ASSESSOR GUIDE

ACMGEN205

Source and provide information for animal care needs

Assessment 1 of 2

Short answer questions

Version 1.1

Assessment Instructions

Task overview:

This assessment task includes 12 short answer questions. Read each question carefully before typing your response in the space provided.

This unit of competency consists of one (1) knowledge assessment completed in this module, in addition to the Structured Workplace Learning and Assessment (SWLA) completed in Module 14. You must complete both sets of assessments related to this unit to be deemed competent.

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Question 1

Scenario: Thumper is a 10-year-old Mini lop rabbit living in Victoria. His owner, Arther Coney, gets Thumper vaccinated against Calicivirus every six months, using the CYLAP vaccine. On 1 December 2022, Arther calls the veterinary clinic to ask about the Filavac vaccine against Calicivirus. You answer the phone but are not familiar with the vaccine and a vet is not available to ask. You offer to source the information for him and email it to him later the same day.

a) From the following links, identify the most reputable information about the Filavac vaccine.

- [Calicivirus (RHDV) - rabbit vaccination](#)
- [Filavac VHD K C+V 0.5ml Rabbit Vaccine 10s](#)
- [RCD / Calici Virus](#)

(Approximate word count: 2-5 words)

Assessor instructions: Students may use any of the following responses to identify the AVA article, 'Calicivirus (RHDV) - rabbit vaccination', as the most reputable source.

> AVA article
>
> Calicivirus (RHDV) - rabbit vaccination
>
> https://www.ava.com.au/library-resources/other-resources/calicivirus-vaccination-of-rabbits/

b) Provide one (1) reason why you think your chosen source (from part a of this question) is the most reputable.

(Approximate word count: 5-10 words)

Assessor instructions: Students must provide one (1) of the following reasons. Students may use different wording to the benchmark answers.

> - The information is current/recently updated
> - From an industry association/reputable website
> - The information is error-free
> - The information is based on proven facts
> - The author is affiliated with a reputable organisation
> - The information is not opinionated/biased
> - The information is written objectively

c) Identify the type of source of your chosen information by checking one (1) of the following boxes.
☒ industry association

☐ government register

☐ product brochure

☐ safety data sheet

☐ supervisor or other workplace team members

☐ validated internet site

☐ library or workplace resource

Question 2

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Scenario: Vivan owns a 3-year-old Chow Chow named Jun. They have recently moved from Adelaide, SA, to 14 Philpot St, East Bendigo 3550 in Victoria. Vivian drops into her new local vet clinic, where you work as a receptionist, to find out how to register her dog's microchip in a new state.

a) Do some research and list two (2) government registers for Victorian domestic animals that are appropriate for Jun.

(Approximate word count: 5-7 words)

b) Vivian also asks you for information about local doggy day care facilities. You know that there are two nearby:
   - Bendigo Doggy Daycare
   - Bendigo Pet Retreat.

Source the appropriate information about the two day care facilities and use it to answer her questions in the following table. **If you cannot find the specific information, write "Not specified" rather than leaving the cell blank.**

(Approximate word count: 1-15 words per cell)

Question	Bendigo Doggy Daycare	Bendigo Pet Retreat
What is the address?	19 Deborah St, Golden Square VIC 3555	10 Ngaroto Drive, West Bendigo, VIC 3550
What vaccinations will Jun require before attending?	Current C5 or Tire Test	Not specified
Are they open on weekends?	No	Yes
How much is it per day? Are there bulk prices?	$53 per day $235 for a 5-day pass $450 for a 10-day pass	$24 per day
Do they offer any other services that are relevant for Jun?	Basic obedience classes Wash and dry, nail trims and brush Behavioural problems	Overnight boarding/Kennel

c) Vivian is interested in starting agility training with Jun and asks you for some contact details. Source one (1) appropriate training service online, that meets her training and location needs, and provide the name of the service provider and the full URL to their website.

(Approximate word count: 2-5 words)

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Name of service provider: Bendigo Obedience Dog Club
URL: https://www.bendigoobedienceclub.com/agility.asp

Question 3

Scenario: You are working as a retail assistant and animal attendant at a pet supply store. A customer asks you about the suitability of NexGard SPECTRA® for an 8-week-old Australian Cattle Dog weighing 2.7 kg.

