



Australian Government

ACMGEN305 Provide advice on companion animal selection and general care

Release: 1

ACMGEN305 Provide advice on companion animal selection and general care

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 provide advice to clients on the appropriate selection of companion animals, and on their housing, nutritional and other general care requirements. It also includes the sale of animal care products and services, and animals where appropriate.

This unit applies to individuals who work in a range of companion animal services and facilities, including pet shops, boarding/day care, breeding, companion animal training, and veterinary practices. They perform work under broad direction and are required to take responsibility for their own work, including carrying out assigned tasks, organising processes, solving routine problems and working to schedules.

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>

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1. Provide information and advice on companion animal selection	1.1 Use interpersonal skills effectively to engage clients and identify their requirements 1.2 Provide verbal and written information, where available, on the characteristics of different species and/or breeds of animals 1.3 Provide advice on the suitability of the selected animal to meet client's requirements
2. Advise on housing and environmental requirements	2.1 Discuss appropriate housing and shelter requirements for the selected animal 2.2 Explain set-up and maintenance of housing, and demonstrate according to requirements 2.3 Provide general advice on the introduction of animals to a new environment
3. Advise on health, nutritional and emotional wellbeing requirements	3.1 Discuss animal health requirements with the client 3.2 Provide information on preventative health measures for the selected animal 3.3 Explain the dietary requirements for the selected animal 3.4 Explain the cleaning and grooming requirements for the selected animal 3.5 Discuss the animal's social and enrichment needs, including those that impact on behaviour and emotional wellbeing
4. Advise on additional products and services	4.1 Display and demonstrate products as required by client 4.2 Discuss and demonstrate additional equipment and related services as required 4.3 Advise client on safe, low stress and humane animal transportation
5. Complete service	5.1 Finalise advice and/or transactions according to workplace policies and procedures 5.2 Confirm compliance with legislative requirements for transactions involving animals and transportation of animals where relevant 5.3 Maintain records and follow up with client according to workplace 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
Reading	• Interpret industry terminology accurately about species or breed and nutritional needs from valid sources • Accurately interpret product information and instructions on animal products and animal care equipment
Oral communication	• Use open-ended questioning, active listening and paraphrasing to gather information
Numeracy	• Calculate volume, weight, area, percentage, ratio, time and application rates • Calculate quantities, prices and sales related data accurately

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGEN305 Provide advice on companion animal selection and general care	ACMCAS302 Provide advice on companion animal selection and general care	Changes to performance criteria for clarity Assessment requirements updated	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 ACMGEN305 Provide advice on companion animal selection and general care

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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:

- provided advice on companion animal selection to at least five different clients
- provided care advice for five different animals, including transportation, nutrition, housing, and social and emotional welfare
- completed at least three transactions for services, products or companion animals, and maintained accurate workplace records for each.

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:

- animal species and/or breeds commonly held or relevant to sector, including common names, key features and behavioural characteristics
- relevant commonly held companion animal products and services
- key requirements of relevant legislation relating to sales or transactions, and transportation of companion animals
- basic animal biology for relevant species
- general husbandry and care requirements of commonly selected companion animal species and/or breeds, including:
 - nutritional requirements
 - housing requirements, and cleaning and maintenance needs
 - emotional wellbeing – enrichment and social needs
 - safe and low stress animal handling techniques
 - health requirements, including preventative care
 - common diseases and treatment strategies
 - species compatibility

- principles of animal ethics and welfare as they apply to companion animals
- workplace communication procedures and systems, including sales techniques
- workplace information management systems, including digital systems
- workplace health and safety and environmental sustainability requirements, including hygiene standards relevant to the animal care industry.

Assessment Conditions

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

- physical conditions:
 - a companion animal retail or service workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - products relevant to the sector or business, including for the care of specific companion animals
 - workplace record-keeping/information management system
- relationships:
 - clients specified in the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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