



Australian Government

Department of Education, Employment and Workplace Relations

ACMCAS303A Provide advice on selection and care of aquatic animals

Revision Number: 1

ACMCAS303A Provide advice on selection and care of aquatic animals

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the process of providing advice to customers on the appropriate selection of aquatic animals and on their housing, nutritional and other general care requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	This unit is applicable to those working in the companion animal industry sector. It relates to the selection and care of aquatic animals and may include aquariums and pet shops. In addition to legal and ethical responsibilities, all units of competency in the ACM10 Animal Care and Management Training Package have the requirement for animals to be handled gently and calmly. The individual is required to exhibit appropriate care for animals so that stress and discomfort is minimised.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Provide information and advice on aquatic animal selection	1.1. Interpersonal skills are used effectively to engage customers and identify their requirements. 1.2. Client profiles are developed during communication with customers. 1.3. Information is provided on the level of care required by different species of aquatic animals. 1.4. Advice is provided on the suitability of the selected species to meet customers' requirements.
2. Advise on housing and environmental requirements	2.1. Suitable housing and shelter requirements for species are discussed and selected. 2.2. Water features and landscaping requirements are identified and recommended to suit animals' requirements. 2.3. Set-up and maintenance of housing are explained and demonstrated as required. 2.4. Advice is provided on the introduction of animals to a new environment.
3. Advise on aquatic support systems	3.1. Systems are identified and demonstrated to customers. 3.2. Systems are evaluated and recommendations are made to customers. 3.3. Additional equipment and related services are discussed and demonstrated as required. 3.4. Transportation of animal and/or equipment is arranged and instructions are provided to customers.
4. Advise on health and nutritional requirements	4.1. Animals' environmental health requirements are discussed with customers. 4.2. Information is provided on recommended treatments and medications for the selected animals. 4.3. Dietary requirements are explained and recommended for the selected animals. 4.4. Grooming requirements are explained for the selected animals.
5. Complete aquatic animal sales transactions	5.1. Sales of animals and/or products and services are completed in accordance with organisational policies and procedures. 5.2. Legislative requirements are complied with for the sale or transportation of the selected animals. 5.3. Records are maintained and customers are followed

ELEMENT	PERFORMANCE CRITERIA
	up in accordance with organisational policies and procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- complete relevant work-related documents
- employ safe and environmentally responsible organisational systems and procedures when working with and handling aquatic animals
- follow organisation policies, procedures and requirements
- identify aquatic animals using common names
- maintain the highest standards of hygiene and infection control at all times to reduce the risk of infection and cross-infection
- literacy skills to read and follow organisation policies and procedures, including occupational health and safety (OHS) and waste management procedures and other organisational policies and procedures; follow sequenced written instructions; record accurately and legibly information collected; and select and apply procedures to a range of defined tasks
- oral communication skills/language to fulfil the job role as specified by the organisation, including questioning techniques, active listening, asking for clarification and consulting with supervisors
- numeracy skills to estimate, calculate and record routine workplace measures and sales data
- interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- problem-solving skills to use available resources and prioritise daily tasks.

Required knowledge

- aquatic species nutritional requirements
- basic aquatic animal biology
- basic principles of animal ethics and welfare
- common aquatic animal diseases and treatment strategies
- communication procedures and systems including sales techniques
- feeding techniques for a range of species
- general maintenance and cleaning of aquaria
- organisation policies, procedures and requirements, including OHS and emergency procedures
- principles of animal ethics and welfare
- relevant OHS and animal welfare legislative requirements and codes of practice, including environmental and transportation of aquatic animals regulations
- relevant products and additional services
- relevant recordkeeping systems

REQUIRED SKILLS AND KNOWLEDGE

- safe aquatic animal handling techniques and procedures
- safe work practices
- species compatibility
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competence in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit. Assessors should ensure that candidates can: • provide information and advice of the housing, nutrition, environmental and general maintenance requirements of a range of aquatic animals • comply with relevant legislation, regulations and codes of practice, including animal welfare, OHS, sale and transport of aquatic animals • build relationships and communicate effectively with clients to advise on the suitability of a particular aquatic animal to meet their needs • maintain records and follow-up with customers as required. The skills and knowledge required to provide advice on selection and care of aquatic animals must be transferable to a range of work environments and contexts and include the ability to deal with unplanned events.
Context of and specific resources for assessment	Assessment of this unit is to be practical in nature and will be most appropriately assessed in a companion animal workplace or in a situation that reproduces normal work conditions. Workplaces can include aquariums and pet shops. There must be access to a range of aquatic animal breeds and species as well as the appropriate equipment and/or resources to enable one to demonstrate competence.
Method of assessment	To ensure consistency in one's performance, competency should be demonstrated, to industry defined standards, on more than one occasion over a period of time in order

