



Australian Government

ACMGAS209 Provide information on companion animals, products and services

Release: 1

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.

Application

This unit of competency describes the skills and knowledge required to provide basic information to clients on companion animal training, grooming, breeding establishments and on products and services in a range of companion animal settings.

This unit is applicable to new entrants to the animal care and management industry. Animal care settings in this context may include pet shops and aquariums, breeding or boarding kennels or catteries, aviaries, companion animal training or grooming establishments, animal shelters or veterinary practices.

This unit applies to individuals who work under general supervision and exercise limited autonomy. They undertake defined activities and work in a structured context.

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

Pre-requisite Unit

Nil

Unit Sector

General Animal Studies (GAS)

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. Identify information requirements	1.1 Use appropriate interpersonal skills to accurately identify client's information needs 1.2 Handle client enquiries courteously and promptly according to

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	workplace policies and procedures 1.3 Identify personal and professional limitations in addressing client information needs, and seek assistance from appropriate personnel when required
2. Provide information	2.1 Provide information that addresses client requirements to client in a timely and professional manner 2.2 Present products and services that may meet client requirements in an appropriate manner as required 2.3 Refer enquiries that fall outside own area of responsibility or knowledge to appropriate staff member for follow-up and completion

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	- Have regard for personal space considerations - Listen and respond appropriately to what customers are communicating - Provide an opportunity for customers to confirm their requests - Question and seek feedback from customers to confirm understanding of needs - Summarise and paraphrase to check understanding of customers' messages - Use appropriate vocal tone and body language

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGAS209	ACMGAS209A	Updated to meet	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
Provide information on companion animals, products and services	Provide information on companion animals, products and services	Standards for Training Packages	

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 ACMGAS209 Provide information on companion animals, products and services

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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 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

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