

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.

ACMGAS210	Prepare for and conduct a tour or presentation
Application	<p>This unit of competency describes the skills and knowledge required to prepare and conduct a tour or presentation within an animal care facility to meet the needs of a wide range of audiences. Tours or presentations may be routine or non-routine activities conducted to meet specific workplace requirements.</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. Prepare for tour or presentation	1.1 Wear appropriate identification and uniform while on duty according to workplace policies and procedures 1.2 Confirm purpose of tour or presentation with supervisor 1.3 Read information or instructions and clarify questions with the supervisor 1.4 Collect materials and equipment for presentation 1.5 Adjust standard tour or presentation to meet specific group needs 1.6 Identify and take action to minimise risks to self, others and animal/s
2. Conduct tour or presentation	2.1 Use public speaking and presentation skills effectively to engage the audience 2.2 Provide current and accurate information in a format suitable for the group 2.3 Treat and handle animals safely and humanely if used in presentation, according to workplace health, safety and animal welfare policies and procedures 2.4 Encourage audience members to ask questions and participate where appropriate 2.5 Complete the tour or presentation within the required timeframe and in accordance with the needs of the group

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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>
3. Return animals and resources after the presentation	3.1 Return animals to their section if used 3.2 Record animal behaviour and activity, and report to the supervisor 3.3 Check materials and equipment and return to the appropriate area 3.4 Provide feedback on tour or presentation to the supervisor and according to workplace policies and procedures

Commented [SH1]: Stakeholder advice sought. Would all tours include animal involvement?

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"> Interpret and follow workplace policies and procedures
Writing	<ul style="list-style-type: none"> Complete routine forms accurately and appropriately

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGAS210 Prepare for and conduct a tour or presentation	ACMGAS210 Prepare for and conduct a tour or presentation	Minor edits to performance criteria for clarity	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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ACMGAS210 Prepare for and conduct a tour or presentation

TITLE	Assessment requirements for ACMGAS210 Prepare for and conduct a tour or presentation
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 prepared for and conducted a tour or presentation for two different groups, including:</p> <ul style="list-style-type: none"> • communicated effectively with a diverse range of people • listened and responded to enquiries from group members • accurately recorded animal behaviour and activity and reported to supervisor. 	
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"> • purpose of tour or presentation relevant to context • effective group presentation techniques • safe and humane animal handling and restraint techniques • sources of information appropriate to presentation • workplace procedures for: <ul style="list-style-type: none"> • health and safety • animal welfare • hazards of working with animals and appropriate risk controls relevant to context. 	
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"> • a range of animals • 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 and instructions • relationships: <ul style="list-style-type: none"> • supervisor • audiences specified in the performance evidence <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103