



Australian Government

Department of Education, Employment and Workplace Relations

ACMCAS302A Provide advice on companion animal selection and general care

Revision Number: 1

ACMCAS302A Provide advice on companion animal selection and general care

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit of competency covers the process of providing advice to customers on the appropriate selection of companion animals, and on their housing, nutritional and other general care requirements.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>
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Application of the Unit

Application of the unit	<p>This unit is applicable to those working in the companion animal industry sector. It may include pet shops, boarding kennels and catteries, companion animal training, grooming and/or breeding establishments, mobile animal facilities and veterinary practices.</p> <p>In addition to legal and ethical responsibilities, all units of competency in the ACM10 Animal Care and Management Training Package have the requirement for animals to be handled gently and calmly. The individual is required to exhibit appropriate care for animals so that stress and discomfort is minimised.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

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

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

ELEMENT	PERFORMANCE CRITERIA
1. Provide information and advice on companion animal selection	1.1. Interpersonal skills are used effectively to engage customers and identify their requirements. 1.2. Client profiles are developed during communication with customers. 1.3. Information is provided on the characteristics of different breeds and species of animals. 1.4. Advice is provided on the suitability of the selected animals to meet customers' requirements.
2. Advise on housing and environmental requirements	2.1. Appropriate housing and shelter requirements are discussed for the selected animals. 2.2. Set-up and maintenance of housing are explained and demonstrated if required. 2.3. Advice is provided on the introduction of animals to a new environment.
3. Advise on health and nutritional requirements	3.1. Animals' environmental health requirements are discussed with customers. 3.2. Information is provided on recommended medical treatments for the selected animals. 3.3. Dietary requirements are explained for the selected animals. 3.4. Grooming requirements are explained for the selected animals.
4. Advise on additional products and services	4.1. Accessories are displayed and demonstrated in accordance with customer requirements. 4.2. Additional equipment and related services are discussed and demonstrated as required. 4.3. Transportation of animals is arranged or instructions are provided to customers.
5. Complete transactions	5.1. Sales of animals and products are completed in accordance with organisational policies and procedures. 5.2. Legislative requirements are complied with for the sale or transportation of the selected animals. 5.3. Records are maintained and customers are followed up in accordance with organisational policies and procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- complete relevant work-related documents
- employ safe and environmentally responsible organisational systems and procedures when working with and handling animals
- follow organisation policies, procedures and requirements
- identify animals using common names
- maintain the highest standards of hygiene and infection control at all times to reduce the risk of infection and cross-infection
- literacy skills to read and follow organisation policies and procedures, including occupational health and safety (OHS) and waste management procedures and other organisational policies and procedures; follow sequenced written instructions; record accurately and legibly information collected; and select and apply procedures to a range of defined tasks
- oral communication skills/language to fulfil the job role as specified by the organisation, including questioning techniques, active listening, asking for clarification and consulting with supervisors
- numeracy skills to estimate, calculate and record routine workplace measures and sales data
- interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- problem-solving skills to use available resources and prioritise daily tasks.

Required knowledge

- basic animal biology
- common companion animal diseases and treatment strategies
- communication procedures and systems, including sales techniques
- feeding techniques for a range of species
- general maintenance and cleaning of animal housing
- OHS and animal welfare legislative requirements and codes of practice, including transportation of companion animals
- organisation policies, procedures and requirements, including OHS and emergency procedures
- principles of animal ethics and welfare
- relevant products and additional services
- relevant recordkeeping systems
- safe animal handling and restraint techniques and procedures
- safe work practices

REQUIRED SKILLS AND KNOWLEDGE

- species and breed nutritional requirements
- species compatibility
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials.

Evidence Guide

EVIDENCE GUIDE

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

Overview of assessment

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

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

- provide information and advice of the housing, nutrition, environmental and general maintenance requirements of a range of companion animals
- comply with relevant legislation, regulations and codes of practice, including animal welfare, OHS, sale and transport of companion animals
- build relationships and communicate effectively with clients to advise on the suitability of a particular companion animal breed or species to meet their needs
- maintain records and follow-up with customers as required.

