



Australian Government

Department of Education, Employment and Workplace Relations

ACMCAN402A Manage enclosures and exhibits

Revision Number: 1

ACMCAN402A Manage enclosures and exhibits

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit of competency covers the process of supervising animal care and housing operations, supervising staff and implementing plans for the commissioning of new or renovated enclosures or exhibits.</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>The unit is applicable to senior or more experienced keepers with extensive zoo keeping or related experience.</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. Supervise enclosure and exhibit staff	<p>1.1. Personnel, material and equipment required to manage and maintain <i>enclosures and exhibits</i> are identified.</p> <p>1.2. Recruitment and induction of personnel is arranged in accordance with facility policies and procedures as appropriate.</p> <p>1.3. Rosters are developed and coordinated to balance job requirements, responsibility levels and skill development opportunities.</p> <p>1.4. <i>Safe work practices</i> are communicated and enforced for all staff members.</p> <p>1.5. Effective communication procedures are established and maintained with staff to review work operations and improve operational efficiency.</p> <p>1.6. Staff skills and knowledge gaps are identified and appropriate training is arranged.</p>
2. Supervise animal care and housing operations	<p>2.1. <i>Enclosure and exhibit security</i> and safety are regularly monitored in accordance with <i>occupational health and safety (OHS)</i> and <i>animal welfare requirements</i>, and recommendations for improvements are prepared.</p> <p>2.2. <i>Animal care strategies</i> are regularly assessed and evaluated in consultation with animal handlers and other relevant personnel.</p> <p>2.3. Enclosure and exhibit maintenance works are regularly monitored to ensure compliance with OHS, animal welfare and hygiene standards requirements and facility policies and procedures.</p> <p>2.4. Environmentally safe and effective <i>pest</i> control procedures are implemented as required.</p> <p>2.5. Identified urgent maintenance works are initiated in a timely manner.</p> <p>2.6. Animal housing maintenance records are updated as required.</p>
3. Implement plans for new or renovated enclosures and exhibits	<p>3.1. Current exhibit status is reviewed in consultation with facility staff.</p> <p>3.2. Enclosure and exhibit <i>development and renovation proposals</i> are submitted to management for consideration as required.</p> <p>3.3. Factors that may impact on the commissioning of new or renovated enclosures and exhibits are</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>identified and assessed.</p> <p>3.4. Operating procedures for new or renovated exhibits are developed/reviewed and evaluated in consultation with relevant departments and colleagues.</p> <p>3.5. Animal handling and other operations staff are briefed on revised operating procedures.</p> <p>3.6. Facility master plan is updated.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- develop/review operating procedures
- evaluate enclosure or exhibit status, including security
- identify animal housing behavioural and physical requirements
- implement facility policies and procedures and advise on animal care strategies
- implement environmentally safe and effective pest control procedures
- maintain the highest standards of hygiene and infection control at all times to reduce the risk of infection and cross-infection
- maintain records and complete workplace documents
- manage staff effectively
- monitor enclosure and exhibit security and safety
- literacy skills to read and follow institutional policies and procedures, including OHS and waste management; develop 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 facility, including questioning techniques, active listening, training others and consulting with staff, other departments, relevant experts and management
- numeracy skills to complete mathematical calculations relating to enclosure and exhibit designs and maintenance
- 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 schedule workplace activities.

Required knowledge

- animal biology and husbandry requirements relevant to enclosures and exhibits
- animal husbandry manuals and other recordkeeping requirements
- educational and interpretive functions of enclosures
- environmental enrichment related to exhibit species
- exhibit maintenance and security requirements
- institution master plan and collection management policy
- pest identification and management techniques
- principles of animal welfare and ethics
- principles of enclosure landscaping and horticulture, including basic working knowledge of exhibit plants and weeds
- principles and protocols for enclosure or exhibit design, including aesthetics, function and effects of introduced fixtures and features

REQUIRED SKILLS AND KNOWLEDGE

- principles of naturalistic landscaping for enclosures and exhibits
- relevant facility policies and procedures, including OHS and emergency procedures, animal welfare, ethics, hygiene standards and other industry guidelines
- relevant federal and state or territory legislation and codes of practice
- safe work practices
- security control principles
- specialist enclosures for different animals
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials.

