



Australian Government

ACMGEN201 Work in the animal care industry

Release: 1

ACMGEN201 Work in the animal care industry

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 carry out animal care work, using ethical and humane practices and contributing to a productive work environment.

This unit applies to entry level workers in the animal care industry who undertake routine work under supervision. They have some accountability for their own work and solve predictable problems. Workplaces may include retail pet stores, boarding/day care facilities, animal shelters, animal welfare organisations, veterinary clinics, zoos and wildlife sanctuaries.

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

General Animal Care (GEN)

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. Contribute to a productive work environment	1.1 Collect and interpret information on animal care industry work functions, and employment terms and conditions 1.2 Perform personal work practices to contribute positively to quality,

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	productivity and effective teamwork in the workplace 1.3 Comply with industry and workplace-specific management structures and lines of reporting 1.4 Follow work schedules according to workplace policies and procedures 1.5 Perform job-specific work practices and comply with workplace procedures 1.6 Identify and follow workplace confidentiality policies and procedures
2. Recognise and identify animals in the workplace	2.1 Identify animals by groups, species and breed using scientific and common names 2.2 Describe animals using identifiable characteristics, standard colours, weight and height 2.3 Identify a range of animals commonly found in the workplace, according to industry standard or workplace identification procedures 2.4 Document a brief description of individual animals and their unique features or markings
3. Identify physical, social and behavioural characteristics	3.1 Identify the temperament traits of species and breed in the workplace 3.2 Identify physical and social environmental needs of animals 3.3 Identify indicators of normal and undesirable or maladaptive behaviour of animal, within physical and social environment 3.4 Identify basic animal body language signs and communication that indicate potential safety risks
4. Incorporate animal needs in conduct of work practices	4.1 Identify and follow workplace procedures relevant to animal care work 4.2 Complete work routines with consideration for animal health and wellbeing priorities 4.3 Handle and interact with animal with due consideration to the risks and the social and behavioural characteristics of the species 4.4 Comply with hygiene protocols to ensure animal health 4.5 Follow security protocols to ensure animal safety

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
Reading	Interpret industry terminology in workplace policies, procedures and instructions
Oral communication	Participate in verbal exchanges using industry terminology

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGEN201 Work in the animal care industry	ACMGAS201 Work in the animal care industry	Minor edits to performance criteria for clarity New element 2 to cover species and breed identification and characteristics Element 4 removed and outcomes added to Foundation Skills Assessment requirements updated	Not 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 ACMGEN201 Work in the animal care industry

Modification History

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

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 a total of 10 common species or breeds covering the following groups:
 - companion animals
 - livestock
 - wildlife/native animals
 - declared pest animals
- documented a brief description, including unique features of an animal, for two species
- followed task instructions and workplace procedures to safely complete at least two routine animal care work activities for live animals in an animal care workplace, selected from the following:
 - set up of animal bedding or housing
 - cleaning and maintenance of animal housing and/or facility work areas, including the removal of animal waste and soiled bedding materials
 - feeding and watering animals
 - enrichment
- interacted with and/or handled at least three different animals in a humane manner using low stress techniques
- communicated effectively with supervisor and team members using industry-appropriate terminology.

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:

- taxonomy of the animal kingdom, including scientific names

- features and characteristics used to identify a range of animals by species and breed, including:
 - standard Australian dog breeds
 - cat breeds
 - horses
 - reptiles
 - fish
 - birds
 - livestock
- identifiable animal characteristics, including:
 - age, sex and size
 - coat or skin colours
 - markings, patterns and permanent scars
 - microchip, ear tags, tattoos and markings and leg bands
 - movement and behaviour of animals
 - animal temperaments and behaviours and how they relate to associated risks and hazards
- basic animal behaviour as it relates to breed, type or group, including basic identification of body language and communication
- services available in different animal care sectors, including:
 - animal technology, including biomedical research
 - animal regulation and management
 - exhibited/captive animals
 - companion animal services
 - veterinary practices
 - wildlife care and rehabilitation
- features of animal care industries, including:
 - relationships between sectors and other industries
 - industry work conditions
 - legislation that affects the industry, including workplace health and safety and animal welfare
 - industrial relations and employment terms and conditions
 - appropriate industry work ethics
 - industry quality assurance standards
 - general job responsibilities in a range of animal care sectors
- animal care workplace policies and procedures, including:
 - animal welfare
 - environmentally sustainable practices
 - infection control
 - privacy and confidentiality of client information

- risks of working with animals relevant to context or species, including:
 - animal bites, envenomation, kicks, scratches and crush injuries
 - biological hazardous waste handling and disposal
 - handling of chemicals and medicines
 - manual handling, including carrying, lifting and shifting
 - needle pricks and cuts from other sharps
 - release of infective agents (animal and human)
 - slippery or uneven work surfaces
 - zoonoses
- principles of animal welfare requirements applicable to work role, including basic overview of ethics, assessment frameworks and legislation
- common diseases, ailments, injuries and other impacts on animal health and wellbeing relevant to species or context
- housing, exercise, social and activity needs of a range of animals
- industry or workplace expectations of conduct, presentation and work performance
- types of disinfectants or cleaning agents, and cleaning techniques, equipment and materials used in an animal care workplace.

Assessment Conditions

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

- physical conditions:
 - an animal care workplace
- resources, equipment and materials:
 - live animals for the animal care activities specified in the performance evidence
 - photos/videos of real animals where access to the range of animal species required for identification in the performance evidence is limited
 - equipment and resources appropriate to work undertaken in an animal care environment
- specifications:
 - animal care workplace policies and procedures related to tasks specified in the performance evidence
- 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.

Links

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