The skills and knowledge required to provide advice on companion animal selection and general care must be transferable to a range of work environments and contexts and include the ability to deal with unplanned events.

Context of and specific resources for assessment

Assessment of this unit is to be practical in nature and will be most appropriately assessed in a companion animal workplace or in a situation that reproduces normal work conditions. Workplaces may include pet shops, boarding kennels and catteries, companion animal training, grooming and/or breeding establishments and mobile animal facilities.

There must be access to a range of companion animal breeds and species as well as the appropriate equipment and/or resources to enable one to demonstrate competence.

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

Range Statement

RANGE STATEMENT

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

<i>Companion animals</i> may include:	<ul style="list-style-type: none"> • aquaria, reptiles and amphibians • birds • dogs and cats • invertebrates (e.g. stick insects, spiders and beetles) • small animals (e.g. rabbits, rodents, ferrets and guinea pigs).
<i>Interpersonal skills</i> may include:	<ul style="list-style-type: none"> • effective questioning techniques to gather and clarify relevant information • following up client requests to ensure information or products are provided in a timely manner • following workplace protocols and procedures when dealing with client requests from various sources: <ul style="list-style-type: none"> • email • face to face • from other staff member or other business representative • telephone • web inquiry • presenting an appropriate professional manner in line with workplace aims, protocols and procedures • referring client to superiors if client request is beyond level of personal responsibility • responding to client requests within the limits of personal level of responsibility and expertise.
<i>Client profile</i> may include:	<ul style="list-style-type: none"> • client contact details • previous animal ownership history and other animals currently kept • family structure and lifestyle • environment the animal will be living in

RANGE STATEMENT	
	<ul style="list-style-type: none">• reasons for new animal acquisition and type of animal selected.

RANGE STATEMENT	
<i>Characteristics</i> of different breeds and species may include	<ul style="list-style-type: none"> • breeding issues • heritable traits • medical conditions typical of the breed or species • natural predators • requires intensive exercise and/or grooming • temperament: <ul style="list-style-type: none"> • aggressive • good with children • noisy • playful • quiet • requires companionship • shy • training requirements.
<i>Animal housing and environmental requirements</i> may include:	<ul style="list-style-type: none"> • set-up of cages, enclosures, compounds, brooders, aviaries, habitat boxes, paddocks and other structures used to house animals • biological control of waste • cleaning routines and methods • drainage and weather protection • general animal housing security • housing furniture • local council requirements related to: <ul style="list-style-type: none"> • limits to numbers and types of animals allowed • noise control • restricting access to animals • waste management • pest control • ventilation, heating and cooling requirements.
<i>Health and nutritional requirements</i> may include:	<ul style="list-style-type: none"> • dietary needs: <ul style="list-style-type: none"> • types and quantities of commonly available feedstuffs, their preparation and presentation • feeding and watering frequency and rates • supplements that may be required according to current animal status • exercise and socialising needs • grooming and cleaning requirements

RANGE STATEMENT	
	<ul style="list-style-type: none"> • handling procedures and equipment • health check-up frequency and procedures • parasite control • potential hazards to specific animal species • techniques used to minimise trauma during rehousing, socialising with other animals and humans • temperature, climate and habitat needs of specific animal species • vaccinations requirements and schedules.
<i>Products and services</i> may include:	<ul style="list-style-type: none"> • animal handling equipment, clothing and bedding • animal housing furniture • boarding and holiday care services • books, DVDs and other information sources • feeding equipment, implements and products • grooming and cleaning equipment and services available • parasite control products • puppy and general animal training services • toys and stimulation products • transportation equipment and services • veterinary and other products and services.
<i>Transportation</i> requirements may include:	<ul style="list-style-type: none"> • local, interstate or overseas travel • to and from the companion animal facility and clients' homes.
<i>Legislative requirements</i> may include:	<ul style="list-style-type: none"> • animal welfare obligations • companion animal regulations • environmental obligations • local council regulations: <ul style="list-style-type: none"> • identification, such as microchip and other methods • registration • waste control.

Unit Sector(s)

Unit sector	Companion animal services
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		