Evidence Guide

EVIDENCE GUIDE	
<p>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.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>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:</p> <ul style="list-style-type: none"> • manage the operations of enclosures and exhibits • supervise enclosure and exhibit staff • submit development or renovations proposals to management • implement plans for the commissioning of new or renovated enclosures or exhibits • maintain accurate records. <p>The skills and knowledge required to manage enclosures and exhibits must be transferable to a range of work environments and contexts and include the ability to deal with unplanned events.</p>
Context of and specific resources for assessment	<p>Assessment of this unit is to be practical in nature and will be most appropriately assessed in a captive animal workplace. Workplaces may include small or large captive animal facilities, traditional or open-range type facilities and mobile or theme park environments.</p> <p>There must be access to the appropriate equipment and/or resources to enable one to demonstrate competence.</p>
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</p>

EVIDENCE GUIDE	
	<p>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.

<p><i>Enclosures and exhibits</i> may include:</p>	<ul style="list-style-type: none"> • defined spaces where animals are kept and includes both: <ul style="list-style-type: none"> • exhibit public viewing areas • off-exhibit holding spaces • enclosures and exhibits may be for: <ul style="list-style-type: none"> • existing species • new single species • multi-species.
<p><i>Safe work practices</i> include:</p>	<ul style="list-style-type: none"> • applying appropriate manual handling techniques when packaging and handling loads, including animals and equipment • hazard identification and risk minimisation: <ul style="list-style-type: none"> • handling, use, storage, transport and disposal of chemicals • handling and disposal of biological wastes • following personal and workplace hygiene procedures • using infection control procedures to minimise risks associated with: <ul style="list-style-type: none"> • zoonoses • release of infective agents (both animal and human) • chemical spillage • gas leakages • using machinery and equipment in accordance with manufacturers' instructions • using personal protective equipment and clothing: <ul style="list-style-type: none"> • animal handling gauntlets • appropriate footwear • ear muffs/plugs • protective masks

RANGE STATEMENT	
	<ul style="list-style-type: none"> • safety gloves • safety goggles and glasses • sun hat and sunscreen lotion.
<i>Enclosure and exhibit security</i> may include:	<ul style="list-style-type: none"> • checking for pests within animal housing or enclosures • checking there are no unauthorised people in animal enclosures • checking that locks and slides are in good working order • ensuring animals are safe and secure in their housing • identifying any animal housing faults that may result in escape • maintaining structures in good order.
<i>OHS</i> risks when working with animals may include:	<ul style="list-style-type: none"> • animal bites, envenomation, kicks, scratches and crush injuries • biological hazardous waste and sharps disposal • handling of chemicals and medicines • inhalation of aerosol particles • intraocular contamination • manual handling, including carrying, lifting and shifting • needle pricks and cuts from other sharps • release of infective agents (animal and human) • slippery or uneven work surfaces • zoonoses.
<i>Animal welfare requirements</i> include:	<ul style="list-style-type: none"> • adequate housing, nutrition and stock levels • compliance to appropriate state or territory legislation and regulations and international conventions • enrichment opportunities • the absence of pests and vermin • the compatibility of species and breeds.
<i>Animal care strategies</i> may include:	<ul style="list-style-type: none"> • artificial rearing • breeding • enrichment • handling, restraining and transporting.
<i>Pests</i> may include:	<ul style="list-style-type: none"> • cockroaches, spiders, ants and flying insects • predators and parasites • rats and mice.

RANGE STATEMENT	
<i>Development and renovation proposals</i> may include:	<ul style="list-style-type: none"> • availability of animals • cover requirements • enjoyment and education • environmental and social enrichment • immersion techniques • institution conservation policy and collection plan • keeper access and safety • safety and security • solitary and social animals • space allocation between public and non-public areas • sound and touch • visitor intrusion.

Unit Sector(s)

Unit sector	Captive animals
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		