ACM20121 Certificate II in Animal Care (Release 1) – BLENDED Delivery

Student Information Sheet

Estimated duration of course

This course is delivered as a 10-week intensive course. It is important to note that if students do not reach a satisfactory level in all required assessment tasks in this timeframe, they may require additional time to attempt to achieve competency. Students will be given a maximum of two (2) weeks in addition to the 10 weeks before results are finalised. Students will also be offered access to the course materials the week before commencement to familiarise themselves with course materials before official commencement.

Expected delivery locations

Learning in this course will be through mixed delivery of Pre-recorded Video Lectures, Live Webinars and Face-to-Face Classroom sessions along with mandatory practical placement days.

All online learning will be delivered through our online learning platform Learnbook.

Face-to-face classroom sessions will be delivered at the RSPCA NSW Sydney Shelter, located at 201 Rookwood Road, Yagoona, NSW, 2199.

Mandatory practical placement days will be provided at one of the following RSPCA facilities:

Central Coast Shelter (Lot 455 Reeves Road, Somersby, NSW, 2250) - The Shelter houses dogs undergoing rehabilitation for RSPCA NSW and has a cattery with long term cats housed there.

Illawarra Shelter (54 Industrial Road, Unanderra, NSW, 2526) - An animal shelter housing cats, dogs, and pocket pets and occasionally livestock.

Sydney Shelter (201 Rookwood Road, Yagoona, NSW, 2199) - An animal shelter housing cats, dogs, and pocket pets and occasionally livestock. Students will also spend some time in the onsite Veterinary Clinic

Hunter Shelter (6-10 Burlington Pl, Rutherford, NSW, 2320) - An animal shelter housing cats, dogs, and pocket pets and occasionally livestock. Students will also spend some time in the onsite Veterinary Clinic

Expected delivery modes

This course is a blended delivery mode which encompasses a mixture of online learning, with face-to-face classroom sessions and practical work placement.

There is a significant online component which means students are required to have ready access to a computer or other device with web cam for live webinar sessions, and ready access to the internet. A webcam is essential for the completion of online theory assessments so that your identify can be verified. The online component also requires students to have at minimum an intermediate level of competence in computer operations and navigating the internet. The preferred browser for our learning platform Learnbook is Google Chrome.

Work placement arrangements

Students are allocated a location to undertake unpaid practical placement for the duration of the course (see 'Expected delivery locations' above). RSPCA NSW has public liability insurance for these locations. Please note that due to the nature of the work placement provided, the units chosen for this qualification and the contextualisation of other units are mainly based around companion animals and in particular dogs and cats.

The study schedule (subject to change) is typically as follows:

Prior to Course Commencement Date:

Attend online information session

Access Learnbook Website and familiarise yourself with materials.

Week 1

Complete online Literacy, Language and Numeracy Assessment

Review 6 Pre-recorded Video Presentations. (Approximately 5 hours)

Review and sign off on all student policies online

Participate in 3 x Live Webinars (Approximately 6 hours)

Complete COVID Declaration

Week 2

Review 5 Pre-recorded Video Presentations (Approximately 10 hours)

Participate in 4 Live Webinars (Approximately 8 hours in total)

Attend 1 Face-to-Face Classroom Day (7 hours)

Complete 2 online Activities (Approximately 1 hour)

Week 3

Attend 1 Face-to-Face Classroom Day (7 hours)

Review 5 Pre-recorded Video Presentations (Approximately 8 hours)

Attend practical Workplace for Work placement (3 x 7.6 hour days)

Week 4

Attend 1 Face-to-Face Classroom Day (Approximately 7 hours)

Attend practical Workplace for Work placement (3 x 7.6 hour days)

Submit online theory assessment for 6 units of study.