Refer to the NexGard SPECTRA® product brochure and SDS to answer the following questions.

a) Identify the purpose of NexGard SPECTRA® by listing all the parasites it targets and how long the treatment lasts for each type of parasite. If you cannot find the specific information, write "Not specified" rather than leaving the cell blank.

(Approximate word count: 1-2 words per cell)

Targeted Parasite	Period of Prevention/Control
Fleas	1 month
Ticks	1 month
Mites	1 month
Heartworm	1 month
Roundworm	Not specified
Hookworm	Not specified
Whipworm	Not specified

b) Identify all the listed ingredients of NexGard SPECTRA®.

(Approximate word count: less than 5 words)

Afoxolaner
Milbemycin Oxime

c) Identify the age at which puppies can safely start using NexGard SPECTRA®.

(Approximate word count: less than 5 words)

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d) Identify the recommended number and size of chewables for the dog in this scenario, including the total amount of active ingredients in the recommended dose.

(Approximate word count: 10-15 words)

Assessor instructions: Students must include the quantity and mass of chews and the mass of active ingredients as follows.

One 0.5 g chewable containing 9.4 mg of afoxolaner and 1.9 mg of milbemycin oxime.

e) Identify the minimum ratio of active ingredients to body weight in the recommended dosages.

(Approximate word count: 10-20 words)

Assessor instructions: Students must identify the measurements and units as indicated in the following benchmark answer. Students may use different wording or formats to present the ratios.

2.5 mg afoxolaner: 1 kg bodyweight

0.5 mg milbemycin oxime: 1 kg bodyweight

f) Identify all necessary first aid measures associated with NexGard SPECTRA®.

(Approximate word count: 80-120 words)

Assessor instructions: Students may use different wording to describe the first aid measures. However, students must include all four (4) of the first aid measures and provided details must reflect the characteristics described in the benchmark answers. The general advice statement is not required, but do not penalise students if they include it.

A sample answer is provided below.

- **Ingestion:** If swallowed, not anticipated to cause problems, however, if problems develop, seek immediate medical attention. If poisoning occurs, contact a doctor or Poisons Information Centre. Phone Australia 131126.
- **Eyes:** In case of contact or if eyes become irritated during administration, immediately flush eyes with plenty of water for at least 15 minutes. If ocular irritation persists, seek medical attention.
- **Skin:** In case of contact or if skin become irritated during administration, immediately wash skin with soap and water. Remove contaminated clothing and shoes and launder before reuse. If skin irritation develops and persists or recurs, seek medical attention.
- **Inhalation:** If lungs become irritated or breathing is difficult during administration, move to fresh air and seek medical attention.

g) Define the following units and terms found in the NexGard SPECTRA® product brochure and SDS:

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(Approximate word count: 1-10 words per cell)

Assessor instructions: Students must correctly name the units as follows. Students may use different wording to define the terms. However, provided details must reflect the characteristics described in the benchmark answers.

Unit or term	Explanation or definition
mg/L	Milligrams per litre
kg	Kilograms
g	Grams
Environmental hazard	A source of potential harm to the environment
Personal precaution	A measure taken to reduce the risk to yourself
Ocular	Eyes
Aquatic	Water-based / Freshwater
Ectoparasite	Parasites that live on the surface of the host

Question 4

Scenario: You work at *Reptiles R Usss*, a licenced reptile breeder and reptile care product retail organisation. A customer walks into the shop, excited by the news that they have just been granted a licence to keep a pet snake. They are picking up an adult Children's python at the end of the week and want to set up an enclosure for it. They ask you to provide them with information about the Victorian requirements for the enclosure and to help them choose suitable products for their new pet.

Species: Children's python (*Antaresia children*) (non-venomous)

Adult length: Approximately 1 metre

Activity: Nocturnal

Habitat: Terrestrial

a) Referring to the provided species information and the Code of Practice for the Welfare of Animals — Private Keeping of Reptiles, calculate the minimum **dimensions of an appropriate enclosure for an adult Children's python.**

(Approximate word count: 3 words)

Assessor instructions: Students must indicate the following measurements, in either m or cm.

Length = 0.45 m or 45 cm
Width = 0.375 m or 37.5 cm
Height = 0.25 m or 25 cm

b) Refer to the *Reptiles R Usss Terrarium stock list* and identify the most appropriate terrarium for an adult **Children's** Python. Provide the name, dimensions and price of the terrarium.

