



Australian Government

ACMGEN205 Source and provide information for animal care needs

Release: 1

ACMGEN205 Source and provide information for animal care needs

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 source, interpret and provide information on animal care products and services to complete workplace tasks and to provide information to others.

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, 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. Identify information requirements	1.1 Use appropriate interpersonal skills to accurately identify team member or client information needs

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.2 Confirm type of information needed on animal care products and services 1.3 Identify sources of reputable information
2. Source information on selected animal care products	2.1 Select current information on animal care products according to identified need 2.2 Interpret product purpose, contents and information for selected animal care products 2.3 Interpret instructions relating to use, safety precautions, quantities, measurements and application requirements
3. Source information on selected animal care services	3.1 Review information accessed on animal care services to determine relevance to needs 3.2 Make enquiries or source additional information to clarify or confirm services
4. Provide animal care information to others	4.1 Seek assistance from an appropriate team member, to clarify and confirm accuracy and suitability of information, as required 4.2 Provide information on specific animal products and services to others in an appropriate format and timely manner, as requested
5. Locate individual animal information	5.1 Access information relating to individual animal in appropriate workplace records or information management system 5.2 Identify specific animal record and cross-check information relevant to animal care needs 5.3 Provide accurate information about individual animal to relevant team member or client according to workplace requirements 5.4 Assist with updating animal record as required

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 safety, scientific and health care terminology from product and service information
Oral communication	Use active listening and questioning techniques to obtain and confirm information
Numeracy	- Interpret numerical information relating to animal care products and services including quantity, weight, volume, ratio and cost - Interpret decimal numbers to one decimal place (0.5) accurately

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGEN205 Source and provide information for animal care needs	ACMGAS208 Source information for animal care needs	Redesigned unit merging the outcomes of ACMGAS208 Source information for animal care needs and ACMGAS209 Provide information on companion animals, products and services	Not equivalent
ACMGEN205 Source and provide information for animal care needs	ACMGAS209 Provide information on companion animals, products and services	Redesigned unit merging the outcomes of ACMGAS208 Source information for animal care needs and ACMGAS209 Provide information on companion animals, products and services	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 ACMGEN205 Source and provide information for animal care needs

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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 sourced information for a specific need for the care of at least three animals, covering:

- two different species and two different life stages
- at least one product and one service.

In doing the above, the individual must have:

- documented the source of information for the product or service for each of the three animals
- interpreted basic requirements, including numerical and safety information, and provided information to a team member or client
- accessed individual animal information and updated records for each of the three animals using workplace records or information management systems.

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:

- types and sources of information available for animal care products and services, including:
 - industry associations
 - government registers
 - product brochures and safety data sheets (SDS)
 - supervisor and other workplace team members
 - validated internet sites
 - library/workplace resources
- types of animal care products, including:
 - basic dietary needs, including food products, supplements, treats

- animal housing items
- health and hygiene products, including parasite control
- enrichment items
- grooming products
- training products
- types of animal care services, including:
 - boarding/day care facilities
 - grooming services
 - training services
 - veterinary and allied health services
 - outsourced services
- methods used for individual animal identification, including:
 - basic anatomical features of species and/or breed groups
 - microchipping
 - visual identification – tags, bands, brands
 - animal identification databases relevant to industry sector
 - workplace records or information management systems
- safety information found on labelling or product/service information.

Assessment Conditions

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

- physical conditions:
 - an animal care workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - live animals or models/replicas of animals specified in the performance evidence
 - animal records specified in the performance evidence
- relationships:
 - team member and/or client.

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>