Certificate III in Companion Animal Services

ACM30410
Opening Opportunities

At Open Colleges, we are passionate about helping people from all walks of life to achieve their aspirations and dreams. For more than 100 years, we have been opening opportunities for people across Australia. Today, Open Colleges is blazing a new trail in online and distance education – creating Australia’s leader in next generation learning.

Why study with Open Colleges?

- Freedom – study where you want, when you want
- Our courses and learning materials have been designed specifically for open learning
- Our trainers are industry professionals with experience in supporting open learning students
- Our dedicated student support team is there to help you every step of the way
- Our virtual campus – OpenSpace – provides you with opportunities to interact with trainers and students
- Many of our courses are nationally recognised and meet professional licensing or registration requirements
Certificate III in Companion Animal Services

ACM30410

With an estimated 33 million pets in Australia driving a companion animal industry worth $6 billion annually*, career prospects are positive for people passionate about working with animals.

Designed to help you pursue or consolidate your first role in pet services, this distance learning course is flexible on a number of levels. Not only can you start anytime and self-pace your studies, you may also customise your learning program to suit your career ambitions with a choice of electives that ranges from business to animal behaviour and nutrition to native animals.

Open Colleges’ ACM30410 Certificate III in Companion Animal Services is offered in partnership with the Animal Industries Resource Centre. It can be studied as an online course or by correspondence, making it ideal for those who need to fit their studies around other commitments. To give you the opportunity to build your confidence and contacts, the course also includes a practical work placement.

Access to Open Colleges’ interactive OpenSpace learning platform and extensive student support will help you make the most of your studies. When you successfully complete the course, you will be awarded a qualification that is recognised throughout Australia, and which provides a pathway to a more advanced qualification and potentially more senior roles within pet services.


<table>
<thead>
<tr>
<th>COURSE DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course number</td>
</tr>
<tr>
<td>Delivery mode</td>
</tr>
<tr>
<td>Course duration</td>
</tr>
<tr>
<td>Assessments</td>
</tr>
<tr>
<td>Qualification</td>
</tr>
<tr>
<td>Nationally recognised</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CAREER OUTCOMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pet shop/aquarium assistant</td>
</tr>
<tr>
<td>Kennel attendant</td>
</tr>
<tr>
<td>Cattery attendant</td>
</tr>
<tr>
<td>Assistant dog trainer</td>
</tr>
<tr>
<td>Pet exerciser</td>
</tr>
<tr>
<td>Assistant grooming attendant</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>POTENTIAL SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>The average salary for full-time animal attendants and trainers is around $52,000 per annum in Australia (source: joboutlook.gov.au). However, workers in leadership positions or who are self-employed have the potential to earn significantly more.</td>
</tr>
</tbody>
</table>
What you need to know about this course

**Entry requirements**

**Minimum education**
School Certificate or equivalent OR relevant qualifications (such as ACM20110 Certificate II in Animal Studies) OR relevant vocational experience.

**Minimum age**
Minimum age of 16 years. If you are under 18 your application must be signed by a parent or guardian.

**English language requirements**
If English is not your first language and you did not complete the last two years of secondary education in English, you are required to provide evidence of English language competency before enrolling into the course. Examples of appropriate evidence are listed below:

<table>
<thead>
<tr>
<th>Evidence</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELTS</td>
<td>Overall score of 5.5</td>
</tr>
<tr>
<td>TOEFL</td>
<td>530 (paper), 197 (computer) or 71 (internet)</td>
</tr>
</tbody>
</table>

Evidence of 12 months in English-speaking employment Testimonial, statutory declaration

Open Colleges will endeavour to provide additional assistance to students who experience difficulties with language, literacy and numeracy.

**Computer requirements**
You will need access to a computer and the internet. If you do not have access to either a computer or the internet please contact a course and careers adviser to discuss alternative methods of communication.