(Approximate word count: 8 words)

Assessor instructions: Students must provide the following information.

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Terrarium name: Natural Terrarium Small/Low
Dimensions:
- Length = 45 cm
- Width = 45 cm
- Height = 30 cm
Price: $249

c) After purchasing an enclosure and several other animal housing items, the client asks if you can install the enclosure for them. While *Reptiles R Usss* does not provide that service directly, it has a relationship with another company who can install reptile enclosures. You provide the client with the relevant information and offer to book the service for them.

Identify this type of animal care service by checking one (1) of the following boxes.

☐ Boarding/day care service

☐ Grooming service

☐ Training service

☐ Veterinary and allied health service

☒ Outsourced service

Question 5

Scenario: You work at *Pet Foods and Accessories* in Port Hedland in northern Western Australia, as a retail assistant and animal care attendant. It is March, when the average maximum temperature is approximately 36.8°C. Santiago, the 10-month-old, male Chihuahua suffers from separation anxiety. His owner asks you to provide information about a range of products **that may help reduce Santiago's anxiety** while they are away at work.

- From the following options, identify the most appropriate **product for Santiago's need**.
  - ThunderShirt for Dogs
  - Zylkene
  - Relax Dog Conditioner

(Approximate word count: 1-3 words)

Assessor instructions: Students must correct identify Zylkene as the most appropriate product.

> Zylkene

- Provide one (1) reason for each of the other products to explain why they are not the most suitable for **Santiago's issue**.

(Approximate word count: 15-20 words per product)

Assessor instructions: Students may use different wording to describe the issues with the unsuitable products. However, provided details must reflect the characteristics described in the benchmark answers.

A sample answer is provided below.

> Name of product: ThunderShirt for Dogs
> Reason why it is not appropriate for Santiago: There is a risk of overheating on days over 32 degrees.
>
> Name of product: Relax Dog Conditioner
> Reason why it is not appropriate for Santiago: While the conditioner claims to calm anxious animals, it only works during bathing / it is not feasible to bathe Santiago every day before the owner goes to work.

Question 6

a) List two (2) examples of appropriate products for each of the following animal care product categories.

(Approximate word count: 2-10 words per cell)

Assessor instructions: Students must provide two (2) appropriate examples of products for each product category. If listed products are not included in the provided list, the assessor is to determine the appropriateness of the example.

Product category	Examples of products
Dietary needs	• cans of wet dog food • chicken pellets • guinea pig vitamin C supplements • cat liver treats
Animal housing items	• cat beds • dog kennels • fish tanks • reptile enclosures • rodent cages
Health and hygiene products	• medications • parasite control • shampoos • kitty litter • disinfectants
Enrichment items	• toys • cat towers • bird swings • items to encourage specific behaviours, such as foraging, grooming and social interaction
Grooming products	• brushes • clippers • fur or feather treatments
Training products	• leads • halters • collars • clickers • obstacles

b) Complete the following table by identifying one (1) type of safety concern that is likely to be associated with each of the product categories.

(Approximate word count: 2-10 words per cell)

Assessor instructions: Students must provide one (1) of the listed examples for each product type. Students may use different wording but provided details must reflect the characteristics described in the benchmark answers. If listed safety concerns are not included in the provided list, the assessor is to determine the appropriateness of the example.

Product category	Associated safety concern
Dietary needs	• Ingredients that may be common allergens

	• Age specifications or limitations
Animal housing items	• Instructions for safe disposal • Product weight • Product loading limitations
Health and hygiene products	• Hazardous chemicals in contents • Keep away from children • Avoid contact with eyes • Wash hands afterwards • Poisons Centre contact information • Instructions for safe disposal • Suitable and unsuitable species
Enrichment items	• Choking hazards • Instructions for safe disposal • Supervise use, particularly with new item
Grooming products	• Hazardous chemicals in contents • Ingredients that may be common allergens • Keep away from children • Avoid contact with eyes • Wash hands afterwards • Poisons Centre contact information • Instructions for safe disposal • Suitable and unsuitable species
Training products	• Instructions for safe disposal • Do not leave animal unsupervised with item

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Question 7

Complete the following table using the information provided. **Note:** Each provided point may be **used more than once**.

- Examine the anatomical features that are distinct to the species or breed
- Scan the microchip
- Note the brand, or the number on the ear tag or leg band

(Approximate word count: 3-12 words per cell)

Assessor instructions: Students must complete the table as follows.

