ACMHBR306 Provide information on horses

Release: 1

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Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to provide information on horses using knowledge of horse pedigrees and sales catalogues.

The unit applies to individuals who work under broad direction and take responsibility for their own work. They complete routine activities and work in a range of known contexts within horse breeding environments.

No occupational licensing or certification requirements apply to this unit at the time of publication.

Work health and safety and animal welfare legislation relevant to interacting with horses applies to workers in this industry. Requirements vary between industry sectors and state/territory jurisdictions. Users are advised to check with the relevant authority for specific requirements.

NOTE: The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) generally have the same meaning in the workplace. In jurisdictions where the national model WHS legislation has not been implemented, RTOs must contextualise the unit of competency by referring to current OHS legislative requirements.

Pre-requisite Unit

Nil

Unit Sector

Horse Breeding (HBR)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*

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1. Identify customer information requirements	1.1 Use interpersonal and communication skills to identify customer information needs 1.2 Handle initial customer enquiries courteously and promptly 1.3 Update knowledge and understanding of products and services actively through authoritative sources and appropriate personnel 1.4 Identify professional limitations in addressing customer information needs, and seek assistance from appropriate personnel
2. Provide information to customers	2.1 Present information to customers in a timely and professional manner 2.2 Organise to exhibit horses that may meet requirements to customer 2.3 Refer enquiries that fall outside own areas of knowledge according to workplace protocols and practices for follow-up and completion
3. Research horse pedigrees	3.1 Investigate individual horse pedigrees 3.2 Identify close relations of individual horses 3.3 Review performance of close relations to individual horses

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Interpret key information about horses, including pedigrees from a range of sources
Oral communication	• Use active listening and questioning techniques to elicit information about horse information requirements
Navigate the world of work	• Follow workplace requirements, including safe horse handling practices, associated with own role
Interact with others	• Use a range of strategies to establish a sense of connection and build rapport with customers

| Skills Impact

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.	
Skill	**Description**
	• Follow accepted practices and protocols and make adjustments to own style for communicating information to diverse customers
Get the work done	• Plan and prioritise own workload to meet customer enquiry needs

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMHBR306 Provide information on horses	Not applicable	New unit	No equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103