*All users:*
- Microsoft Office 2010 or equivalent
- Broadband Internet connection
- 2GB of RAM
- CD-ROM or DVD drive
- Adobe Reader XI or equivalent
- Printer and associated software
- Scanner and associated software
- Digital imaging software
- File compression software

*Windows users:*
- Microsoft Windows 7 or higher (Windows 8 recommended)
- 1 Ghz or faster processor (2GHz recommended)
- Adobe Flash Player 10 or higher

*Mac OS users:*
- Mac OSX v10.5 or higher (Mac OSX v10.6 recommended)
- 1 Ghz or faster processor (2GHz recommended)
- Adobe Flash Player 10 or higher

**Workplace requirements**
You will be required to undertake 120 hours in an animal care environment and to demonstrate your skills in the workplace according to the units of competency you are studying.

Statutory checks may apply. These differ from state to state and course to course. Many governments charge fees to issue these certificates. Please see the Open Colleges website for full details. See next page for more details on work placement.

**Assessment details**
Assessments in this course include questions, case studies, skills log and workplace demonstrations.

**Completion of your course**
Upon successful completion of this course you will receive a nationally recognised ACM30410 Certificate III in Companion Animal Services. Open Colleges is a Registered Training Organisation (Provider Number: 90796). This course is provided under a partnering arrangement with the Animal Industries Resource Centre (Provider Number: 31424).

Opening Opportunities
Choose when you study
OC suggests a learner should devote a minimum of 4 hours of study per week if undertaking the course over a 24 month period. This includes learning, theory, assessments and SWL.

An early completion of the course, if desired, will solely depend on the learners’ knowledge, skills and ability to commit extra time towards their studies. Learners are expected to demonstrate all requirements of the relevant units(s) of competency to be deemed competent.

Other courses you may be interested in
- ACM40310 Certificate IV in Companion Animal Services
- Certificate in Animal Care (non-accredited)
- Pet Groomer Certificate (non-accredited)
- Pet Obedience Trainer Certificate (non-accredited)

Animal Industries Resource Centre
Known as a one-stop shop for practice development and educational excellence, the Animal Industries Resource Centre (AIRC) has partnered with Open Colleges to offer high quality training in companion animal services and care.

Austudy/Abstudy approved
This course is Austudy/Abstudy approved, but you will need to apply directly to Centrelink for information on eligibility.

Why is work placement required?
This course requires you to complete a minimum of 120 hours. Work placement is required to ensure that you are able to demonstrate and apply in an industry context what you have learnt. Work placement also provides insight into particular job roles and responsibilities. You can find out if this is the right industry for you and whether you are right for this industry. Undertaking a work placement also ensures the relevance of learning and assessment tasks and helps to produce graduates who are job ready, thereby increasing employment opportunities.

Work placement must be undertaken in an organisation that is suitable for the course and you must be under the direction of an appropriately experienced supervisor.

It is your responsibility to identify a potential organisation for your work placement. An Open Colleges assessor will assess the organisation to determine if it is able to provide the required resources and supervision. You will not be able to complete work placement in an organisation that has not been approved by Open Colleges.

Depending on your choice of electives, you may need to undertake work placement with more than one organisation

Workplace assessments will be conducted by Open Colleges workplace assessors. Assessors will work with both the organisation and you to arrange mutually convenient times to undertake assessment activities.

Insurance
Open Colleges provides insurance cover for the mandatory work placement you undertake as part of your course.

Known as Volunteer Insurance, the policy covers ‘Personal Accidents’ in the workplace, and will help put employers’ minds at ease for the duration of the work placement. A copy of the Certificate of Currency can be requested from an Open Colleges student support officer on 1300 882 121. Please note that this policy does not provide professional
ACM30410 Certificate III in Companion Animal Services

Subject Descriptions

Core units

ACMCAS301A
Work effectively in the companion animal industry
› Organise and complete daily work activities
› Work ethically with companion animals
› Communicate effectively with clients
› Maintain companion animal records

