

ACM20121 Certificate II in Animal Care

Essential Course Requirements

This document has been prepared to help you decide whether ACM20121 Certificate II in Animal Care is the right qualification for you. If you have questions, please contact us to discuss your situation before you apply.

Before applying for or accepting a position in this course, it is important that you understand the expectations outlined below regarding your foundation skills, ability to complete tasks within a workplace, and capacity to undertake the physical activities required for this qualification.

This course includes requirements that are essential for safe participation in training, assessment, and workplace-based learning environments within a functioning zoo. Applicants who have a disability, medical condition, physical mobility limitations or other circumstance that may impact their ability to meet these requirements are encouraged to contact TTI to discuss their individual situation.

Reasonable adjustments may be available for some components of the course, particularly in classroom-based learning and theory assessments. However, adjustments are limited in some workplace-based activities. During these activities, students are required to meet:

- workplace health and safety (WHS) requirements
- animal welfare standards
- the policies and procedures of the host zoo
- operational requirements of a live animal care environment

Section 1 — Foundation Skills

Foundation Skills are the language, literacy, numeracy and employment skills that underpin your ability to perform effectively across all units in this qualification. The table below summarises what you will need to be able to do.

Skill Area	What you will need to be able to do
Reading	Read and understand workplace documents written in plain English, including animal care records, feeding plans, health care instructions, workplace procedures and product labels. Trainer feedback for theory and practical assessments will be provided in written format through the Learning Management System.
Writing	Write clear and accurate workplace records and draft simple reports and documents using appropriate grammar, spelling and punctuation, eg. completing animal care and health records, incident reports, meeting minutes and customer feedback records.
Oral Communication	Speak and listen effectively with supervisors, team members and customers. You will need to ask questions, receive and act on verbal instructions and provide clear information to others.
Numeracy	Use basic mathematics in practical contexts: measuring and calculating quantities, volumes and ratios. Calculations are practical and straightforward but must be accurate.
Digital Literacy	Use basic digital tools to complete workplace tasks such as drafting written communications, accessing workplace information systems and updating animal records. All assessments must be completed within the online Learning Management System.
Self-Management & Teamwork	Follow clearly defined instructions, seek assistance when needed, act on feedback to improve your own performance, and cooperate with others to achieve team goals. Understand your own role and responsibilities within the workplace.

Section 2 — Physical Fitness

Practical assessments for this qualification are conducted onsite within the workplace at your allocated zoo. Assessments involving work with live animals, utilise enclosures and species that are carefully selected to meet course requirements, as well as workplace safety and animal welfare standards.

These assessments will be carried out with livestock species such as goats. You must be physically capable of working safely in this environment and working in close proximity with livestock species.

Throughout the course you will be exposed to a variety of animal taxa, including but not limited to birds, reptiles and invertebrates, as well as animal food items such as whole prey or live invertebrates.

If you have a genuine phobia of an animal / group of animals or a known allergy (eg. to animals, foods, plants, or environmental factors), you must seek clarification from TTI prior to enrolment. This is important to ensure you can safely participate in required training and workplace-based activities. Reasonable adjustments may be possible in some circumstances, however, due to the nature of the course and the operational requirements of a zoo environment, it may not always be possible to avoid exposure. For example, all departments may involve exposure to common allergens such as peanuts, dust, hay, or animal-derived materials.

Students must be able to manage their condition safely and meet workplace health and safety requirements across all learning and placement environments.

The physical tasks outlined below reflect what you will need to do during practical assessments.

What you will need to be able to do	
The Working Environment	You must be able to work safely and confidently in a small farm environment. This includes: • Walking, standing and working for extended periods (up to 6 hrs) on uneven outdoor terrain including yards, enclosures and gravel or grass surfaces. • Working in all weather conditions, including heat, cold and rain. • Working around strong animal smells, dust, hay, manure and cleaning chemicals. • Selecting, fitting and wearing personal protective equipment (PPE) including sturdy closed-toe footwear, gloves, and protective clothing as required. • Following verbal instructions that can be fast paced • Listening to auditory animal cues • Capable of moving quickly and responding calmly in situations where an animal behaves unexpectedly
Manual Handling	You must be capable of performing the following manual handling tasks for extended periods: • Lifting and carrying cleaning and feeding equipment, (eg. hay, feed and water containers) • Shovelling, raking and sweeping animal waste, soiled bedding and debris from yards and housing areas. • Scrubbing and hosing down animal housing, yards and equipment. • Bending, kneeling and working at ground level to clean, inspect or treat animals.