



Australian Government

ACMFAR405 Coordinate day-to-day equine service operations

Release: 1

ACMFAR405 Coordinate day-to-day equine service operations

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 2.0.

Application

This unit of competency describes the skills and knowledge required to participate in the process of planning, coordinating and recording equine services work activities.

The unit applies to individuals who apply knowledge and technical skills to perform farriery or hoof care services across different equine industry sectors.

Workplace health and safety and animal welfare legislation relevant to interacting with horses applies to workers in this industry. Requirements vary between industry sectors and state/territory jurisdictions. Users must check with the relevant authority for specific requirements.

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

Pre-requisite Unit

Nil

Unit Sector

Farriery (FAR)

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. Confirm and clarify work requirements	1.1 Interpret requirements relating to the equine services and health and safety issues in spoken messages or written information 1.2 Clarify or seek additional information from employer, client or other personnel relating to the equine services 1.3 Follow industry procedures and confirm instructions for relevant

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	tasks
2. Obtain and provide information in response to workplace requirements	2.1 Gather and interpret specific, relevant information related to equine service activities and health and safety issues 2.2 Record equine service information accurately and legibly 2.3 Establish appropriate contact with clients or other personnel following good practice customer service 2.4 Ensure enquiries and confirmation of activities are carried out clearly and concisely
3. Prepare for worksite activities	3.1 Follow health and safety in the workplace requirements, and select, use, maintain and store personal protective equipment, according to the type of work activity undertaken 3.2 Follow establishment protocols for entry to the worksite 3.3 Clarify work requirements and the order of activities and time allocation with designated personnel 3.4 Identify and plan personnel, equipment and resource requirements according to the scope of work and instructions 3.5 Identify workplace hazards, assess and control risks and report risks beyond own control or authority 3.6 Select, use, clean, maintain and store tools and equipment according to workplace procedures and manufacturer's specifications
4. Complete required documentation	4.1 Document personnel, activities, timelines and resource usage for task according to workplace practices 4.2 Use key features and functions of workplace technology to record information
5. Maintain business records	5.1 Collect information relevant to business operations and enter into manual record keeping system and/or computerised system 5.2 Organise information in a format suitable for analysis, interpretation and dissemination to others 5.3 Prepare reports and records to provide to third parties
6. Maintain stock and resources	6.1 Monitor stock and resources to maintain required levels 6.2 Pack or store stock and resources to avoid losses and wastage 6.3 Keep records and produce stock control reports to inform resource use

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 active listening and questioning to clarify and confirm information - Use industry-standard terminology accurately in communications with others
Numeracy	- Use basic mathematical processes for routine calculations relating to all work activities - Prepare and interpret numerically-based reports
Navigate the world of work	Follow requirements for safety, animal welfare and general business practices, relating to own role and work area
Get the work done	- Plan, sequence and prioritise tasks and assemble equipment for work activities, taking safety and risk factors into consideration - Use problem solving skills to select required materials and equipment

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMFAR405 Coordinate day-to-day equine service operations	ACMFAR303 Perform routine day-to-day farriery activities	Changes to title and code changed to reflect AQF alignment. Changes to reflect scope of work including new elements 5 and 6. Work placement requirements added.	No 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 ACMFAR405 Coordinate day-to-day equine service operations

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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 performed the activities outlined in the performance criteria of this unit during, and contributing to, an overall period of at least 120 hours of work supervised by a qualified farrier or currently commercially active provider of farriery or hoof care services.

There must be evidence that the individual performed the following routine day-to-day preparatory and administrative tasks for farriery or hoof care services during, or in addition to, the 120 hours of supervised placement:

- obtained and provided information needed to conduct equine services
- planned jobs and resources needed for at least three worksite activities
- completed required documentation and business records for at least three worksite activities.

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:

- practices and procedures associated with routine equine services
- dress and presentation standards
- protocols for working with clients and equine establishments
- range, use and availability of materials, tools and equipment
- health and safety in the workplace requirements, including:
 - identifying work site hazards
 - managing risks when interacting with equines in the workplace
 - safe horse handling techniques
 - manual handling
 - use of fire and working with gas or coke

- use of personal protective equipment (PPE)
- industry guidelines, codes of practice and regulations related to:
 - duty of care, confidentiality, security and professional standards
 - employment as a farrier
 - animal welfare principles and practices
- record keeping and documentation for services, including:
 - financial and taxation records
 - business and regulatory requirements
 - stock/materials record
 - work schedules
 - client / equine information and worksite records
 - service agreements and invoices
- use of business technology.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or environment that accurately reflects performance in a real workplace setting
- resources, equipment and materials:
 - tools and equipment for tasks, including PPE for the individual
 - record keeping and scheduling system.

Training and assessment strategies must show evidence of the use of guidance provided in the *Companion Volume: User Guide: Safety in Equine Training*.

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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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>