



Australian Government

ACMCAS302 Provide advice on companion animal selection and general care

Release: 1

ACMCAS302 Provide advice on companion animal selection and general care

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 provide advice to clients on the appropriate selection of companion animals, and on their housing, nutritional and other general care requirements.

This unit applies to individuals who work in pet shops, boarding kennels and catteries, companion animal training, grooming or breeding establishments, mobile animal facilities and veterinary practices. This unit applies to individuals who take responsibility for their own work and for the quality of the work of others. They use discretion and judgement in the selection, allocation and use of available resources.

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

Pre-requisite Unit

Nil

Unit Sector

Companion Animal Sector (CAS)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Provide information and advice on companion animal selection	1.1 Use interpersonal skills effectively to engage clients and identify their requirements 1.2 Provide information on the characteristics of different breeds and species of animals

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.3 Provide advice on the suitability of the selected animal to meet client's requirements
2. Advise on housing and environmental requirements	2.1 Discuss appropriate housing and shelter requirements for the selected animal 2.2 Explain set-up and maintenance of housing, and demonstrate if required 2.3 Provide advice on the introduction of animals to a new environment
3. Advise on health and nutritional requirements	3.1 Discuss the animal's health requirements with the client 3.2 Provide information on preventative health measures for the selected animal 3.3 Explain the dietary requirements for the selected animal 3.4 Explain the grooming requirements for the selected animal
4. Advise on additional products and services	4.1 Display and demonstrate products as required by client 4.2 Discuss and demonstrate additional equipment and related services as required 4.3 Arrange transportation of animal or provide instructions to client
5. Complete transactions	5.1 Complete sales of animals and products according to workplace policies and procedures 5.2 Ensure compliance with legislative requirements for the sale or transportation of the selected animal 5.3 Maintain records and follow up with client according to workplace policies and procedures

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
Reading	- Summarise product information for clients - Access information about breeds and nutritional needs

Skill	Description
Numeracy skills	• Accurately calculate prices and change • Record sales information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMCAS302 Provide advice on companion animal selection and general care	ACMCAS302A Provide advice on companion animal selection and general care	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 ACMCAS302 Provide advice on companion animal selection and general care

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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:

- provided advice on companion animal selection and general care to at least five different clients
- maintained high standards of hygiene and infection control
- maintained accurate sales records
- used safe and environmentally responsible organisational systems and procedures when working with and handling animals.

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:

- animal common names
- basic animal biology
- common companion animal diseases and treatment strategies
- communication procedures and systems, including sales techniques
- disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials used in a companion animal workplace
- general maintenance and cleaning of animal housing
- nutritional requirements for a range of species and breeds, including the most commonly selected companion animals
- principles of animal ethics and welfare as they apply to companion animals
- relevant commonly held products and additional services provided
- safe animal handling techniques
- species compatibility
- standards, guidelines and approaches to environmental sustainability relevant to the animal care industry

- workplace hygiene standards.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - companion animals
 - nutritional and grooming products
 - cleaning and hygiene products
 - other products specific to the care of the specific companion animals
 - documentation relevant to the specific companion animals
- relationships (internal and/or external):
 - real clients/customers or realistic scenarios or roleplays.

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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