

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.

ACMCAS401	Advise on companion animal industry compliance and practices
Application	<p>This unit of competency describes the skills and knowledge required to provide advice to clients and manage workplace compliance within the relevant sector of the companion animal industry.</p> <p>This unit applies to individuals working in senior levels in a range of companion animal workplaces including, pet/aquarium shops; boarding, day care or mobile facilities; grooming or breeding establishments and companion animal training. They analyse information and exercise judgement to complete a range of skilled activities and demonstrate in depth knowledge in a specific technical area. They develop and communicate solutions for a range of commonly encountered problems.</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>
Prerequisite Unit	Nil
Unit Sector	Companion Animal Sector (CAS)

Commented [SH1]: Stakeholder feedback sought-
 Revised title - TBC.
 This unit has been reworked significantly to ensure it is applicable and can be contextualised to a range of companion animal sectors and workplaces

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 advice on management of companion animals	1.1 Assess needs of the client and the animal 1.2 Provide advice on behaviour management for particular species and/or breeds 1.3 Provide advice on appropriate housing and equipment for animals to meet their physical, behavioural and social requirements 1.4 Discuss appropriate strategies for providing food and water for animals 1.5 Advise on referral of animals with special requirements including, young, sick or injured animals
2. Provide advice on companion animal facilities and activities	2.1 Investigate a range of facilities and services available to clients relevant to workplace 2.2 Investigate a range of relevant companion animal activities available in the area including clubs, shows and sports 2.3 Advise clients on features of available facilities and/or activities for their own needs and/or companion animal requirements
3. Provide advice on legislative requirements	3.1 Provide advice on local council and companion animal legislative requirements relevant to sector and workplace 3.2 Provide advice on animal relocation options according to legislative requirements 3.3 Provide advice on transportation and quarantine requirements applicable to sector

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Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
4. Establish procedures and comply with relevant codes of practice and legislative requirements	4.1 Develop, document and promote policies and procedures for companion animal management, health and safety, and security relevant to sector and workplace 4.2 Advise clients of workplace requirements relevant to companion animal health and welfare, and collect and store proof of compliance 4.3 Implement workplace procedures for interactions with clients and their animals 4.4 Implement effective waste management strategies and environmentally sustainable work practices 4.5 Maintain animal records and/or records of advice or information provided to clients
5. Manage external relationships	5.1 Liaise with and maintain relationships with veterinarians as required in the workplace 5.2 Maintain relationships with suppliers, relevant industry associations and other stakeholders

Foundation Skills	
<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>	
Skill	Description
Reading	<ul style="list-style-type: none"> Identify technical and at times complex information about companion animal requirements and compliance
Writing	<ul style="list-style-type: none"> Use accurate industry and regulatory terminology when completing records
Oral communication	<ul style="list-style-type: none"> Determine client concerns through open-ended questioning, active listening, paraphrasing and summarising Provide accurate advice to using language appropriate to the audience

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
ACMCAS401 Advise on companion animal industry compliance and practices	ACMCAS401 Manage compliance in the companion animal industry	Title changed Significant changes throughout unit to ensure applicability to all companion animal sectors	No equivalent unit

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103
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TITLE	Assessment requirements for ACMCAS401 Manage compliance in the companion animal industry
Performance Evidence	
<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"> • researched and maintained current information on: <ul style="list-style-type: none"> • relevant legislation, regulations and codes of practice applicable to the companion animal sector or workplace • developed at least two policies and/or procedures for the workplace, selected from two of the following areas: <ul style="list-style-type: none"> • management of animal welfare (physical, behavioural and/or social requirements) • workplace health and safety • hygiene, infection control, quarantine • vaccine and parasite control • security (animal, facility or staff) • handling or transportation of animals • provided advice to at least three clients about specific client or animal requirements and maintained accurate records for each • managed relationships and communicated effectively with at least two external stakeholders. 	
Knowledge Evidence	
<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"> • key requirements of legislation, regulations and codes of practice relating to animal care and management relevant to the workplace, including: <ul style="list-style-type: none"> • work health and safety (WHS) • animal welfare • companion animal • biosecurity • processes and techniques to develop policy and/or procedures, based on legislation, regulations and codes of practice, for an individual workplace • range of companion animal facilities and activities available to clients including: <ul style="list-style-type: none"> • veterinary clinics • boarding, day care or mobile facilities • grooming salons • pet shops • training organisations • external stakeholders, including: <ul style="list-style-type: none"> • veterinarians and/or veterinary behaviour consultants • product or equipment suppliers • relevant industry associations • standards, guidelines and approaches to environmental sustainability relevant to the animal care industry. 	
Assessment Conditions	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions • specifications: <ul style="list-style-type: none"> • access to documents such as policies, procedures, processes and/or forms • access to current legislation covering WHS, animal welfare and relevant codes of practice • relationships (internal/external) <ul style="list-style-type: none"> • clients 	

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Assessment Conditions

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| <ul style="list-style-type: none">• external stakeholders. |
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Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards

Links

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