure you are comfortable with the online format.

Students are assigned a Student Liaison who is available to assist with any course-related issues or general enquiries.

Course Fees

\$410.00

Practical – Refer to page 17 for the Practical Component for information and additional costings.

Extension Fees

- **1st month – FREE**
 - **3 months – \$400.00**
- No extension past 3 months.

Payment Options

Full payment of \$410.00 at enrolment

Course Units

Core Units for this short pet/dog grooming course:

- **ACMGRM303** Provide sanitary and hygiene grooms for companion animals
- **ACMGRM304** Provide grooms on cross breed dogs
- **ACMGRM305*** Groom dogs to meet breed style and coat requirements

*Prerequisite units apply – all prerequisite units are incorporated in the skill set.



SHORT COURSE - Practical Pet Grooming

How Our Courses Work

Our distance learning course can be tailored for those already in the industry or for those wanting to start a career in the industry. There are no entry requirements for the courses.

Our course is broken into two components for the Learning and Assessment pathway; online theory is provided by Heiniger Academy and practical training is provided by one of our chosen training centres and 3rd party providers.



New to the Industry:

For those new to the industry our online theory component works in conjunction with one of our partner training centres who will provide the practical training to help you to succeed in the pet grooming industry. You will need to choose one of our training centres and contact them directly to enrol on your practical course.

Heiniger Academy will provide your course literature (modules) and you will be assessed while you complete your practical training to ensure you meet the assessment criteria for the qualification. Once you enrol you will have **6 months** from the date of enrolment to complete the course. You will be allocated a Student Liaison who will assist with any queries you have and provide support as you go on your learning journey.



Currently in the Industry:

For those already in the industry you are not required to attend a chosen training centre as you will already have started your practical training and skills relevant to the course. However, the option is available to those who would like to further develop their skill sets.

Course Overview

This short course is for persons who would like to get into professional pet grooming services or starting up their own business. This course will give you the knowledge you need to safely handle dogs for all aspects of grooming, from bathing to clipping. You will be able to recognise coat types and choose the correct tools, equipment, and products for the job.

This course is also a great way for those already in the industry that would like to hold nationally recognised qualifications within the field.

At completion of this course, and all fees are paid in full, you will receive a Statement of Attainment for the chosen units. This can be used as a Credit Transfer for those wishing to further their studies and complete the Cert III in Animal Care Services.

You will be required to upload a portfolio of work for this course. For best results we recommend you get in contact with one of our Training Centres for hands on practical training if you are new to the industry.

Job roles and titles covered by this qualification include:

- Assistant grooming attendant
- Trainee groomers
- Beginner groomers
- Salon owner/operator
- Mobile dog groomer

Subjects Covered

- Correct bathing, brushing and drying processes
- Correct tool for the job
- Using products to enhance the groom
- Basic Grooming skills from clipping to scissors.

Course Outcomes

This Short Dog Grooming Course includes a total of Five (5) Units of Competency must be achieved.

Course Details

Timeline – Theory: Up to 6 months to complete from date of enrolment.

Practical: up to 5 weeks at chosen Training Centre, confirm with chosen Training Centre for time frames.

Delivery – Blended: Online and Practical within in Training Centre for those new to the industry. Online and workplace for those in the industry.

Assessments – Online based with a combination of short answer questions, role play and practical scenario video uploads and a Grooming Diary (a series of grooming examples that includes before and after images and video footage).

Course Delivery

The online theory of Modules (learning materials) and Assessments are allocated to students at time of enrolment. Our students are responsible for organising their time accordingly to pass the course within 6 months from the initial enrolment date. At the end of each module students are given details on what assessments need to be completed for easier navigation.

Students must have a reliable internet connection and a computer or equivalent device. These are to be provided by the student. All other required materials and software will be supplied by the RTO.

Before applying, please consider your digital literacy skills to ensure you are comfortable with the online format.

Students are also allocated a Student Liaison who is available to help assist any problems they may have regarding the course, or any general enquires.

Course Fees

\$675.00

Practical – Refer to page 17 for the Practical Component for information and additional costings.

Extension Fees

- **1st month – FREE**
- **3 months – \$400.00**

No extension past 3 months.

Payment Options

\$500.00 non-refundable deposit at enrolment

1. Full Remaining balance
2. Direct debit in intervals of remaining balance





Course Units

Core Units for this short pet/dog grooming course:



- **ACMGRM201** Bath, dry and brush domestic dogs
- **ACMGRM303** Provide sanitary and hygiene grooms for companion animals
- **ACMGRM304** Provide grooms on cross breed dogs
- **ACMGRM305*** Groom dogs to meet breed style and coat requirements
- **ACMGRM403** Enhance companion animal coat and skin conditions

*Prerequisite units apply – all prerequisite units are incorporated in the skill set.




Additional Information

-  **Nationally recognised courses** are free from GST and extension fees/resubmission fees if required will include GST.
-  **Heiniger Academy** has Course fees protection mechanism to protect students.
-  **Inclusions Covered by the Fees** – Theory Component Only (Access to the LMS portal, OneDrive, Student Liaison and bi-monthly catch ups through Teams).
-  **Credit transfer processes** – Heiniger Academy learners can receive credit for previously attained units of competency and/or modules, unless licensing or regulatory requirements prevent this. Credit transfer promotes national consistency, reduces training duplication, and recognises the portability of nationally recognised qualifications.

