



Australian Government

Department of Education, Employment and Workplace Relations

ACMCAS301A Work effectively in the companion animal industry

Revision Number: 1

ACMCAS301A Work effectively in the companion animal industry

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit of competency covers the process of working effectively on an individual basis and with others within the companion animal industry.</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, aquariums, boarding kennels and catteries, companion animal training, grooming and/or breeding establishments and mobile animal facilities.</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. Organise and complete daily work activities	<p>1.1. Own role and responsibilities are identified and confirmed with supervisor in accordance with organisational requirements.</p> <p>1.2. Work tasks are identified, prioritised and completed within designated timeframes and in accordance with task requirements.</p> <p>1.3. Factors affecting the achievement of task instructions are promptly identified and reported to supervisor.</p> <p>1.4. Organisational equipment is used as required to complete work tasks within designated timeframes.</p> <p>1.5. Daily routines are performed in accordance with safe work practices and occupational health and safety (OHS) requirements.</p>
2. Work ethically with companion animals	<p>2.1. Companion animals in the workplace are identified using common names.</p> <p>2.2. Animals are handled ethically in accordance with relevant legislative requirements.</p> <p>2.3. Work with animals is performed in a humane manner that optimises animal health and welfare.</p>
3. Communicate effectively with clients	<p>3.1. Clients' needs are identified and responded to in accordance with organisational policies and procedures.</p> <p>3.2. Communication with clients is conducted in a professional and courteous manner.</p> <p>3.3. Questioning and active listening techniques are used to determine client requirements.</p>
4. Maintain companion animal records	<p>4.1. Data is gathered and documented in accordance with organisational policies and procedures and task requirements.</p> <p>4.2. Data is recorded and maintained in the organisational recordkeeping system.</p>

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 instructions and assist safely with tasks
- follow organisation policies, procedures and requirements
- literacy skills to read and follow 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 complete basic arithmetic calculations and measure volumes
- 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

- communication procedures and systems, and technology relevant to the organisation and the individual's work responsibilities
- OHS and animal welfare legislative requirements and codes of practice
- organisation policies, procedures and requirements, including OHS and emergency procedures
- principles of animal ethics and welfare
- relevant recordkeeping systems
- safe animal handling techniques and procedures
- safe work practices.

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"> • organise, prioritise and complete work tasks in a timely manner • identify and handle animals in an ethical and humane manner • comply with relevant legislation, regulations and codes of practice, including animal welfare and OHS • communicate effectively with supervisor and follow task instructions to complete daily work activities • build relationships and communicate effectively with clients • gather, document, maintain and record companion animal records using organisational recordkeeping systems. <p>The skills and knowledge required to work effectively in the companion animal industry 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 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.</p> <p>There must be access to the appropriate equipment and/or resources to enable one to demonstrate competence.</p>

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	
<p>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>	
<p><i>Organisation requirements</i> may include:</p>	<ul style="list-style-type: none"> • animal care and management protocols and procedures • code of conduct and code of ethics • daily work roster • environmental sustainability practices • infection control plans • quality and continuous improvement standards • relevant legislation • workplace documentation and reporting protocols procedures, communication channels and records • workplace-specific OHS, emergency and environmental protocols and procedures.
<p><i>Task requirements</i> may include:</p>	<ul style="list-style-type: none"> • instructions from supervisor or manager • reporting and documentation • objectives and timeframes • specific client requirements • work tasks and procedures.
<p><i>Factors</i> affecting the achievement of task instructions may include:</p>	<ul style="list-style-type: none"> • budget constraints • competing work demands • environmental factors including time and weather • lack of resource and materials • own ability to complete work (competency and skill level) • technology or equipment breakdowns • unforeseen incidents • workplace hazards, risks and controls.
<p><i>Organisation equipment</i> may include:</p>	<ul style="list-style-type: none"> • cash registers • computers • fax machines • personal schedulers • photocopiers

RANGE STATEMENT	
	<ul style="list-style-type: none"> printers.
<i>Safe work practices and OHS requirements</i> will include:	<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 of personal protective equipment and clothing: <ul style="list-style-type: none"> animal handling gauntlets appropriate footwear aprons protective masks safety gloves safety goggles and glasses sun hat and sunscreen lotion.
<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>Ethical</i> work with animals may include	<ul style="list-style-type: none"> completing work practices with due regard to animal health and safety complying with relevant animal welfare, biosecurity and local government legislation and regulations

RANGE STATEMENT	
	<ul style="list-style-type: none"> • reporting animal illness, injury or distress to supervisor • reporting via workplace chain of command to animal health authorities if biosecurity hazard is suspected.
<i>Legislative requirements</i> may include:	<ul style="list-style-type: none"> • Pet Industry Joint Advisory Council codes of practice • relevant companion animal legislation • local council regulations • microchipping • animal welfare legislation • National Parks and Wildlife Service legislation.
Effective <i>communication with clients</i> may include	<ul style="list-style-type: none"> • clarifying and verifying information from and to clients • providing information to clients within the area of personal responsibility and expertise only • referring client to others where requests are beyond scope of personal responsibility • reporting client requests and interaction using workplace protocols and procedures • respecting client and workplace information confidentiality.

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		