

# PERSONAL LEARNING REQUIREMENTS

## ACM20121 Certificate II in Animal Care

The skills and abilities required to study in this course and commence working in the industry include:

### Communication Skills

- Ability to listen to feedback and advice of supervisors
- Demonstrate accurate and clear written communication (e.g. complete forms and reports of observations)
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language, animal behaviour etc.)
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

### Physical Skills

- Ability to deal with animal's bodily fluids (e.g. vomit, blood, urine and faeces)
- Adequate vision (e.g. to be able to both observe and monitor animals, and to administer animal care)
- Capacity to use computers/smart devices
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g. pushing, pressing, turning, pinching, squeezing, tensioning)
- Gross motor abilities and good mobility, as the role involves physical demands such as standing, lifting, bending and/or sitting for periods of time
- Hand and arm strength (e.g. lifting or restraining animals, carrying equipment)
- Tolerance to working with animals which may cause allergies

### Cognitive Skills

- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. mixing chemicals)
- Read, write and understand documents such as reports, charts and observations
- Research skills, with the ability to interpret information and apply to industry requirements

### Behavioural & Social Skills

- Ability to work as part of a team
- Genuine interest in working with animals
- Maintain neat personal appearance, including a high level of personal hygiene
- Organise work area to maintain housekeeping standards
- Tolerate close physical contact with animal of varying species, body types and ages
- Tolerate close proximity with individuals (including physical contact when practising tasks and handling animals)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

### Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software

### Work Experience Skills

Specific skills in addition to those listed above that will be required during any work experience you undertake as part of this course include:

- Accept responsibility for accurate completion of work and seek help when required
- Assist with monitoring the health and welfare of animals
- Being mindful of space, time boundaries and body movements and gestures within the physical environment
- Capacity to apply safe animal handling and work practices
- Capacity to cope with varied work conditions (e.g. early starts and late finishes)
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Professional approach to all areas of work (e.g. punctuality, maintain confidentiality)
- Recognise own shortcomings and seek advice and assistance from supervisors
- Respond appropriately to feedback or questions
- Sensitive when dealing with owners and client's various additional needs
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand and follow policies and procedures (e.g. work instructions, WHS, internal processes, frameworks)
- Use work tools, machines and equipment safely and effectively

### Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason.

You should discuss your concerns with us the VET Coordinator at your school before enrolling in your course.

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