



Australian Government

ACMCAS301 Work effectively in the companion animal industry

Release: 1

ACMCAS301 Work effectively in the companion animal industry

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 work in the companion animal industry sector. This unit applies to those who work in pet shops, aquariums, boarding kennels and catteries, companion animal training, grooming establishments, breeding establishments, veterinary clinics, and mobile animal facilities.

This unit applies to those who work under the supervision of a more experienced staff member.

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

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

Companion Animal Sector (CAS)

Elements and Performance Criteria

Element	Performance criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Organise and complete daily work activities	1.1 Identify own role and responsibilities and confirm with supervisor according to workplace policies and procedures 1.2 Identify, prioritise and complete work tasks within designated

Element	Performance criteria
	timeframes according to task requirements 1.3 Identify factors affecting the achievement of task instructions, and report to supervisor 1.4 Use organisational equipment as required to complete work tasks within designated timeframes 1.5 Perform daily routines according to safe work practices and WHS requirements
2. Work ethically with companion animals	2.1 Identify companion animals in the workplace using common names 2.2 Handle animals ethically and in a humane manner that optimises animal health and welfare
3. Communicate effectively with clients	3.1 Identify the client's needs and respond to them appropriately according to workplace policies and procedures 3.2 Conduct communication with clients in a professional and courteous manner 3.3 Use questioning and active listening techniques to determine client requirements
4. Maintain companion animal records	4.1 Gather and document data according to workplace policies and procedures and task requirements 4.2 Record and maintain data in the organisational recordkeeping system

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
Oral communication	Use industry terminology to discuss work with team members and clients

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMCAS301 Work effectively in the companion animal industry	ACMCAS301A Work effectively in the companion animal industry	Updated to meet Standards for Training Packages	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>

Assessment Requirements for ACMCAS301 Work effectively in the companion animal industry

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has worked effectively in the companion animal industry, over a period of one day, including:

- organised, prioritised and completed work tasks in a timely manner
- identified and handled animals in an ethical and humane manner
- complied with relevant legislation, regulations and codes of practice, including animal welfare and WHS
- communicated effectively with supervisor and followed task instructions to complete daily work activities
- built relationships and communicated effectively with clients
- gathered, documented, maintained and recorded companion animal records using organisational recordkeeping systems.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- principles and practices for working effectively in the companion animal industry
- communication procedures, systems and technology relevant to own work
- animal ethics and welfare
- safe animal handling techniques
- organisational recordkeeping systems
- safe work practices and WHS requirements, including:
 - applying appropriate manual handling techniques when packaging and handling loads, including animals and equipment
 - hazard identification and risk minimisation:
 - using infection control procedures to minimise risks

- using machinery and equipment according to manufacturers' instructions
- using personal protective equipment and clothing
- legislative requirements for working with animals, including:
 - 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.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - an environment that accurately reflects a real workplace setting
- resources, equipment and materials:
 - a range of animals
 - equipment and resources appropriate to work with companion animals
- specifications:
 - access to organisational policies and procedures
 - current WHS legislation and regulations and animal welfare legislation and regulations
- relationships (internal and/or external):
 - interactions with supervisor.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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