



**Australian Government**

# **ACM30121 Certificate III in Animal Care Services**

**Release 2**

## ACM30121 Certificate III in Animal Care Services

### Modification History

Release	Comments
Release 2	This version released with ACM Animal Care and Management Training Package Version 5.0.
Release 1	This version released with ACM Animal Care and Management Training Package Version 4.0.

### Qualification Description

This qualification describes the skills and knowledge required to work in a broad range of roles in animal care facilities and services, including boarding/day care, breeding, shelters/holding centres, pet grooming, pet sitting and other animal businesses.

Individuals in these roles perform a range of animal care tasks under broad direction which involve discretion and judgement in handling animals, selecting and operating tools and equipment, coordinating resources and problem solving. They are required to take responsibility for their own work including, carrying out assigned tasks, compliance with animal welfare, organising processes, solving problems and working to schedules.

The qualification allows for specialisation in:

- Animal Care
- Pet Grooming
- Customer Service.

This qualification is suitable to be undertaken as an apprenticeship or traineeship pathway.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

### Entry Requirements

There are no entry requirements for this qualification.

### Packaging Rules

To achieve this qualification, competency must be demonstrated in:

- 17 units of competency:
  - 7 core units plus
  - 10 elective units.

Elective units must ensure the integrity of the qualification's Australian Qualifications Framework (AQF) alignment and contribute to a valid, industry-supported vocational outcome. Electives can be chosen to provide a general qualification or a qualification with a specialisation.

For the award of the *Certificate III in Animal Care Services* choose:

- at least 9 units from the electives in Groups A to D
- up to 1 unit from any currently endorsed Training Package or accredited course.

For the award of the *Certificate III in Animal Care Services (Animal Care)* choose:

- at least 4 units from the electives in Group A
- up to 6 units from the electives listed in Groups A to D (not already selected)
- up to 1 unit from any currently endorsed Training Package or accredited course.

For the award of the *Certificate III in Animal Care Services (Pet Grooming)* choose:

- all 6 units from the electives in Group B
- up to 4 units from the electives listed in Groups A to D (not already selected)
- up to 1 unit from any currently endorsed Training Package or accredited course.

For the award of the *Certificate III in Animal Care Services (Customer Service)* choose:

- the following units from Group C:
  - ACMGEN205 Source and provide information for animal care needs
  - ACMGEN305 Provide advice on companion animal selection and general care
  - BSBOPS304 Deliver and monitor a service to customers
- at least 1 more unit from the electives in Group C
- up to 6 units from the electives listed in Groups A to D (not already selected)
- up to 1 unit from any currently endorsed Training Package or accredited course.

Where two specialisations are completed, award of the qualification would read (for example), *Certificate III in Animal Care Services (Pet Grooming, Customer Service)*.

### Core Units

ACMBEH301	Identify behaviours and interact safely with animals
ACMGEN303	Assess the welfare status of an animal
ACMGEN304	Promote positive wellbeing in self and others in animal care workplaces
ACMGEN309	Provide basic animal first aid
ACMGEN315	Communicate effectively with clients and team members
ACMINF301	Comply with infection control policies and procedures in animal care work
ACMWHS301	Contribute to workplace health and safety processes

**Elective Units****Group A Animal care**

ACMBEH302	Provide enrichment for animals
ACMBEH404	Condition animal behaviour
ACMGEN302	Care for young animals
ACMGEN307	Maintain aquariums and/or aquascapes and aquatic animals
ACMGEN308	Walk and exercise dogs
ACMGEN311	Maintain and monitor animal health and wellbeing
ACMGEN312	Provide nutritional requirements for animals
ACMGEN313	Carry out simple breeding procedures
ACMGEN314	Identify animal anatomy and physiology for animal care work

**Group B Pet grooming**

ACMGRM201	Bath, dry and brush domestic dogs
ACMGRM303	Provide sanitary and hygiene grooms for companion animals
ACMGRM304	Perform grooms on cross breed dogs
ACMGRM305 *	Groom dogs to meet breed style and coat requirements
ACMGRM403	Enhance companion animal coat and skin condition
ACMSPE316	Provide general care of domestic dogs

**Group C Customer service**

ACMGEN205	Source and provide information for animal care needs
ACMGEN305	Provide advice on companion animal selection and general care

ACMGEN306	Provide advice on aquatic animal selection and general care
ACMGEN310	Provide reception services for an animal care facility
BSBOPS304	Deliver and monitor a service to customers
SIRRINV001	Receive and handle retail stock
SIRRMER001	Produce visual merchandise displays
SIRRMER003	Coordinate visual merchandising activities
SIRRRTF001	Balance and secure point-of-sale terminal
SIRXSLS002	Follow point-of-sale procedures

**Group D General electives**

ACMARM301	Support veterinary activities in remote communities
ACMINF304	Promote environmental health and safety for companion animals in remote communities
ACMSPE313	Provide general care of amphibians
ACMSPE314	Provide general care of birds
ACMSPE315	Provide general care of common native mammals
ACMSPE316	Provide general care of domestic dogs
ACMSPE317	Provide general care of domestic cats
ACMSPE318	Provide general care of fish
ACMSPE319	Provide general care of invertebrates
ACMSPE320	Provide general care of mammals
ACMSPE321	Provide general care of non-venomous reptiles
ACMSPE322	Provide general care of rodents or rabbits
ACMSUS401	Implement and monitor environmentally sustainable work practices
BSBESB305	Address compliance requirements for new business

	ventures
BSBESB407	Manage finances for new business ventures
BSBFIN302	Maintain financial records
BSBINS302	Organise workplace information
BSBOPS404	Implement customer service strategies
BSBSTR301	Contribute to continuous improvement
BSBXTW301	Work in a team
HLTAID011	Provide first aid
HLTPOP032	Monitor and maintain dog health in the community

### Prerequisite requirements

Unit of competency	Prerequisite requirement
ACMGRM305 Groom dogs to meet breed style and coat requirements	ACMGRM304 Perform grooms on cross breed dogs

### Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACM30121 Certificate III in Animal Care Services Release 2	ACM30121 Certificate III in Animal Care Services Release 1	Corrected unit code typographical error in packaging rules for <i>Certificate III in Animal Care Services (Customer Service)</i>	Equivalent

### Links

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

