



Animal Sciences Training Services

**ACM30410 Certificate III in Companion Animal Services**  
RPL SELF ASSESSMENT TOOL



# Animal Sciences Training Services RPL Self-Assessment ACM30410 Certificate III in Companion Animal Services

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**Candidate self-assessment**

<b>Candidate Name:</b>	
<b>Date of report:</b>	
<b>Assessor Name:</b>	

**Self-Assessment Information**

The purpose of this self-assessment is to enable candidates who feel they already have the required competencies to assess their skills and knowledge against the qualification requirements. Should you feel you are ready there will be additional questioning and observation conducted to complete your assessment process.

To complete the self-assessment, answer all the following questions by placing a ✓ in the column (Always, Sometimes, Never) that best reflects your current level of skills and knowledge.

As you answer each question, make a note of any evidence you have that could be used to verify your skills. For example, if you claim to be able to work collaboratively with others when conducting workplace activities, you need to be able to provide examples of this.

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Some examples of different types of evidence that you could provide include:

- workplace documents you complete (completed)
- a résumé describing where you have worked and the duties you have performed
- work meeting records
- testimonials from clients or other staff you have worked with
- job descriptions and references
- photographs, samples of work
- records of formal or informal training you may have done on the job
- discussion of the work you have done and where you have done the work with an assessor
- Demonstration of the task to an assessor (either in the workplace or at a training facility).

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**CORE UNITS: All core units must be addressed.**

ACMCAS301A	Work effectively in the companion animal industry
ACMGAS203A	Complete animal care hygiene routines
ACMGAS301A	Maintain and monitor animal health and wellbeing
ACMINF301A	Comply with infection control policies and procedures in animal care work
ACMOHS301A	Contribute to occupational health and safety processes
ACMSUS201A	Participate in environmentally sustainable work practices

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**Self-Assessment Checklist**

Place a ✓ in the column (Yes, No, Unsure) that best reflects your current level of skills and knowledge.

Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<b>CORE UNITS</b>				
<p><b>Work effectively in the companion animal industry:</b></p> <ul style="list-style-type: none"> <li>• organise, prioritise and complete work tasks in a timely manner</li> <li>• identify and handle animals in an ethical and humane manner</li> <li>• comply with relevant legislation, regulations and codes of practice, including animal welfare and OHS</li> <li>• communicate effectively with supervisor and follow task instructions to complete daily work activities</li> <li>• build relationships and communicate effectively with clients</li> <li>• Gather, document, maintain and record companion animal records using organisational recordkeeping systems.</li> </ul>				
<b>Do you regularly apply the following skills:</b>	<b>Yes</b>	<b>No</b>	<b>Not</b>	<b>What evidence can you provide?</b>

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			sure	
<p><b>Complete animal care hygiene routines:</b></p> <ul style="list-style-type: none"> <li>• confirm animal care routines required,</li> <li>• clean and maintain animal housing and related facilities</li> <li>• maintain animal comfort and health through cleaning and grooming of animals</li> <li>• report and document personal animal care duties</li> <li>• monitor animals and report issues as required according to workplace protocols and procedures</li> </ul>				
<b>Do you regularly apply the following skills:</b>	<b>Yes</b>	<b>No</b>	<b>Not</b>	<b>What evidence can you provide?</b>



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			sure	
<p><b>Maintain and monitor animal health and wellbeing:</b></p> <ul style="list-style-type: none"> <li>• Identifying normal health and behaviours</li> <li>• Identifying abnormal health and behaviours</li> <li>• Follow workplace protocols</li> <li>• Maintaining personal hygiene</li> <li>• Maintain a hygienic work environment</li> <li>• The provision of routine medications</li> <li>• Follow quarantine procedures</li> <li>• Record keeping</li> </ul>				
<b>Do you regularly apply the following skills:</b>	<b>Yes</b>	<b>No</b>	<b>Not sure</b>	<b>What evidence can you provide?</b>

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<p><b>Comply with infection control policies and procedures in animal care work:</b></p> <ul style="list-style-type: none"> <li>• comply with effective infection control guidelines to ensure the prevention of transmission of infections from animal to person, animal to animal and/or person to animal</li> <li>• identify and respond to infection risks</li> <li>• maintain personal protection</li> <li>• limit contamination and contribute towards incursion readiness processes</li> <li>• report suspicions of a notifiable disease or unusual disease signs</li> <li>• Maintain documentation.</li> </ul>				
<p><b>Do you regularly apply the following skills:</b></p>	<p align="center"><b>Yes</b></p>	<p align="center"><b>No</b></p>	<p align="center"><b>Not sure</b></p>	<p align="center"><b>What evidence can you provide?</b></p>
<p><b>Contribute to occupational health and safety</b></p>				

