



Australian Government

Assessment Requirements for ACMGAS209 Provide information on companion animals, products and services

Release: 1

Assessment Requirements for ACMGAS209 Provide information on companion animals, products and services

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

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 identified information requirements of at least two customers, including:

- communicated effectively with clients
- used appropriate interpersonal skills in interaction with client
- sought assistance from other staff members when an enquiry fell outside own scope of knowledge or responsibility
- provided information that addresses client requirements.

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:

- appropriate and effective communication methods to use with clients and team members
- basic products and services available in the facility
- types of enquiries commonly received in the animal facility
- sources of information on companion animal training, grooming, breeding establishments, products and services.

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:
 - equipment and resources appropriate to work undertaken in an animal care environment

- specifications:
 - access to workplace policies and procedures
- relationships (internal and/or external):
 - interactions with clients
 - 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

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