



Australian Government

ACMGAS210 Prepare for and conduct a tour or presentation

Release: 1

ACMGAS210 Prepare for and conduct a tour or presentation

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 prepare and conduct a tour or presentation within an animal care facility to meet the needs of a wide range of audiences.

This unit is applicable to those working in animal care industry sectors where tours or presentations are conducted. The tour may be a regular part of business operations, such as in a captive animal facility, or it may be a promotional activity aimed at attracting new clients, such as at a boarding kennel.

This unit applies to individuals who work under general supervision and exercise limited autonomy, who 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.

NOTE: The terms ‘occupational health and safety’ (OHS) and ‘work health and safety’ (WHS) generally have the same meaning in the workplace. In jurisdictions where the national model WHS legislation has not been implemented, RTOs must contextualise the unit of competency by referring to current OHS legislative requirements.

Pre-requisite Unit

Nil

Unit Sector

General Animal Studies (GAS)

Elements and Performance Criteria

Element	Performance criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

Element	Performance criteria
1. Prepare for tour or presentation	1.1 Wear appropriate identification and uniform while on duty according to organisation's policies and procedures 1.2 Confirm purpose of tour or presentation with supervisor 1.3 Read daily information sheets if provided, and clarify questions with the supervisor 1.4 Collect materials and equipment for presentation 1.5 Adjust standard tour or presentation to meet specific group needs 1.6 Identify and take action to minimise the risks to self, the public and the animal
2. Conduct tour or presentation	2.1 Use public speaking and presentation skills effectively to engage the audience 2.2 Provide current and accurate information in a format suitable for the group 2.3 Treat and handle animals safely and humanely if used in presentation, according to organisation's policies and procedures and WHS requirements 2.4 Encourage audience members to ask questions and participate where appropriate 2.5 Complete the tour or presentation within the required timeframe and in accordance with the needs of the group
3. Return animals and resources after the presentation	3.1 Return animals to their section if used 3.2 Record the animals' behaviour and food intake, and report to the supervisor 3.3 Check materials and equipment and return to the appropriate area 3.4 Provide feedback on tour or presentation to the supervisor and according to the organisation's 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
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Skill	Description
Reading	Interpret and follow facility policies and procedures
Writing	Complete routine forms accurately and appropriately
Get the work done	Use presentation equipment effectively, problem-solving issues as they arise

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGAS210 Prepare for and conduct a tour or presentation	ACMGAS210A Prepare for and conduct a tour or presentation	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 ACMGAS210 Prepare for and conduct a tour or presentation

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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 prepared for and conducted a tour or presentation for two different groups, including:

- communicated effectively with a wide range of people
- listened and responded to enquiries from members of the public
- accurately recorded the animals' behaviour and food intake, and reported results to the supervisor.

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:

- effective group presentation techniques
- safe and humane animal handling and restraint techniques
- sources of information appropriate to presentation
- WHS and animal welfare legislative requirements and codes of practice
- hazards of working with animals and appropriate risk treatments.

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:
 - a range of animals
 - equipment and resources appropriate to work undertaken in an animal care environment

- specifications:
 - access to organisational policies and procedures
 - current WHS and animal welfare legislation and regulations
- relationships (internal and/or external):
 - interactions with supervisor
 - different audiences.

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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