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<p><b>processes:</b></p> <ul style="list-style-type: none"> <li>• addressing your own health and safety</li> <li>• addressing that of others who may be affected by your actions</li> <li>• supporting members of the workgroup who may be less experienced in the workplace in regard to OHS matters</li> <li>• Taking some initiative to address hazards and manage risks at a systemic level.</li> </ul>				
<p><b>Do you regularly apply the following skills:</b></p>	<p><b>Yes</b></p>	<p><b>No</b></p>	<p><b>Not sure</b></p>	<p><b>What evidence can you provide?</b></p>
<p><b>Participate in environmentally sustainable work</b></p>				

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<p><b>practices:</b></p> <ul style="list-style-type: none"> <li>• access, interpret and comply with a range of environment/sustainability legislation and procedural requirements relevant to daily responsibilities</li> <li>• identify and report on current resource usage measurements and inefficiencies identified and suggest opportunities for improvements</li> <li>• follow organisation information to participate in and support an improved resource efficiency process and report as required</li> <li>• Identify and report environmental hazards/risks in the workplace and suggest opportunities for improvements.</li> </ul>				
<b>Can you demonstrate your knowledge for the following:</b>	<b>Yes</b>	<b>No</b>	<b>Not sure</b>	
Parasitic diseases				
Prevention of Cruelty to animals Act				

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State Animal Welfare legislation				
The 3 R's of the environment				
Occupational Health and Safety Act				
Use of chemicals				
Quarantine procedures				

**Is there anything else you have achieved/delivered or are qualified in, which has not been identified here? If so, please provide details.**

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**ELECTIVE UNITS:**

**GROUP A: Complete four (4) Units from the following list**

ACMCAS302A	Provide advice on companion animal selection and general care
ACMCAS303A	Provide advice on selection and care of aquatic animals
ACMCAS304A	Capture, handle and transport companion animals

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ACMCAS302A	Provide advice on companion animal selection and general care
ACMCAS305A	Maintain aquascapes and aquatic animals
ACMCAS306A	Provide grooming services for companion animal comfort
ACMCAS307A	Provide companion animal hydro-bathing services
ACMGAS207A	Provide reception services for an animal care facility
ACMGAS302A	Provide enrichment for animals
ACMGAS303A	Plan for and provide nutritional requirements for animals
ACMGAS304A	Carry out simple breeding procedures
ACMSPE301A	Provide basic care of amphibians
ACMSPE302A	Provide basic care of birds
ACMSPE303A	Provide basic care of common native mammals
ACMSPE304A	Provide basic care of dogs
ACMSPE305A	Provide basic care of domestic cats
ACMSPE306A	Provide basic care of marine fish
ACMSPE307A	Provide basic care of freshwater fish
ACMSPE308A	Provide basic care of marine aquatic invertebrates
ACMSPE309A	Provide basic care of terrestrial and freshwater invertebrates
ACMSPE310A	Provide basic care of mammals
ACMSPE311A	Provide basic care of non-venomous reptiles
ACMSPE312A	Provide basic care of rodents and rabbits

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**Group B: Complete five (5) additional ELECTIVE Units from within Group A OR Group B**

Suggested Units are:

BSBFLM309C	Support continuous improvement systems and processes
BSBFLM312B	Contribute to team effectiveness
BSBINM301A	Organise workplace information
SIRXCCS201	Apply point-of-sale handling procedures
SIRXFIN201	Balance and secure point-of-sale terminal
SIRXICT001A	Operate retail technology
SIRXICT303	Operate retail information technology systems
SIRXINV001A	Perform stock control procedures

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<b>ELECTIVE UNITS: Group A</b>				
<b>Do you regularly apply the following skills:</b>	<b>Yes</b>	<b>No</b>	<b>Not sure</b>	<b>What evidence can you provide?</b>
<p><b>Provide advice on companion animal selection and general care:</b></p> <ul style="list-style-type: none"> <li>• identify animals using common names</li> <li>• establish a client profile</li> <li>• explain how to feed animals at various life stages</li> <li>• explain various animal illnesses</li> <li>• communicative with clients</li> <li>• handle animals safely</li> </ul> <p>complete a sales transaction</p>				



