ACM20110 & ACM30410

Companion Animal Services Pathway

Certificate II in Animal Studies & Certificate III in Companion Animal Services
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

North Coast TAFE and Open Colleges

In a first of its kind innovation, Open Colleges has now proudly partnered with one of the largest training providers in Australia, North Coast TAFE. Part of the TAFE NSW network, North Coast TAFE provides thousands of students with government accredited and nationally recognised training programs every year.

Open Colleges students can now gain TAFE qualifications delivered via our innovative virtual campus OpenSpace, giving you the benefit of accessing a secure, interactive learning environment which supports you in all elements of your study. Combine nationally recognised TAFE credentials with all the flexibility and accessibility of learning through Open Colleges and study anytime, anywhere in Australia.
ACM20110 & ACM30410

Companion Animal Services Pathway

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 pathway 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.

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.


COURSE DETAILS

<table>
<thead>
<tr>
<th>Course number</th>
<th>E1185</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery mode</td>
<td>Online</td>
</tr>
<tr>
<td>Course duration</td>
<td>Max. 36 months</td>
</tr>
<tr>
<td>Assessments</td>
<td>Short answer questions, multiple choice questions, matching answers, case studies, reports, workplace assessment.</td>
</tr>
<tr>
<td>Qualification</td>
<td>Certificate II, Certificate III</td>
</tr>
<tr>
<td>Nationally recognised</td>
<td>Yes</td>
</tr>
<tr>
<td>Certificate II awarded by</td>
<td>North Coast TAFE</td>
</tr>
<tr>
<td>Certificate III awarded by</td>
<td>Open Colleges</td>
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</tbody>
</table>

CAREER OUTCOMES

- Animal attendant in a companion animal facility such as a cattery, a kennel or animal shelter
- Pet shop assistant
- Pet exerciser
What you need to know about this course

How is the course delivered?
This is an online course with a work placement. This means that you will complete your knowledge and skills development through online learning. You will also undertake a work placement. This will allow you to practise and master practical skills and gain invaluable workplace experience and contacts.

What is online learning?
OpenSpace is Open Colleges’ online campus. Through OpenSpace you will:
- access your learning materials and assessments
- undertake and upload assessments
- engage with your trainer
- participate in student forums
- have the opportunity to find a ‘study buddy’
- access your assessment grades and feedback
- access the student support team.

Assessment details
- Short answer questions
- Multiple choice questions
- Matching answers
- Case studies
- Reports
- Workplace assessment.

Entry requirements
Minimum education
There are no formal education entry requirements.

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
This course requires learners to read learner guides and, undertake a range of written assessments, participate in workplace activities and engage in online forums and discussions.

Furthermore, the delivery mode relies on the extensive use of written communication. As such, entry to the course requires the successful completion of English to Year 10 level.

Where prospective learners have not successfully completed English at Year 10 level, they can demonstrate equivalency in one of the following:
- successful completion of a Nationally Recognised Training qualification at Certificate II level or higher; or
- 2 years relevant industry experience in a role that requires the use of written documentation and communication

Open Colleges recognises that not all people are able to read, write and perform calculations to the same standard. See Language, Literacy and Numeracy Considerations section for more information on tools, resources and support services provided to learners by Open Colleges.

Computer requirements
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 audio or video recording capability
- 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

**Audio-Visual Requirements**
You will need access to a digital camera and associated software to save and upload image files to OpenSpace. Many mobile phone and smart phones include this technology.

**Physical Requirements**
Ability to lift approximately 15 kgs.

**Skill Requirements:**
To successfully complete this course, learners will require basic computing skills. This includes:
- Creating, saving and editing Microsoft Office documents
- Accessing and searching the internet
- Downloading and saving documents from websites
- Uploading documents through websites
- Participating in online discussions
- Compressing image files
- Connecting digital cameras and downloading and storing images
- Connecting digital video devices and downloading and storing videos.

**Workplace requirements**
You will be required to undertake a minimum of 80 hours in the workplace for the Certificate II in Animal Studies and a minimum of 45 hours in the workplace for the Certificate III in Companion Animal Services in an animal care environment and to demonstrate your skills in the workplace according to the units of competency you are studying.

Work placement 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 and, in some circumstances, you may need to undertake your work placement in more than one workplace. Assessors will work with both the organisation and you to arrange mutually convenient times to undertake assessment activities.

More information can be found in the Workplace Assessment Guide.

**Suitable workplaces**
Examples of suitable workplaces would include veterinary practices, animal welfare organisations, pet shops, kennels and catteries. The workplace must provide the student with access to animals and equipment required for the delivery of the core units and also the elective units chosen by the student.
What support services are available?
During your studies with Open Colleges, you will have access to a comprehensive range of support services. These include:

**Academic support**
Your experienced trainers and assessors are available in OpenSpace to answer any questions you may have regarding the learning materials or assessments. Your trainer can also provide you with advice and support regarding the overall course.

**Student support**
The student support team is your one-stop service centre for all student administrative issues – including enrolment, change of contact details, OpenSpace support, assessment results and certification. You can access the student support team in OpenSpace or by email or phone.

**Learning support**
The learning support team is a dedicated team of specialists that provide you with a comprehensive induction to studying with Open Colleges as well as specific support if you encounter learning difficulties during your studies. Learning support resources, such as writing guides, are available in OpenSpace. You can access the learning support team via your trainer and assessor or the student support team.