EVIDENCE GUIDE	
	to cover a variety of circumstances and where possible, over a number of assessment activities. The assessment strategy must include practical skills assessment. Suggested strategies for this unit are: • written and/or oral assessment of candidate's required knowledge • observed, documented and first-hand testimonial evidence of candidate's application of practical tasks • simulation exercises that reproduce normal work conditions • third-party evidence • workplace documentation • portfolio. This unit may be assessed in a holistic way with other units of competency relevant to the industry sector, workplace and job role.
Guidance information for assessment	Assessment methods should reflect workplace demands (e.g. literacy and numeracy demands) and the needs of particular target groups (e.g. people with disabilities, Aboriginal and Torres Strait Islander people, women, people with a language background other than English, youth and people from low socioeconomic backgrounds).

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Aquatic animals</i> may include:	• fish, invertebrates, reptiles and amphibians.
<i>Interpersonal skills</i> may include:	• effective questioning techniques to gather and clarify relevant information • following up client requests to ensure information or products are provided in a timely manner • following workplace protocols and procedures when dealing with client requests from various sources: • email • face to face • from other staff member or other business representative • telephone • web inquiry • presenting an appropriate professional manner in line with workplace aims, protocols and procedures • referring client to superiors if client request is beyond level of personal responsibility • responding to client requests within the limits of personal level of responsibility and expertise.
<i>Client profile</i> may include:	• client contact details • previous animal ownership history and other aquatic animals currently kept • family structure and lifestyle • environment the animal will be living in • reasons for new aquatic animal acquisition and type of aquatic animal selected.
<i>Aquatic animal selection</i> considerations may include:	• compatibility of aquatic animal being considered with others of the same or different species

RANGE STATEMENT	
	• budget for setting up and maintaining aquatic animals being considered • individual species care and feeding requirements.
<i>Aquatic animal housing and environmental requirements</i> may include:	• plants, water features and other furniture • cleaning routines and methods • filtration systems and water quality • temperature and lighting control • general animal housing security • local council requirements related to: • limits to numbers and types of animals allowed • noise control • restricting access to animals • waste management • set-up and maintenance of aquatic environment: • water testing • regular cleaning and correct disposal of waste • techniques used for maintaining biological, chemical and mechanical filtration system • size of system required for aquatic animal selected.
<i>Aquatic support systems</i> considerations may include:	• availability of spare parts and servicing • cleaning agents and tools required • ease of maintenance • energy sources • feature lighting • generators • needs of animals to be housed • water filtration options • plant requirements for food source, decoration and habitat • pumps.
<i>Health and nutritional requirements</i> may include:	• dietary needs: • types and quantities of commonly available feedstuffs, their preparation and presentation • feeding and watering frequency and rates

RANGE STATEMENT	
	• supplements that may be required according to current animal status • grooming and cleaning requirements • handling procedures and equipment • health check-up frequency and procedures • diseases of aquatic animals that will require medication: • bacterial and viral infections • bloat • fin rot • fungus • hole in the head • lateral line infection • white spot • parasite and pest control • potential hazards to specific aquatic species • techniques used to minimise trauma during rehousing, socialising with other animals, where relevant, and humans • temperature, climate and habitat needs of specific aquatic species • water treatments: • pH correction • chlorine neutralisers • water stabilisers.
<i>Products and services</i> may include:	• animal handling equipment • animal housing and furniture, including vegetation, water features, shade and heating provisions • boarding and holiday care services • books, DVDs and other information sources • feeding equipment, implements and products • filtration systems • parasite control products • transportation equipment and services • veterinary and other products and services.
<i>Legislative requirements</i> may include:	• animal welfare obligations • aquatic and native animal license requirements • companion animal regulations • endangered or restricted species regulations

RANGE STATEMENT

	• environmental obligations • local council regulations: • licensing • registration • waste control.
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Unit Sector(s)

Unit sector	Companion animal services
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		