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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Provide advice on selection and care of aquatic animals:</b></p> <ul style="list-style-type: none"> <li>• provide information and advice of the housing, nutrition, environmental and general maintenance requirements of a range of aquatic animals</li> <li>• comply with relevant legislation, regulations and codes of practice, including animal welfare, OHS, sale and transport of aquatic animals</li> <li>• build relationships and communicate effectively with clients to advise on the suitability of a particular aquatic animal to meet their needs</li> <li>• Maintain records and follow-up with customers as required.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Capture, handle and transport companion animals:</b></p> <ul style="list-style-type: none"> <li>• handle animals in a safe, humane and ethical manner at all times</li> <li>• select and use appropriate techniques and equipment to capture and restrain a range of companion animals</li> <li>• prepare correct type of transport container</li> <li>• comply with relevant legislation, regulations and codes of practice, including animal welfare, OHS and transport of companion animals</li> <li>• build relationships and communicate effectively with clients in respect to animals' transportation and initial settling in requirements</li> <li>• Maintain records and documentation.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Maintain aquascapes and aquatic animals:</b></p> <ul style="list-style-type: none"> <li>• monitor and maintain effective aquatic animal health-management practices in accordance with organisational policies and procedures</li> <li>• comply with relevant legislation, regulations and codes of practice, including animal welfare and OHS</li> <li>• identify aquatic animals showing signs of poor health, injuries or abnormal behaviour</li> <li>• administer authorised aquatic animal treatments and implement preventative medicine programs</li> <li>• collect and test water samples and adjust water quality to suit the aquascape and species requirements as required</li> <li>• Maintain records and required documentation.</li> </ul>				
<b>Do you regularly apply the following skills:</b>	<b>Yes</b>	<b>No</b>	<b>Not</b>	<b>What evidence can you provide?</b>

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<p><b>Provide grooming services for companion animal comfort:</b></p> <ul style="list-style-type: none"> <li>• assess health and condition of animal's coat and determine grooming requirements with client/owner</li> <li>• follow workplace instructions to apply industry recognised grooming methods and procedures for different breeds of companion animals to maintain/restore animal comfort</li> <li>• handle animals in a safe and humane manner</li> <li>• use and maintain grooming equipment and supplies in accordance with organisational standards and manufacturers' specifications under supervision</li> <li>• build relationships and communicate effectively with clients regarding appropriate grooming requirements</li> </ul> <p>Maintain records and follow-up with clients as required.</p>				
<b>Do you regularly apply the following skills:</b>	<b>Yes</b>	<b>No</b>	<b>Not</b>	<b>What evidence can you provide?</b>

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			sure	
<p><b>Provide companion animal hydro-bathing services:</b></p> <ul style="list-style-type: none"> <li>• assess health and condition of animal's coat and determine bathing requirements with client/owner</li> <li>• apply industry recognised hydro-bathing methods and procedures for different breeds of companion animals</li> <li>• handle animals in a safe and humane manner</li> <li>• set up, use and maintain hydro-bathing equipment and supplies in accordance with organisational standards and manufacturers' specifications</li> <li>• build relationships and communicate effectively with clients regarding appropriate bathing requirements</li> <li>• Maintain records and follow-up with clients as required.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Provide reception services for an animal care facility:</b></p> <ul style="list-style-type: none"> <li>• effectively coordinate reception services and maintain a clean, tidy and hygienic reception area</li> <li>• communicate effectively with facility staff and clientele and follow instructions</li> <li>• perform office administration and basic financial routines and provide basic animal care assistance as directed</li> <li>• Maintain accurate records and assist with stock control.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Provide enrichment for animals:</b></p> <ul style="list-style-type: none"> <li>• observe, record and report normal and abnormal behaviour patterns and conditions, including signs of stress for a range of animals</li> <li>• assist others in the selection of accommodation appropriate to animals' behavioural needs and the requirements of the facility</li> <li>• assist others in the development of long-term behavioural management strategies</li> <li>• conduct short-term behavioural management and enrichment programs</li> <li>• comply with animal welfare and OHS requirements and organisational policies and procedures</li> <li>• Maintain accurate records.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Plan for and provide nutritional requirements for animals:</b></p> <ul style="list-style-type: none"> <li>• Identify various types of nutrient sources according to animal’s profile. E.g. herbivore, omnivore piscivores, carnivore</li> <li>• develop diets for animals in consultation with others</li> <li>• prepare, store and distribute food according to animal needs, workplace protocols and procedures whilst maintaining quality control and hygiene practices</li> <li>• monitor response to feeding program and modify diets as required in consultation with supervisor</li> </ul>				