Learners are to provide suitable evidences which have been certified as true copies of the original by a person who is authorised as a witness for statutory declarations under Statutory Declarations Regulations 2018 – Schedule 2, supporting they have successfully completed a nationally recognised unit or module and they are to be verified prior to accepting them:

- An AQF certification documentation by any other RTO or AQF authorised issuing organisation such as:
 - Qualification Testamur and the accompanying Record of Results; or
 - Statement of Attainment; or
 - An authenticated VET transcript issued by the Registrar.
-  **Learning and Assessment Pathway** – Provided by Heiniger Academy and practical training is provided by one of our chosen training centres and 3rd party providers for new to the industry students. Online assessment will be delivered 4 weeks prior to Practical Training.
-  **Recognition of prior learning processes** – Recognition of prior learning (RPL) is the acknowledgement and assessment of knowledge and skills an individual has achieved outside of the formal education and training system. This includes work and life experience, including paid and unpaid industry work and volunteer experience. Recognition assesses this unrecognised learning against the requirements of a unit of competence. By removing the need for the duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.

Where a learner has expressed interest in applying for an RPL assessment, they are to be provided with the Recognition of Prior Learning Application Form and briefed about the process.

-  **Students will be notified** of any changes to terms and conditions of enrolment.
-  **Theory Component** – The Theory Component is delivered online by Heiniger Academy through our Learning Management System (LMS). This includes access to all course learning materials and the assessments for each unit.
-  **Practical Component – Important Information**
Heiniger Academy provides **Assessment-Only** services for the **ACM30122 Certificate III in Animal Care Services (Pet Grooming)** and our **SHORT COURSES**. This means we assess the knowledge and skills required to meet national standards, but we **do not deliver the practical (hands-on) training** component of the course.


If you already have grooming experience and access to a suitable grooming environment, you may be able to complete the course by providing sufficient practical evidence through our assessment process, referred to as the Grooming Diary.

However, if you **do not have prior grooming experience** or access to a suitable workplace, you will need to **enrol in a practical course with one of our approved independent third-party training providers**. This will allow you to gain the hands-on skills and complete the Grooming Diary requirements, which form a key part of the course assessment.

Please note:

- The Practical Component is not included in your course fees with Heiniger Academy.
- Practical training is arranged **directly through the external training provider**, and additional fees apply — generally ranging from **\$5,000.00 to \$12,000.00**, depending on the provider.
- We strongly recommend contacting your chosen provider directly to confirm all costs, inclusions, and payment details.
- Heiniger Academy provides Assessment-Only services for the ACM30122 Certificate III in Animal Care Services (Pet Grooming) and our **SHORT COURSES**.

If you're unsure whether you need practical training, please speak with us prior to enrolment to discuss your individual circumstances.

-  Heiniger Academy's guarantee to our learners is to empower learners through high-quality, industry relevant training that prepares graduates to thrive in their careers and make meaningful contributions to their communities.

In alignment with this vision, our programs in the Animal Care Industry, including the ACM30122 Certificate III in Animal Care Services (Pet Grooming and Customer Service) and the ACMSS00032 Advanced Dog Grooming Skill Set, are designed to reflect the practical demands and standards of modern pet grooming workplaces. These qualifications equip learners with the technical knowledge, hands-on grooming skills, and customer care capabilities essential for success in this growing sector.

We are deeply committed to fostering a safe, inclusive, and culturally responsive learning environment where every student is supported to achieve their potential. Our team of dedicated Trainers and Assessors bring real-world experience and passion to their teaching, ensuring that our programs are engaging, current, and tailored to evolving industry expectations.

Our delivery model is grounded in ongoing collaboration with industry stakeholders, allowing us to respond to emerging trends, technologies, and workforce needs. By embedding practical skills, critical thinking, and a mindset of lifelong learning, we prepare graduates not only to succeed in their roles but also to drive innovation and uphold professional standards within the animal care and grooming sector.

- The Terms & Conditions of a student's enrolment, and the availability of the complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.
- The Theory component of the course is provided by Heiniger Academy, the Practical component of the course is provided by approved Training Centres acting as 3rd party providers on behalf of Heiniger Academy.

heinigeracademy.com.au/terms

Suitability Statement

These courses are delivered online and require learners to demonstrate core foundation skills aligned with the **Australian Core Skills Framework (ACSF)** to ensure successful engagement and completion. Based on the course design and digital delivery format, prospective students should possess the following skill levels:

Language, Literacy and Numeracy (LLN) Requirements:

Learning: ACSF Level 3

Reading: ACSF Level 3

Writing: ACSF Level 3

Oral Communication: ACSF Level 3

Numeracy: ACSF Level 2–3

These levels reflect a learner's ability to interpret and apply information, communicate effectively in a range of contexts, and solve problems using basic calculations and data.

Digital Literacy Requirements:

As these courses are fully delivered through an online Learning Management System (LMS), students must also demonstrate the following digital competencies at **Level 2 to Level 3**:

The ability to **find, evaluate, manage, and use digital information and data** effectively.

Confidence in **using digital tools to communicate, collaborate, and share information** with others.

The capability to **create, edit, and distribute digital content** in a variety of formats, while understanding key principles of **copyright and licensing**.

Awareness of how to **stay safe and secure online**, including protecting personal information and maintaining **digital wellbeing**.

Students who do not currently meet the above LLN or digital literacy levels may require additional support or bridging resources before commencing the courses.