

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.

ACMGAS209	Provide information on companion animals, products and services
Application	<p>This unit of competency describes the skills and knowledge required to provide basic information to clients on a range of companion animal products, facilities and/or services in a range of companion animal settings.</p> <p>This unit applies to new entrants to the animal care and management industry. Animal care may occur in a wide variety of workplaces, including retail pet stores, boarding/day care facilities, shelters, veterinary clinics, zoos/wildlife sanctuaries, animal research facilities and others. In this context, individuals work under general supervision and exercise limited autonomy with some accountability for their own work. They undertake defined activities and work in a structured context.</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 are known to apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	General Animal Studies (GAS)

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. Identify information requirements	1.1 Use appropriate communication and interpersonal skills to accurately identify client's information needs 1.2 Handle client enquiries courteously and promptly according to workplace policies and procedures 1.3 Identify personal and professional limitations in addressing client information needs, and seek assistance from appropriate personnel when required
2. Provide information	2.1 Provide information that addresses client requirements to client in a timely and professional manner 2.2 Present products and services that may meet client requirements in an appropriate manner as required 2.3 Refer enquiries that fall outside own area of responsibility or knowledge to appropriate staff member for follow-up and completion

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
Oral communication	<ul style="list-style-type: none"> • Use active listening and questioning techniques to obtain and confirm client requirements • Use appropriate vocal tone and body language, including recognition of personal space

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGAS209 Provide information on companion animals, products and services	ACMGAS209 Provide information on companion animals, products and services	Minor edits for clarity and consistency	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

TITLE	Assessment requirements for ACMGAS209 Provide information on companion animals, products and services
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 identified information requirements of at least two customers, including:</p> <ul style="list-style-type: none"> • communicated effectively with clients • used appropriate interpersonal skills in interaction with client • sought assistance from another team member when an enquiry was outside own scope of knowledge or responsibility • provided information that addressed client requirements. 	
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"> • appropriate and effective communication methods to use with clients and team members • basic products and services available in the facility • types of enquiries commonly received in the animal facility • sources of information on companion animal training, grooming, breeding establishments, products and services. 	
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"> • a workplace, or an environment that accurately reflects a real workplace setting • resources, equipment and materials: <ul style="list-style-type: none"> • equipment and resources appropriate to work undertaken in an animal care environment • specifications: <ul style="list-style-type: none"> • access to workplace policies and procedures • relationships: <ul style="list-style-type: none"> • clients and team member. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
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