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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Carry out simple breeding procedures:</b></p> <ul style="list-style-type: none"> <li>• Interpret breeding plan</li> <li>• Prepare breeder environment</li> <li>• Set up breeding animals</li> <li>• Monitor pre, during and post mating</li> <li>• Look for signs of pregnancy</li> <li>• Look for signs of parturition or hatching</li> <li>• Offer supplemental feeds to young</li> <li>• Wean young</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Provide basic care of mammals*</b>  <b>3 mammalian species</b>  <b>E.g. dogs, cats, sheep</b></p> <ul style="list-style-type: none"> <li>• identify the specific characteristics and needs of mammals and apply these to the best practice industry standard of housing, socialising, feeding and health management</li> <li>• classify and identify mammals by age, sex, condition, colours, markings and other identifying features using industry terminology</li> <li>• safely and humanely catch, handle and restrain mammals</li> <li>• Report and document treatments, behaviours and other information on individual mammals in accordance with animal welfare regulations, industry standards and workplace protocols and procedures.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Provide basic care of rodents and rabbits*</b></p> <ul style="list-style-type: none"> <li>• 3 strains of mice</li> <li>• 3 strains of rats</li> <li>• A combination of rats, mice, guinea pig and/or rabbits</li> </ul> <ul style="list-style-type: none"> <li>• identify the specific characteristics and needs of rodents/ rabbits and apply these to the best practice industry standard of housing, socialising, feeding and health management</li> <li>• classify and identify rabbits/ rodents by age, sex, condition, colours, markings and other identifying features using industry terminology</li> <li>• safely and humanely catch, handle and restrain rodents and rabbits</li> <li>• Report and document treatments, behaviours and other information on individual animals in accordance with animal welfare regulations, industry standards and workplace protocols and procedures.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>ANY ACMSPE UNITS:</b></p> <p>You must show evidence of working with <b>3 species or breeds</b>            E.g.:            Provide for dogs: Chihuahua, Labrador and German Shepherd            Provide for cats: Himalayan, Manx and Sphynx            Provide for amphibians: Green Tree frog, Cane Toad and Salamander</p> <ul style="list-style-type: none"> <li>• identify the specific characteristics and needs of animals and apply these to the best practice industry standard of housing, socialising, feeding and health management</li> <li>• classify and identify animals by age, sex, condition, colours, markings and other identifying features using industry terminology</li> <li>• safely and humanely catch, handle and restrain animals</li> <li>• Report and document treatments, behaviours and other information on individual animals in accordance with animal welfare regulations, industry standards and workplace protocols and procedures.</li> </ul>				

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<b>ELECTIVE UNITS: Group B</b>				
<b>Do you regularly apply the following skills:</b>	<b>Yes</b>	<b>No</b>	<b>Not sure</b>	<b>What evidence can you provide?</b>
<p><b>Support continuous improvement systems and processes:</b></p> <ul style="list-style-type: none"> <li>• using work performance to identify improvement</li> <li>• adjusting plans to reflect changes</li> <li>• communicating effectively with all stakeholders</li> <li>• using technology to monitor operational progress</li> <li>• Applying suitable recordkeeping processes.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Contribute to team effectiveness:</b></p> <ul style="list-style-type: none"> <li>• discuss and clarify goals and responsibilities with a team of people</li> <li>• apply management and communication skills with a range of people that:               <ul style="list-style-type: none"> <li>• provides direction and leadership</li> <li>• assists individuals to achieve goals</li> <li>• motivates and builds team cohesion</li> <li>• fosters contribution of and respect for ideas</li> </ul> </li> <li>• apply techniques for resolving problems within organisational and legislative requirements</li> <li>• communicate effectively with management including escalating problems outside own area of responsibility</li> <li>• manage communication of information to, and between, the team</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Organise workplace information:</b></p> <ul style="list-style-type: none"> <li>• gather, assess, organise and use workplace information as part of own job role</li> <li>• provide accurate information for defined purposes</li> <li>• maintain and handle data and documents systematically</li> <li>• use business technology to manage information</li> <li>• communicate with colleagues and clients using effective interpersonal skills to obtain and check workplace information</li> <li>• apply relevant legislation and regulations to workplace information</li> </ul> <p>Monitor, review and modify information processes.</p>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Apply point-of-sale handling procedures:</b></p> <ul style="list-style-type: none"> <li>• follow procedures for set up, maintenance and close of point-of-sale area/terminal on three different occasions</li> <li>• perform <b>three point-of-sale</b> transactions for <b>each</b> of the following:               <ul style="list-style-type: none"> <li>• cash sales</li> <li>• non-cash sales</li> </ul> </li> <li>• perform three point-of-sale transactions for each of the following:               <ul style="list-style-type: none"> <li>• refunds</li> <li>• exchanges</li> </ul> </li> <li>• make <b>six accurate financial calculations</b> relating to product pricing that individually or cumulatively involve:               <ul style="list-style-type: none"> <li>• multiple products</li> <li>• products of varying prices</li> <li>• products with percentage discounts</li> </ul> </li> <li>• Follow procedures to complete four sales that require post purchase activity.</li> </ul>				



