Modification History

Release	Comments
Release 2	This version released with ACM Animal Care and Management Training Version 4.0.
Release 1	This version released with ACM Animal Care and Management Training Version 1.0.

ACM30120	Certificate III in Animal Care Services

Qualification Description

This qualification describes the skills and knowledge required to work in a broad range of roles in animal care facilities and services, including boarding/day care, breeding, shelters/holding centres and other animal businesses.

The qualification allows for specialisation in:
• animal care
• pet grooming
• customer service.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To achieve this qualification, competency must be demonstrated in:
• 16 units of competency:
    • 6 core units plus
    • 10 elective units.

Elective units must ensure the integrity of the qualification's Australian Qualifications Framework (AQF) alignment and contribute to a valid, industry-supported vocational outcome. Electives can be chosen to provide a general qualification or a qualification with a specialisation.

For the award of the *Certificate III in Animal Care Services* choose:
• at least 9 units from the electives in Groups A to D
• up to 1 unit from any currently endorsed Training Package or accredited course.

For the award of the *Certificate III in Animal Care Services (Animal Carer)* choose:
• at least 4 units from the electives in Group A
• up to 6 units from the electives listed in Groups A to D (not already selected)
• up to 1 unit in any currently endorsed Training Package or accredited course.

For the award of the *Certificate III in Animal Care Services (Pet Groomer)* choose:
• all 6 units from the electives in Group B
• up to 4 units from the electives listed in Groups A to D (not already selected)
• up to 1 unit in any currently endorsed Training Package or accredited course.

For the award of the *Certificate III in Animal Care Services (Customer Service Officer)* choose:
• the following units from Group C:
    • ACMCAS302 Provide advice on companion animal selection and general care
    • ACMGAS207 Provide reception services for an animal care facility
    • ACMGAS209 Provide information on companion animal products and services
• at least 1 more unit from the electives in Group C
• up to 6 units from the electives listed in Groups A to D (not already selected)
• up to 1 unit in any currently endorsed Training Package or accredited course.

Where two specialisations are completed, award of the qualification would read (for example), Certificate III in Animal Care Services (Pet Groomer, Customer Service Officer).

Core Units

ACMGAS3xx	Provide basic animal first aid
ACMGAS308	Communicate effectively with clients and team members
ACMNEW3X1	Assess welfare status of an animal (new)
ACMNEW3X2	Promote positive wellbeing in animal care industries (new)
ACMNEW3X4	Identify behaviours and interact safely with animals (new)
ACMWHS301	Contribute to workplace health and safety processes

Elective Units

Group A Animal carer

ACMCAN311	Care for young animals
ACMCAS305	Maintain aquascapes and aquatic animals
ACMGAS203	Complete animal care hygiene routines
ACMGAS301	Maintain and monitor animal health and wellbeing
ACMGAS302	Provide enrichment for animals
ACMGAS303	Provide nutritional requirements for animals
ACMGAS304	Carry out simple breeding procedures
ACMGAS306	Assist with conditioning animals
ACMNEW3X3	Walk and exercise dogs (new)

Group B Pet groomer

ACMGRM2X1	Bathe, dry and brush domestic dogs (new)
ACMGRM301	Perform dog grooms on different coat types
ACMGRM302	Provide grooms on cross breed dogs
ACMGRM3X5	Perform sanitary and hygiene grooms for companion animals
ACMGRM4X1	Enhance companion animal coat and skin condition (new)
ACMSPE304	Provide basic care of domestic dogs

Group C Customer service officer

ACMCAS302	Provide advice on companion animal selection and general care
ACMCAS303	Provide advice on selection and care of aquatic animals
ACMGAS207	Provide reception services for an animal care facility
ACMGAS209	Provide information on companion animal products and services
SIRXSLS002	Follow point-of-sale procedures
SIRRRTF001	Balance and secure point-of-sale terminal
SIRRINV001	Receive and handle retail stock
SIRRMER001	Produce visual merchandise displays
SIRRMER003	Coordinate visual merchandising activities
SITXCCS007	Enhance customer service experiences

Group D General electives

ACMACR3X5	Support veterinary activities in remote communities
ACMINF301	Comply with infection control policies and procedures in animal care work
ACMINF304	Promote environmental health and safety for companion animals in remote communities
ACMSPE301	Provide basic care of amphibians
ACMSPE302	Provide basic care of birds
ACMSPE303	Provide basic care of common native mammals
ACMSPE304	Provide basic care of domestic dogs
ACMSPE305	Provide basic care of domestic cats
ACMSPE3X1	Provide basic care fish
ACMSPE3X2	Provide basic care of invertebrates

ACMSPE310	Provide basic care of mammals	
ACMSPE311	Provide basic care of non-venomous reptiles	
ACMSPE312	Provide basic care of rodents and rabbits	
ACMSUS401	Implement and monitor environmentally sustainable work practices	
BSBFLM309	Support continuous improvement systems and processes	
BSBFLM312	Contribute to team effectiveness	
BSBINM301	Organise workplace information	
HLTAID003	Provide first aid	
HLTPOP010	Monitor and maintain dog health in the community	

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACM30120 Certificate III in Animal Care Services	ACM30117 Certificate III in Animal Studies	Three qualifications merged to reduce duplication. Elective specialisations added	No equivalent qualification
	ACM30417 Certificate III in Companion Animal Services	Three qualifications merged to reduce duplication. Elective specialisations added	No equivalent qualification
	ACM30617 Certificate III in Pet Grooming	Three qualifications merged to reduce duplication. Elective specialisations added	No equivalent qualification

Links

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