

**Modification history**

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

<b>ACMCAS302</b>	<b>Provide advice on companion animal selection and general care</b>
<b>Application</b>	<p>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.</p> <p>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 and working to schedules.</p> <p>All work must be carried out to comply with workplace procedures according to state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	Companion Animal Sector (CAS)

Commented [SH1]: Stakeholder advice sought - This unit has a similar structure to ACMCAS303 Provide advice on selection and care of aquatic animals. Could the two units be merged?

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. Provide information and advice on companion animal selection	1.1 Use interpersonal skills effectively to engage clients and identify their requirements 1.2 Provide information 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 advice on the introduction of animals to a new environment
3. Advise on health and nutritional requirements	3.1 Discuss the animal's 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
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 and humane animal transportation
5. Complete service or sale transactions	5.1 Complete sale of services and/or products according to workplace policies and procedures 5.2 Ensure compliance with legislative requirements for the sales and/or transportation involving animals 5.3 Maintain records and follow up with client according to workplace policies and procedures

<b>Foundation Skills</b>	
<i>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.</i>	
<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>Interpret information about species or breed and nutritional needs from supplier documents</li> <li>Accurately interpret product information and instructions on animal products and animal care equipment</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Determine client requirements through open-ended questioning, active listening, paraphrasing and summarising</li> </ul>
Numeracy	<ul style="list-style-type: none"> <li>Calculate volume, weight, area, percentage, ratio, time and application rates</li> <li>Accurately calculate quantities, prices and sales related data</li> </ul>

<b>Unit Mapping Information</b>			
<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
ACMCAS302 Provide advice on companion animal selection and general care	ACMCAS302 Provide advice on companion animal selection and general care	Minor changes for clarity throughout unit	Equivalent unit
<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103</a>		

<b>TITLE</b>	<b>Assessment requirements for ACMCAS302 Provide advice on companion animal selection and general care</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has:</p> <ul style="list-style-type: none"> <li>provided advice on companion animal selection and general care to at least five different clients</li> <li>completed at least three transactions for services, products or companion animals and maintained accurate workplace records for each.</li> </ul>	
<b>Knowledge Evidence</b>	
<p>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:</p> <ul style="list-style-type: none"> <li>common names of animal species and/or breeds commonly held or relevant to sector</li> <li>relevant commonly held products and additional services provided</li> <li>key requirements of relevant legislation relating to sales or transactions, and transportation of companion animals</li> <li>basic animal biology for relevant species</li> <li>species compatibility</li> <li>commonly selected companion animal species and/or breeds, including: <ul style="list-style-type: none"> <li>nutritional requirements</li> <li>housing requirements, and cleaning and maintenance needs</li> <li>safe animal handling techniques</li> <li>health requirements including preventative care</li> <li>common diseases and treatment strategies</li> </ul> </li> <li>principles of animal ethics and welfare as they apply to companion animals</li> <li>workplace communication procedures and systems, including sales techniques</li> <li>workplace hygiene standards</li> <li>environmental sustainability relevant to the animal care industry.</li> </ul>	
<b>Assessment Conditions</b>	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> <li>physical conditions: <ul style="list-style-type: none"> <li>skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions</li> </ul> </li> <li>resources, equipment and materials: <ul style="list-style-type: none"> <li>companion animals</li> <li>products relevant to the sector or business, including for the care of specific companion animals</li> </ul> </li> <li>relationships <ul style="list-style-type: none"> <li>clients.</li> </ul> </li> </ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103</a>