



Australian Government

ACM30410 Certificate III in Companion Animal Services

Release 2

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Modification History

Release	TP Version	Comments
2	ACM10v3	Amended elective packaging rules Updated equivalent imported units
1	ACM10v1	Initial release

Description

This Qualification is the industry Qualification for persons operating within a companion animal organisation. It is highly recommended that whilst undertaking this Qualification, the learner should have access to a companion animal workplace through either paid employment or substantial periods of work placement or work experience blocks.

Pathways Information

Job roles

Job role titles covered by this Qualification may include:

- Pet shop/aquarium assistant
- Kennel attendant
- Cattery attendant
- Assistant dog trainer
- Pet exerciser
- Assistant grooming attendant.

Pathways into the Qualification

Pathways for candidates considering this Qualification include:

- direct entry
- after achieving ACM20110 Certificate II in Animal Studies
- vocational training and/or work experience across a range of work settings.

This Qualification is suited to Australian Apprenticeship pathways.

Pathways from the Qualification

After achieving this Qualification, candidates may undertake ACM40310 Certificate IV in Companion Animal Services that defines higher level job functions.

Licensing/Regulatory Information

There is no direct link between this Qualification and licensing, legislative and/or regulatory requirements. However, an individual Unit of Competency may specify relevant licensing, legislative and/or regulatory requirements.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

Employability Skill	Industry/enterprise requirements for this Qualification include:
Communication	<ul style="list-style-type: none"> • complete standard documentation • confirm relevant industry and workplace requirements • provide relevant work-related information to others • ensure records are accurate and legible • establish effective working relationships with colleagues • support team communication practices • understand personal and team requirements of relevant industry and workplace standards, regulations and policies • use communication technologies efficiently.
Teamwork	<ul style="list-style-type: none"> • demonstrate and encourage others in working cooperatively with people of different ages, gender, race or religion • explain and implement work team reporting requirements • monitor work team tasks in accordance with regulatory and workplace requirements • provide support to team members • undertake appropriate and effective communication with team members.
Problem solving	<ul style="list-style-type: none"> • evaluate skill requirements of work tasks • identify risks and implement risk control measures • implement animal care and management procedures • monitor and anticipate problems that may arise during workplace operations, including hazards and risks, and take appropriate action to report or solve the problems within scope of responsibilities • provide problem solving support to team members • use assertive communication and/or conflict resolution skills to manage situations with clients who are distressed or in conflict with animal welfare or care directions • use problem solving techniques to determine work requirements.
Initiative and enterprise	<ul style="list-style-type: none"> • contribute to and promote continuous improvement processes • identify non-conformances to standards and take appropriate action • identify, assess and act on existing and potential risks • monitor and adjust activity in response to operational variations • rectify problems promptly and appropriately • seek and provide feedback on procedures and processes.
Planning and organising	<ul style="list-style-type: none"> • contribute to continuous improvement and planning processes • determine work requirements in order to complete in appropriate timeframes

	<ul style="list-style-type: none"> • ensure work equipment, materials and tools are ready and available for required tasks • plan work tasks for self and others as required • report and assist with implementing contingency plan promptly when incidents occur.
Self-management	<ul style="list-style-type: none"> • conduct regular housekeeping activities to maintain a clean and hygienic work area • identify and apply safety procedures, including the use of personal protective equipment • maintain currency of relevant, work-related information • manage work load priorities and timelines • monitor information in work area • monitor own work against quality standards and identify areas for improvement • understand own work activities and responsibilities.
Learning	<ul style="list-style-type: none"> • ask questions to expand own knowledge • assess competencies in meeting job requirements • maintain skill and knowledge currency • participate in meetings to inform work practices • recognise limits of own expertise and seek skill development if required.
Technology	<ul style="list-style-type: none"> • use information technology devices as required • work with technology safely and according to workplace standards.

Packaging Rules

Packaging Rules

A total of **fifteen (15)** Units of Competency must be achieved as specified below.

- Complete **six (6)** CORE Units
- Complete **four (4)** ELECTIVE Units from Group A
- Complete **five (5)** ELECTIVE Units from Groups A and/or B.

CORE: Complete the following six (6) CORE Units

ACMCAS301A	Work effectively in the companion animal industry
ACMGAS203A	Complete animal care hygiene routines
ACMGAS301A	Maintain and monitor animal health and wellbeing
ACMINF301A	Comply with infection control policies and procedures in animal care work
ACMOHS301A	Contribute to occupational health and safety processes
ACMSUS201A	Participate in environmentally sustainable work practices

ELECTIVE

Group A: Complete four (4) Units from the following list

ACMCAS302A	Provide advice on companion animal selection and general care
ACMCAS303A	Provide advice on selection and care of aquatic animals
ACMCAS304A	Capture, handle and transport companion animals
ACMCAS305A	Maintain aquascapes and aquatic animals
ACMCAS306A	Provide grooming services for companion animal comfort
ACMCAS307A	Provide companion animal hydro-bathing services
ACMGAS207A	Provide reception services for an animal care facility
ACMGAS302A	Provide enrichment for animals
ACMGAS303A	Plan for and provide nutritional requirements for animals
ACMGAS304A	Carry out simple breeding procedures

ACMCAS302A	Provide advice on companion animal selection and general care
ACMSPE301A	Provide basic care of amphibians
ACMSPE302A	Provide basic care of birds
ACMSPE303A	Provide basic care of common native mammals
ACMSPE304A	Provide basic care of dogs
ACMSPE305A	Provide basic care of domestic cats
ACMSPE306A	Provide basic care of marine fish
ACMSPE307A	Provide basic care of freshwater fish
ACMSPE308A	Provide basic care of marine aquatic invertebrates
ACMSPE309A	Provide basic care of terrestrial and freshwater invertebrates
ACMSPE310A	Provide basic care of mammals
ACMSPE311A	Provide basic care of non-venomous reptiles
ACMSPE312A	Provide basic care of rodents and rabbits

Group B: Complete five (5) additional ELECTIVE Units from within Group A, Group B, or from any other nationally endorsed Training Package or accredited course. Units selected must be packaged at Certificate II, III or IV level and be relevant to work undertaken in a companion animal services sector. Suggested Units are:

BSBFLM309C	Support continuous improvement systems and processes
BSBFLM312B	Contribute to team effectiveness
BSBINM301A	Organise workplace information
SIRXCCS201	Apply point-of-sale handling procedures
SIRXFIN201	Balance and secure point-of-sale terminal
SIRXICT001A	Operate retail technology
SIRXICT303	Operate retail information technology systems
SIRXINV001A	Perform stock control procedures

BSBFLM309C	Support continuous improvement systems and processes
SIRXMER303	Coordinate merchandise presentation
SIRXMER004A	Manage merchandise and store presentation