Modification history

| Release | Comments |
| --- | --- |
| Release 1 | This version released with the ACM Animal Care and Management Training Package Version 1.0. |

| ACMCAS301 | Work effectively in the companion animal industry |
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| Application | This unit of competency describes the skills and knowledge required to work in the companion animal industry sector. This unit applies to those who work in pet shops, aquariums, boarding kennels and catteries, companion animal training, grooming establishments, breeding establishments, veterinary clinics, and mobile animal facilities.  This unit applies to those who work under the supervision of a more experienced staff member.  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. |
| Prerequisite Units | Nil |
| Unit Sector | Companion Animal Services (CAS) |

| Element | Performance criteria |
| --- | --- |
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Organise and complete daily work activities | 1.1 Identify own role and responsibilities and confirm with supervisor according to workplace policies and procedures  1.2 Identify, prioritise and complete work tasks within designated timeframes according to task requirements  1.3 Identify factors affecting the achievement of task instructions, and report to supervisor  1.4 Use organisational equipment as required to complete work tasks within designated timeframes  1.5 Perform daily routines according to safe work practices and WHS requirements |
| 2. Work ethically with companion animals | 2.1 Identify companion animals in the workplace using common names  2.2 Handle animals ethically and in a humane manner that optimises animal health and welfare |
| 3. Communicate effectively with clients | 3.1 Identify the client’s needs and respond to them appropriately according to workplace policies and procedures  3.2 Conduct communication with clients in a professional and courteous manner  3.3 Use questioning and active listening techniques to determine client requirements |
| 4. Maintain companion animal records | 4.1 Gather and document data according to workplace policies and procedures and task requirements  4.2 Record and maintain data in the organisational recordkeeping system |

| 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. | |
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| Skill | Description |
| Oral communication | * Use industry terminology to discuss work with team members and clients |

| Unit Mapping Information | | | |
| --- | --- | --- | --- |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| ACMCAS301 Work effectively in the companion animal industry | ACMCAS301A Work effectively in the companion animal industry | Updated to meet Standards for Training Packages | Equivalent unit |

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

| TITLE | Assessment requirements for ACMCAS301 Work effectively in the companion animal industry |
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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 worked effectively in the companion animal industry, over a period of one day, including:   * organised, prioritised and completed work tasks in a timely manner * identified and handled animals in an ethical and humane manner * complied with relevant legislation, regulations and codes of practice, including animal welfare and WHS * communicated effectively with supervisor and followed task instructions to complete daily work activities * built relationships and communicated effectively with clients * gathered, documented, maintained and recorded companion animal records using organisational recordkeeping systems. | |

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| 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:   * principles and practices for working effectively in the companion animal industry * communication procedures, systems and technology relevant to own work * animal ethics and welfare * safe animal handling techniques * organisational recordkeeping systems * safe work practices and WHS requirements, including: * applying appropriate manual handling techniques when packaging and handling loads, including animals and equipment * hazard identification and risk minimisation:   using infection control procedures to minimise risks   * using machinery and equipment according to manufacturers' instructions * using personal protective equipment and clothing * legislative requirements for working with animals, including:   Pet Industry Joint Advisory Council codes of practice  relevant companion animal legislation  local council regulations  microchipping  animal welfare legislation  National Parks and Wildlife Service legislation. |

| Assessment Conditions |
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| 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 with companion animals   * specifications:   access to organisational policies and procedures  current WHS legislation and regulations and animal welfare legislation and regulations   * relationships (internal and/or external):   interactions with supervisor.  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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