Week 5

Attend 1 Face-to-Face Classroom Day (2 hours)

Review 2 Pre-recorded Video Session (Approximately 5 hours)

Attend practical Workplace for Work placement (3 x 7.6 hour days)

Complete 2 Online Assessment Activities (Approximately 1 hour)

Week 6

Attend 1 Face-to-Face Classroom Day (7 hours)

Review 2 Pre-recorded Video Sessions (Approximately 3 hours)

Complete 2 Online Activities (Approximately 1 hour)

Attend practical Workplace for Work placement (3 x 7.6 hour days)

Week 7

Attend 1 Face-to-Face Classroom Day (7 hours)

Complete 1 Online Activity (Approximately 2 hours)

Attend practical Workplace for Work placement (3 x 7.6 hour days)

Week 8

1 x Make up Face-to-Face Classroom Day – Monday (7 hours)

Attend practical Workplace for Work placement (3 x 7.6 hour days)

Participate in 1 Live Webinar Assessment (1 hour)

Week 9

Attend practical Workplace for Work placement if required (3 x 7.6 hour days)

Complete any unfinished Online Activities

Submit online theory assessments for final 6 units.

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Week 10

Attend practical Workplace for Work placement if required (3 x 7.6 hour days)

Participate in 1 Live Webinar to receive results and course feedback (Approximately 30 minutes)

Entry requirements

Due to RSPCA NSW policy, students must be at least 18 years old.

Students are also required to have the appropriate approval to work and/or study in Australia. If you are residing in Australia on a VISA and are unsure of your study requirements, you can check them [here](#)

There are no education requirements for entry into this course.

Reasonable physical fitness is beneficial in order to undertake the work placement. Activities will involve animal handling and manual lifting in outdoor environments.

Due to the nature of the animal industry, emotional resilience is advantageous.

You must be immunised against tetanus prior to commencement of the course. It is the student's responsibility to ensure they are currently immunised against tetanus.

An intermediate level of computer literacy and internet navigation is essential for this course.

Student must have access to the IT equipment required to access online learning materials and complete online theory assessments. This may include:

- Laptops or Computers – (please note that our learning management system does have some capabilities to be utilised on phones or tablets, but our online theory assessments will not be able to be completed on these devices and must be completed on a laptop or computer with a web camera available). Please reach out to us before enrolling if you would like to discuss any of these requirements.
- Internet Service
- Web Camera

Students must have access to their own, or family friends' animals that could be utilised to provide evidence for the Provide Enrichment unit within our course.

Requirements during/after the course

Students are required to access the internet for learning materials. Many public libraries provide Internet access if a student does not have their own Internet access. To find your local public library, please visit https://www.sl.nsw.gov.au/public-library-services/about-public-library-services/find-public-library-nsw

RSPCA NSW Sydney Site does have WiFi available for students to utilise on any of the face-to-face days of the course.

Students will be provided with two student uniform shirts, which students can keep.

Students are also provided with a dog lead and treat bag which are required to be returned to the RSPCA NSW Training Team upon completion of training (or withdrawal from the course). If a student fails to return these items, they will be charged a fee for replacement.

Students are required to wear and provide their own closed-in shoes and long sturdy pants (tights are not acceptable).

Students are required to attend a minimum of 90% of the classroom sessions (both online and face-to-face), review 100% of the Pre-recorded Video Presentations and attend a minimum of 15 of the practical placement days. Any further absences will require a medical certificate or other evidence to support the student's reason for being absent and a potential extension of the course.

Successful completion of the qualification involves the satisfactory completion of written and practical assessment activities. Enrolling in this course does not guarantee successful completion. Successful completion is only achieved when all assessment activities are completed to a satisfactory level.

If a student does not meet the attendance requirements above and can provide sufficient evidence in relation to their absence, they can be considered for a transfer to the next available cohort to make up any face-to-face days they may have missed.

Students will be offered 2 chances to resubmit any assessments if they have failed to reach the benchmark on the first occasion. If the student has still not reached the benchmark after the second reassessment, they may be deemed not yet competent and be required to pay a reenrolment fee to continue with further training and assessment for the course.