ACMGAS203A
Complete animal care hygiene routines
› Confirm workplace animal care routine schedules
› Check animals
› Maintain a clean workplace
› Complete hygiene practices for animals
› Complete post-hygiene care of animals

ACMGAS301A
Maintain and monitor animal health and wellbeing
› Follow animal health management practices
› Monitor and maintain the physical wellbeing of animals
› Identify and report signs of ill health or injury in animals
› Administer and record animal treatments

ACMOHS301A
Contribute to occupational health and safety processes
› Plan and conduct work safely
› Support others in working safely
› Contribute to OHS participative processes
› Contribute to hazard identification, OHS risk assessment and risk control activities
› Participate in the control of OHS emergency situations

ACMSUS201A
Participate in environmentally sustainable work practices
› Identify current resource use
› Comply with environmental regulations
› Seek opportunities to improve resource efficiency and reduce environmental hazards

Opening Opportunities

OpenColleges
Electives Group A — choose six units from the following

**ACMCAS302A**

**Provide advice on companion animal selection and general care**
- Provide information and advice on companion animal selection
- Advise on housing and environmental requirements
- Advise on health and nutritional requirements
- Advise on additional products and services
- Complete transactions

**ACMCAS303A**

**Provide advice on selection and care of aquatic animals**
- Provide information and advice on aquatic animal selection
- Advise on housing and environmental requirements
- Advise on aquatic support systems
- Advise on health and nutritional requirements
- Complete aquatic animal sales transactions

**ACMCAS304A**

**Capture, handle and transport companion animals**
- Plan the capture and restraint of companion animals
- Capture animals
- Prepare animals for movement

**ACMCAS305A**

**Maintain aquascapes and aquatic animals**
- Follow effective personal health management practices
- Identify unhealthy aquatic animals
- Sample, analyse and adjust aquascape water quality
- Administer aquatic animal treatments

**ACMCAS306A**

**Provide grooming services for companion animal comfort**
- Establish client requirements
- Plan grooming routine
- Groom animals
- Trim coat for animal comfort
- Complete grooming and trimming procedures

**ACMGAS302A**

**Provide enrichment for animals**
- Observe and record animal behaviour
- Assist with managing undesirable animal behaviour
- Implement enrichment programs

**ACMGAS303A**

**Plan for and provide nutritional requirements for animals**
- Identify nutritional requirements of animals
- Evaluate food sources and calculate dietary requirements
- Prepare diets and provide food and water
- Monitor feeding and watering practices

**ACMSPE302A**

**Provide basic care of birds**
- Identify commonly kept and available birds
- Identify and evaluate behavioural and housing needs
- Approach and handle birds
- Assist with health care needs
- Feed and water birds
- Maintain records

**ACMSPE303A**

**Provide basic care of common native mammals**
- Identify commonly available native mammals
- Identify and evaluate behavioural and housing needs
- Catch, handle and restrain native mammals
- Assist with health care needs
- Feed native mammals
- Maintain records

**ACMSPE304A**

**Provide basic care of dogs**
- Identify commonly available dogs
- Identify and evaluate behavioural and housing needs
- Handle and restrain dogs
- Assist with health care needs
- Feed dogs
- Maintain records
ACMSPE305A
**Provide basic care of domestic cats**
- Identify common domestic cat breeds
- Identify and evaluate behavioural and housing needs
- Handle and restrain cats
- Assist with health care needs
- Feed cats
- Maintain records

ACMSPE307A
**Provide basic care of freshwater fish**
- Identify commonly available freshwater fish
- Identify and evaluate behavioural and housing needs
- Catch, handle and restrain freshwater fish
- Assist with health care needs
- Feed freshwater fish
- Maintain records

ACMSPE310A
**Provide basic care of mammals**
- Identify commonly available mammals
- Identify and evaluate behavioural and housing needs
- Catch, handle and restrain mammals
- Assist with health care needs
- Feed mammals
- Maintain records

