

ACMGEN309 Provide basic animal first aid (RELEASE 1) - Blended

Student Information Sheet

Unit description

This unit of competency covers the process of providing essential first aid for animals by recognising and responding to an emergency using basic first aid measures. The first aider is not expected to deal with complex casualties or incidents, but to provide an initial response where first aid is required.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the unit

The unit applies to individuals working in the animal care and management industry in a range of small to large facilities who may be required to apply animal first aid. They work under broad direction, typically in a team environment, and are required to take responsibility for their own work, including carrying out assigned tasks, organising processes, solving routine problems and working to schedules.

In addition to legal and ethical responsibilities, all units of competency in the ACM Animal Care and Management Training Package have the requirement for animals to be handled gently and calmly. The individual is required to exhibit appropriate care for animals so that stress and discomfort are minimised.

Estimated duration of unit

This unit is delivered in a blended format, comprising online theory, practical delivery and some practical assessments. Students are also required to complete theory assessment and review of materials at home in their own time. The course is a combination of online self-paced learning with one day (6 hours) face-to-face training. The approximate self-paced study time includes 10 hours of webinars and 4 hours pre-reading. The at-home study component needs to be completed prior to attending the face-to-face training. Students have 2 weeks from the end of the face-to-face delivery day to complete and return theory assessments.

Expected delivery locations

The face-to-face component of this unit is primarily delivered at the Sydney Shelter (201 Rookwood Road, Yagoona), with occasional delivery at regional centres if there is sufficient demand.

Expected delivery modes

This course is blended learning (involving both online theory and face-to-face delivery).

The online delivery will be pre-recorded webinars that can be viewed on demand.

It is important to note that all online learning materials need to be completed before attending the face-to-face class. Failure to do so may see a student excluded from attending a face-to-face day and further fees may apply. See information in the fee section below.

Entry requirements

- Due to RSPCA policy, students must be at least 18 years old, with the appropriate approval to work or study in Australia.
- There are no education requirements for entry into this course.
- Due to the nature of the animal industry, emotional resilience is advantageous.
- As part of this course is on-line learning, access to a computer preferably with Chrome or Firefox browser and internet access is required.
- A device with a webcam is required to complete the online assessments as proctoring reporting is required to ensure the assessments are completed by those enrolled in the course.

Unit content

This unit covers the following areas:

- Recognising emergency situations
- Identifying hazards
- Minimising risks
- Assessing the physical condition of the animal and recording vital signs
- Reassuring the animal
- Handling the animal in a safe and humane manner to minimise pain and further injuries
- Applying basic first aid care to a range of animals
- Seeking first aid assistance when required
- Complying with Workplace Health and Safety requirements when handling animals
- Recording information

Job roles

Job role titles this unit may be relevant to may include:

- Animal care attendant
- Animal shelter attendant
- Kennel hand
- Cattery attendant
- Pet shop attendant
- Assistant dog groomer
- Wildlife carer

Pathways from this qualification

This unit can be completed as stand-alone learning or used as a component in completing future qualifications from the Animal Care and Management Training Package (ACM).

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's Student Handbook. This handbook can be downloaded from 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>

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Details of student obligations can be found in the RSPCA NSW training team's Student Handbook. This handbook can be downloaded from rspcansw.org.au/what-we-do/training/

Fee information

The full cost of the course is \$515.00. This course is not eligible for VET FEE-HELP. Full payment must be made no later than two weeks after enrolment. If enrolment occurs within two weeks of course commencement, payment must be made at time of enrolment. Students will not be granted access to any learning or assessment materials until full payment has been made.

Students who fail to complete the online learning material prior to the face-to-face day may not be permitted to attend their scheduled face-to-face day. In this instance students will be transferred to the next available face-to-face day spot in their location, (please note these are not regularly occurring in all areas) but will be required to pay an additional \$257.50 fee. This fee may not be charged if the student can provide proof of reasonable grounds as to why they were unable to complete the work. Reasonable proof would include items such as Medical Certificates or letters from employers. It is at the discretion of the RSPCA as to what would consist of reasonable proof in each separate circumstance.

Any person requiring a refund of fees paid must do so in writing in accordance with the refund policy outlined below. **A \$30 administration fee is non-refundable in every case.**

The 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)

In this course the commencement date is the date at which you have been given access to the online learning materials. RSPCA NSW will not refund course fees once the course has commenced. 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. 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 rspcansw.org.au/what-we-do/training/.

Disclaimer

Enrolment in this unit does not guarantee that the student will successfully complete the unit. Successful completion of the unit 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.