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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Balance and secure point-of-sale terminal:</b></p> <ul style="list-style-type: none"> <li>• balance a register or terminal <b>on three occasions</b> with complete accuracy</li> <li>• reconcile <b>three different</b> sets of takings comprising both cash and non-cash with complete accuracy</li> <li>• identify and resolve <b>three different</b> types of balancing discrepancies</li> <li>• Process <b>three different</b> types of takings according to organisational policies and procedures.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Operate retail technology:</b></p> <ul style="list-style-type: none"> <li>• planning and organising skills to complete tasks in set timeframe</li> <li>• problem solving skills to deal with different types of transactions</li> <li>• literacy and numeracy skills to:               <ul style="list-style-type: none"> <li>• read store procedures for operating equipment</li> <li>• enter data</li> <li>• perform point-of-sale transactions</li> <li>• follow common fault-finding procedures</li> </ul> </li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Operate retail information technology systems:</b></p> <ul style="list-style-type: none"> <li>• ask questions to identify and confirm requirements</li> <li>• convey knowledge of store technology system to other staff members</li> <li>• provide assistance to staff through clear and direct communication</li> <li>• refer problems to appropriate personnel</li> <li>• share information</li> <li>• use and interpret non-verbal communication</li> <li>• use language and concepts appropriate to cultural differences</li> <li>• literacy and numeracy skills to process and record information               <ul style="list-style-type: none"> <li>• apply and use hardware and software</li> <li>• use store technology information systems</li> </ul> </li> </ul>				
Do you regularly apply the following skills:	Yes	No	Not	What evidence can you provide?

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<p><b>Perform stock control procedures:</b></p> <ul style="list-style-type: none"> <li>• follow organisational policies and procedures, safe work practices and manufacturer instructions to perform each of the following stock control procedures:               <ul style="list-style-type: none"> <li>• receive and process incoming stock</li> <li>• store retail stock</li> <li>• maintain retail stock levels</li> <li>• maintain stock delivery records</li> </ul> </li> <li>• follow organisational stock control policies and procedures to process stock in each of the following situations:               <ul style="list-style-type: none"> <li>• stock quality is poor</li> <li>• stock quantity errors</li> <li>• incorrect stock is delivered</li> </ul> </li> <li>• Maintain stock handling and storage areas, according to organisational policies and procedures, when completing the above stock control activities.</li> </ul>				

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Do you regularly apply the following skills:	Yes	No	Not sure	What evidence can you provide?
<p><b>Coordinate merchandise presentation:</b> follow merchandising display guidelines, and organisational policies and procedures to coordinate visual merchandise activities for <b>two of the following:</b></p> <ul style="list-style-type: none"> <li>• an existing merchandise range</li> <li>• a new merchandise range</li> <li>• a seasonal merchandise range</li> <li>• a promotional event</li> <li>• discounted merchandise</li> <li>• for each of the above visual merchandising activities:               <ul style="list-style-type: none"> <li>• communicate requirements with team members</li> <li>• monitor visual merchandising displays and standards</li> </ul> </li> <li>• Report on the effectiveness of the above merchandising activities.</li> </ul>				
Do you regularly apply the following skills:	Yes	No	Not	What evidence can you provide?

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			sure	
<p><b>Manage merchandise and store presentation:</b></p> <ul style="list-style-type: none"> <li>• providing feedback on performance</li> <li>• interpersonal communication skills to:               <ul style="list-style-type: none"> <li>• communicate store standards and expectations to staff</li> <li>• consult floor staff</li> <li>• negotiate arrangements with suppliers, through clear and direct communication</li> <li>• ask questions to identify and confirm requirements</li> <li>• use language and concepts appropriate to cultural differences</li> <li>• use and interpret non-verbal communication</li> </ul> </li> <li>• roster development</li> <li>• report writing</li> <li>• literacy skills in regard to:               <ul style="list-style-type: none"> <li>• researching, analysing and interpreting a broad range of written material</li> <li>• preparing rosters</li> <li>• preparing reports</li> <li>• documenting results</li> </ul> </li> </ul>				

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**Is there anything else you have achieved/delivered or are qualified in, which has not been identified here? If so, please provide details.**

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