Subjects studied

Core units (seven)

ACMGEN201   Work in the animal care industry

ACMGEN202   Complete animal care hygiene routines

ACMGEN203   Feed and water animals

ACMGEN204   Assist in health care of animals

ACMSUS201   Participate in environmentally sustainable work practices

ACMWHS201 Participate in workplace health and safety processes

BSBCMM211   Apply communication skills

Compulsory electives (five) (selected by our team as the most relevant to the work placement provided)

ACMGEN205   Source and provide information for animal care needs

ACMBEH302   Provide enrichment for animals

ACMINF201   Handle companion animals safely and follow infection control guidelines

ACMSPE316   Provide general care of domestic dogs

ACMSPE317   Provide general care of domestic cats

Job roles

During work placement students may participate in tasks that would typically include those completed by the following roles:

Animal care attendant

Animal shelter attendant

Kennel hand

Cattery attendant

Pet shop attendant

Assistant dog groomer

Pathways from this qualification

After achieving this qualification candidates may choose to investigate their options to undertake:

ACM30121 - Certificate III in Animal Care Services

ACM30219 - Certificate III in Animal Technology

ACM30321 - Certificate III in Wildlife and Exhibited Animal Care

ACM40418 - Certificate IV in Veterinary Nursing

ACM40321 – Certificate IV in Animal Behaviour and Training

RSPCA NSW Training Team obligations

The RSPCA NSW Training Team is responsible for the quality of training and assessment in compliance with the Australian Skills Quality Authority's Standards for Registered Training Organisations (RTOs) 2015, and the issuance of AQF certification documentation when a student successfully completes the qualification.

Student rights

Full details of student rights and details of the RSPCA NSW Training Team's complaints and appeals processes can be found in the RSPCA NSW Training Team Student Handbook. This handbook can be downloaded from https://www.rspcansw.org.au/what-we-do/training/.

If the RSPCA NSW Training Team closes or ceases to deliver the training product once training has commenced, a pro-rata refund will be offered to students. In addition, statements of attainment may be issued for achieved competencies up until the training ceases.

For information regarding consumer rights, visit https://www.fairtrading.nsw.gov.au/buying-products-and-services/buying-services/education-and-training

Student obligations

Details of student obligations can be found in the RSPCA NSW Training Team Student Handbook. This handbook can be downloaded from https://www.rspcansw.org.au/what-we-do/training/

Fee information

This training is subsidised by the NSW Government through Smart and Skilled Funding. The fee for your course enrolment will vary dependant on your eligibility and the availability of funding under this subsidy. You can review your eligibility for funding by visiting the Smart and Skilled Website.

Please note that funding is limited, and may not be available to all applicants even if considered eligible. You will be advised of your course fee before commencing studies so that you can determine if you would like to proceed.

Course fees for students may range between $0 and $1340 for eligible student under Smart and Skilled funded positions.

For those not eligible, or where funding is not available, or those wishing to enrol as a non-funded student, the full course fee of $3120 is required.

Full course fees are due for payment 2 weeks prior to the course commencement date.

This course is not eligible for VET Student Loans.

Any person requiring a refund of fees paid must do so in writing in accordance with the refund policy outlined below.

A $16 administration fee is non-refundable in every case.

RSPCA NSW Training Team will refund part of a course payment when:

A student has cancelled more than 14 days prior to the course commencement. In this case, the student will receive 75% of the remaining amount (remaining amount = fees paid minus non-refundable administration fee)

A student has cancelled less than 14 days prior to the commencement. In this case, the student will receive 50% of the remaining amount (remaining amount = fees paid minus non-refundable administration fee)

RSPCA NSW will not refund course fees once the course has commenced unless they cease to deliver the course as outlined in Student Rights above. RSPCA NSW may need to cancel, postpone, or reschedule a course when necessary due to low enrolment numbers or due to extraordinary circumstances. If this occurs, the student will be offered an alternative date or a full refund.

As required by ASQA the RSPCA NSW Training Team hold student fee protection in the form of a bank guarantee to refund any money received prior to the course starting above the value of $1500.00. In the event the RSPCA NSW RTO ceases to trade students can contact RSPCA

NSW on 9770 7555 and request to speak with the Finance department to organise a refund of this amount held above $1500.00.

In any other event an application for a refund can be made by completing the Application for a Refund Form found in the Student Handbook, which can be downloaded from https://www.rspcansw.org.au/what-we-do/training/

Disclaimer

Enrolment in this course does not guarantee that the student will successfully complete the course. Successful completion of the course does not guarantee that the student will find paid employment in the industry. Undertaking training through the RSPCA NSW Training Team does not guarantee an interview for a paid or volunteer position at RSPCA NSW.