**Work placement support**
The work placement support team can provide you with support, advice and resources if you encounter difficulties in securing a workplace for your work placement. You can access the learning support team via your trainer and assessor or the student support team.

**Peer support**
As a student of Open Colleges you can also access our study buddy system. This enables you to connect with other Open Colleges students studying your course that live near you. Students find this is a great way to keep motivated and build lasting friendships and networks.

More information?
The Student Handbook, available on the Open Colleges website, provides more detailed information on the support services available to students. We recommend that you read the Student Handbook prior to enrolling with us.

Completion of your course
Upon successful completion of this course you will receive two nationally recognised qualifications, ACM20110 Certificate II in Animal Studies awarded by North Coast TAFE (Provider Number: 90010) and ACM30410 Certificate III in Companion Animal Services awarded by Open Colleges (Provider Number: 90796).

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)

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

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 indemnity coverage.
Companion Animal Services Pathway

Order of Studies and Units

Once you are enrolled in this course, you will receive access to the first modules, which contains the first set of units for the course. When you have successfully completed those units, you’ll be given access to the next modules.

ACM20110 Certificate II in Animal Studies

<table>
<thead>
<tr>
<th>Module</th>
<th>Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to the animal care industry</td>
<td>ACMGAS201A</td>
<td>Work in the animal care industry</td>
</tr>
<tr>
<td></td>
<td>ACMGAS202A</td>
<td>Participate in workplace communications</td>
</tr>
<tr>
<td></td>
<td>ACMOH5201A</td>
<td>Participate in occupational health and safety processes</td>
</tr>
<tr>
<td></td>
<td>ACMPSUS201A</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td>Care for animals</td>
<td>ACMGAS204A</td>
<td>Feed and water animals</td>
</tr>
<tr>
<td></td>
<td>ACMGAS203A</td>
<td>Complete animal care hygiene routines</td>
</tr>
<tr>
<td></td>
<td>ACMPSPE304A</td>
<td>Provide basic care of dogs</td>
</tr>
<tr>
<td></td>
<td>ACMGAS205A</td>
<td>Assist in health care of animals</td>
</tr>
<tr>
<td>Client and customer support</td>
<td>ACMGAS206A</td>
<td>Provide basic first aid for animals</td>
</tr>
<tr>
<td></td>
<td>ACMGAS207A</td>
<td>Provide reception services for an animal care facility</td>
</tr>
<tr>
<td></td>
<td>ACMGAS209A</td>
<td>Provide information on companion animals, products and services</td>
</tr>
<tr>
<td></td>
<td>ACMGAS208A</td>
<td>Source information for animal care needs</td>
</tr>
</tbody>
</table>

Note: Courses offered by Open Colleges on behalf of North Coast TAFE may include Units of Competency that are graded by TAFE NSW. Students studying through Open Colleges are not subject to TAFE NSW grading criteria, receiving an ungraded outcome for Units of Competency and Qualifications successfully completed.

ACM30410 Certificate III in Companion Animal Services

<table>
<thead>
<tr>
<th>Module</th>
<th>Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal handling, welfare and enrichment</td>
<td>ACMGAS301A</td>
<td>Maintain and monitor animal health and wellbeing</td>
</tr>
<tr>
<td></td>
<td>ACMCAS304A</td>
<td>Capture, handle and transport companion animals</td>
</tr>
<tr>
<td>Keeping safe</td>
<td>ACMINF301A</td>
<td>Comply with infection control policies and procedures in animal care work</td>
</tr>
<tr>
<td></td>
<td>ACMOH5301A</td>
<td>Contribute to occupational health and safety processes</td>
</tr>
<tr>
<td>Being professional</td>
<td>ACMCAS5301A</td>
<td>Work effectively in the companion animal industry</td>
</tr>
<tr>
<td>Caring for domestic cats</td>
<td>ACMPSPE305A</td>
<td>Provide basic care of domestic cats</td>
</tr>
<tr>
<td>Identify and respond to animal behaviour</td>
<td>ACMACR403A</td>
<td>Identify and respond to animal behaviour</td>
</tr>
<tr>
<td>Provide advice on animal selection and care</td>
<td>ACMCAS302A</td>
<td>Provide advice on companion animal selection and general care</td>
</tr>
</tbody>
</table>

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 473 129.

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.

“\[quote\]
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.”
\[quote\]

Letiesha Laidlaw, Open Colleges Student 2011

Opening Opportunities
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 enrolment consultants 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 enrolment consultants 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.
Our Colleges

Open College of Accounting and Finance
Open College of Aged Care
Open College of Animal and Pet Care
Open College of Art and Design
Open College of Beauty
Open College of Business, Management and Marketing
Open College of Child Care
Open College of Community Services
Open College of Counselling and Coaching
Open College of Fitness
Open College of Health Care
Open College of Information Technology
Open College of Natural Therapies
Open College of Photography
Open College of Teaching and Training
Open College of Technical Trades and Languages
Open College of Tourism and Hospitality
Australian College of Journalism

Our Partners

College of Fashion Design
ICM Training
National Safety Council of Australia
North Coast TAFE

Opening Opportunities

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