ACMSPE312A
**Provide basic care of rodents and rabbits**
- Identify commonly available rodents and rabbits
- Identify and evaluate behavioural and housing needs
- Catch, handle and restrain rodents and rabbits
- Assist with health care needs
- Feed rodents and rabbits
- Maintain records

ACMGAS207A
**Provide reception services for an animal care facility**
- Complete reception services
- Maintain office records
- Provide basic animal care assistance
- Maintain records
Electives Group B — choose three units from the following or from the electives Group A

BSBINM301A

Organise workplace information
- Collect and assess information
- Access product and service information in accordance with organisational requirements
- Ensure methods of collecting information are reliable and make efficient use of available time and resources
- Assess information for clarity, accuracy, currency and relevance to intended tasks
- Use interpersonal skills to access relevant information from teams and individuals
- Organise information in a format suitable for analysis, interpretation and dissemination in accordance with organisational requirements
- Use appropriate technology/systems to maintain information in accordance with organisational requirements
- Collate information and materials and communicate to relevant designated persons
- Identify difficulties organising and accessing information and solve collaboratively with individuals and team members
- Update and store information in accordance with organisational requirements and systems
- Actively seek feedback on clarity, accuracy and sufficiency of information to ensure relevance of information and systems
- Review the contribution of information to decision-making and implement appropriate modifications to collection processes
- Identify future information needs and incorporate in modifications to collection processes
- Document future information needs and incorporate in modifications to reporting processes

BSBCUS301B

Deliver and monitor a service to customers
- Identify customer needs
- Deliver a service to customers
- Monitor and report on service delivery

BSBWRT301A

Write simple documents
- Plan document
- Draft document
- Review document
- Write final document

BSBSUS301A

Implement and monitor environmentally sustainable work practice
- Investigate current practices in relation to resource usage
- Set targets for improvements
- Implement performance improvement strategies
- Monitor performance

For full course competency details visit www.training.gov.au
Opening Opportunities
Studying with Open Colleges

Open Colleges provides you with the freedom to study where and when you want. We understand that our students are constantly juggling multiple priorities, so our unique learning approach has been specifically designed to enable you to fit education and training around your lifestyle.

After you enrol with Open Colleges you will be provided with access to OpenSpace – our cutting edge virtual campus. Here are some of the key features and benefits of OpenSpace:

Access
Access your learning materials, assessments and additional online resources wherever you have an internet connection. You can also download your study guides, workbooks and assessments so that you can study wherever and whenever it suits you.

Connections
Connect with your trainers, assessors and other students. You can participate in the lively student forums, link up with a 'Study Buddy' or engage with your trainer. OpenSpace is also where you will submit your assessments and receive your grades.

Knowledge
OpenSpace is your link to Gale – our extensive online library. Through Gale you will have access to millions of academic, magazine and newspaper articles from around the world.

Support
Access the student support team using the online enquiry feature. OpenSpace also provides a detailed searchable database of Frequently Asked Questions, so that we can provide you with 24/7 responses to many of the common queries. You can also contact the student support team by phone on 1300 650 011.

To make your learning experience as easy as possible, we will send you any textbooks or other materials that are required as part of your course.

“I would like to thank you for allowing me to study with you. This experience has opened my eyes to what I want to do for the rest of my life...I can’t wait to receive my certificate! I have had nothing but good experiences with you.”

Letiesha Laidlaw,
Open Colleges Student 2011
How to Enrol

Enrolling with Open Colleges is easy:

Enrol online today. Just visit our website, select your course and click ‘Enrol Today’

OR

Enrol by phone. Just call one of our friendly course and careers advisers on 1300 853 033

Need more information?
We appreciate that choosing the right course is important. If you would like to discuss your career or course options, please do not hesitate to call our course and careers team on 1300 853 033 or email enquiry@opencolleges.edu.au with your questions.

Are you ready to study online?
If you are unsure, you can take our free online learning assessment. See www.opencolleges.edu.au for more information.
Opening Opportunities

For more information call 1300 853 033
or go to www.opencolleges.edu.au