



Australian Government

ACMEXH301 Work within a zoological facility

Release: 1

ACMEXH301 Work within a zoological facility

Modification History

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

Application

This unit of competency describes the skills and knowledge required to work safely in a facility housing wildlife and comply with facility policies and procedures relating to security, animal interactions, communication and record-keeping.

This unit applies to individuals who work in animal carer/keeper or aquarist roles, undertaking individual and team activities in small to large scale animal facilities. They perform work under broad direction and are required to take responsibility for their own work, including carrying out assigned tasks, organising processes and working to schedules.

All work must be carried out to comply with workplace procedures according to Commonwealth and state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Exhibited Animals (EXH)

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. Work effectively within a zoological facility	1.1 Identify the facility's key functions 1.2 Determine relationships between departments and individuals

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 Identify relationships with other bodies and agencies 1.4 Complete daily routines for a section or enclosure according to workplace health and safety and animal welfare requirements, and environmental work practices 1.5 Work collaboratively with team members to complete routine tasks, as required
2. Comply with animal interaction and security policies and procedures	2.1 Identify hazards and risks associated with interacting with animals at the facility and confirm suitable control measures 2.2 Select and use personal protective equipment 2.3 Identify areas of compliance relevant to personal role and responsibilities within facility animal interaction and security policies and procedures 2.4 Respond to incidents involving animals and/or people promptly according to facility procedures 2.5 Follow facility security procedures for entering and leaving animal enclosures 2.6 Participate in response to escaped animal/s incident or emergency according to facility procedures
3. Identify animals and handle or interact humanely	3.1 Use common and scientific names according to facility requirements to identify animals 3.2 Use distinguishing characteristics to identify specific animals within a group or section 3.3 Handle or interact with animals humanely and safely according to facility procedures and animal welfare standards and guidelines 3.4 Assist with the implementation of identification techniques
4. Communicate effectively and maintain accurate records	4.1 Document communications and keep accurate records according to facility information system requirements 4.2 Maintain and store records according to facility procedures 4.3 Communicate information efficiently and in a timely manner to supervisor and team members according to facility procedures and use of technologies

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
Writing	Complete workplace documentation using appropriate language and terminology
Oral communication	Obtain information from others through active listening and questioning

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMEXH301 Work within a zoological facility	ACMCAN301 Work within a captive animal facility	Title changed Reordered and updated performance criteria for clarity Foundation skills table updated Assessment requirements updated	Equivalent

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 ACMEXH301 Work within a zoological facility

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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:

- completed at least three daily section or enclosure routines or ‘rounds’, undertaking a total of at least four different work tasks commonly carried out in a zoological facility, selected from the following list:
 - preparing food for an individual animal or a group of animals
 - replenishing food stores or cleaning food storage areas
 - providing food and water to animals
 - cleaning bedding or housing areas
 - cleaning excrement from enclosure
 - maintaining or replacing enrichment items or activities
 - observing and recording indicators of animal health including presence of disease or injury
 - assisting with the administration of routine preventative health procedures or treatments
 - observing and recording specific animal behaviour for individual or social groups
 - taking and recording measurements, weights or other data relating to the animal
 - checking enclosure security for potential animal escapes or breaches in containment
 - checking for signs of entry of pest species
- communicated relevant information and completed required records for each task completed in the daily section routines or ‘rounds’ above
- identified two hazards and demonstrated risk controls related to animal interactions and security in the animal facility
- selected and used personal protective equipment
- participated in one response activity drill or simulation for escaped animal incident or emergency
- worked collaboratively with at least two team members undertaking routine tasks

- applied safe, low stress and humane handling or interaction procedures for two different animals
- identified at least two different animals accurately using species-specific information and knowledge of distinguishing features.

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 in a zoological facility
- routine tasks relating to working within a section or enclosure in a zoological facility including:
 - preparing food for an individual animal or a group of animals
 - replenishing food stores or cleaning food storage areas
 - providing food and water to animals
 - cleaning bedding or housing areas
 - cleaning excrement from enclosure
 - maintaining or replacing enrichment items or activities
 - observing and recording indicators of animal health including presence of disease or injury
 - assisting with the administration of routine preventative health procedures or treatments
 - observing and recording specific animal behaviour for individual or social groups
 - taking and recording measurements, weights or other data relating to the animal
 - checking enclosure security for potential animal escapes or breaches in containment
 - checking for signs of entry of pest species
- functions of zoological facilities (conservation, education, recreation, research, breeding) in the context of:
 - World Association of Zoos and Aquariums (WAZA) and World Zoo Conservation Strategy (WZCS)
 - role of the International Union for Conservation of Nature and Natural Resources
 - Conservation Planning Specialist Group
 - Zoo and Aquarium Association (ZAA)
- principles of animal welfare, including positive states for:
 - nutrition
 - environment
 - health
 - behaviour
 - wellbeing – mental/affective state
- key compliance requirements of:
 - relevant animal/wildlife state or territory legislation, regulations and codes of practice and international agreements and conventions

- Australian Animal Welfare Standards and Guidelines
- animal taxonomy from species to family level
- characteristics and distinguishing features of animals housed in facility, including:
 - age, sex and size
 - coat or skin colours and texture
 - eye colour
 - markings, patterns and permanent scars
 - microchip, ear tags, tattoos and markings, and leg bands
- basic animal behaviour and the potential effects of captive care
- bodies and agencies that contribute to captive/exhibited animal care, including:
 - animal welfare and rescue groups
 - government departments and statutory bodies
 - industry associations, including Australian Society of Zoo Keeping (ASZK)
 - other animal facilities
 - research organisations
- personal protective equipment relevant to tasks and for infection control
- safe species-specific handling techniques for animals relevant to job role
- facility's policies and procedures, including animal interaction, security and emergency procedures
- communication procedures and record-keeping systems, relevant to the facility and the individual's work responsibilities.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a zoological facility
- resources, equipment and materials:
 - equipment and resources for working in a zoological facility
 - personal protective equipment relevant to task
 - live animals
 - record-keeping system
- specifications:
 - facility policies and procedures, covering animal interaction, security and emergency procedures
- relationships:
 - supervisor and team members.

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

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