Scenario	Method for individual animal identification
You work at a specialist exotic **pets'** veterinary clinic. A client has brought both his pet pythons in for their regular health check. The two snakes are the same size and roughly the same colour. However, they are different species. What is the best way to identify the different animals?	Examine the anatomical features that are distinct to the species or breed
You work at an animal shelter and a stray dog is brought in. While the dog does not have a collar, it is well-groomed and calm while being handled. Your supervisor believes it is a pet dog that has accidentally gotten loose. Your workplace has no record **that matches the dog's physical appearance**. What is the best way to identify the individual animal?	Scan the microchip
You work at a cattery and are feeding the cats. A Persian cat in your care requires a specific dietary supplement. What is the best way to identify the individual animal?	Examine the anatomical features that are distinct to the species or breed
You work on a dairy farm and are recording the individual cows as they are vaccinated. What is the best way to identify the different animals?	Note the brand, or the number on the ear tag or leg band
A stray horse is rescued from the side of the road. It is shod, well-groomed and calm around people. What is the best way to identify the owner of the horse?	Note the brand, or the number on the ear tag or leg band

Question 8

You work at an animal shelter as an animal care attendant. Part of your role is to scan for a microchip as they are brought into the facility and add the information to their cage card. A Jack Russell Terrier was brought in by a park ranger. The name on its collar says Timmy. You scan the dog, and the following information is retrieved.

Pet Microchip Information

Microchip number: 876543210123456	**Microchip brand:** Lifechip	**Photo:**
Pet's name: Timmy	**Species of animal:** Canine	
Breed: Jack Russell Terrier	**Sex:** Male neutered	
Colour: White and tan	**Any distinguishing markings?**	
Pet's date of birth: 18/09/2017	**Medical condition / Medication:**	
Status of this pet: Not lost or stolen		

Pet Owner's Information

Registered pet owner: Peter May	**Owner's phone number:** 0402 333 444	**Owner's email address:** p.may444@gmail.com.au
6 digit access code: 112233	**Country:** Australia	**Owner's address:** 6 Wylie Court Karama NT 0812

a) You compare the photo from the microchip information with the actual dog and the photo on the cage card and are confident they are the same animal. Compare the rest of the microchip information with the following cage card and update the cage card as necessary. Enter new text if none is present or replace existing text as appropriate.

Assessor instructions: Students must update the owner's name and phone number and correct the microchip number as follows.

Animal information		
Animal name: Timmy **Date arrived:** 01.12.2023 **Owner name:** Peter May **Owner phone:** 0402 333 444	**Species:** Canine **Breed:** Jack Russell Terrier **Age:** 3 years **Colour:** White and tan	**Sex:** ☐ Female ☒ Male **Desexed:** ☒ Y ☐ N **Weight:** 6.9 kg **Microchip:** 876543210123456 **Tag ID:** 022335
Feeding	**Vaccination**	**Photo:**
Product: Pedigree Advance Adult Small Breed Chicken Dry	**Date given:** 01.12.2022 **Vaccine type:** Nobivac DHP & KC	

Amount: ½ cup morning and evening Product: Pig ear Amount: 1 daily	Next due: 01.12.2023	
Medications	Preventative Health	
Product: Nil Dose: Timing:	Product: Simparica Trio for Small dogs Date due: 1st each month	

Notes:

Date	Eat	Drink	Urine	Faeces	Medication	Notes:

b) Identify the source of information used to identify the individual animal when you scanned the microchip by checking one (1) of the following boxes.

☐ Industry association

☐ Workplace records

☒ Animal identification database

☐ Supervisor or another team member

c) What method of identifying an individual animal is referring to the cage card? Check one (1) of the following boxes.

☐ Using basic anatomical features of the species or breed

☐ Scanning the microchip

☒ Using workplace records

☐ Using an animal identification database

☐ Checking for tags, bands or brands

Question 9

Complete the following table using the information provided. **Note:** Each provided point may **only be used once**.

- Industry associations
- Government registers
- Product brochures and SDS
- Supervisor or other workplace team members
- Validated internet sites
- Workplace resources

(Approximate word count: 2-6 words per cell)

Assessor instructions: Students must complete the table as follows.

Scenario	Most appropriate source of information
You need to cross-check a pet ferret's microchip number with the individual animal's information	Government registry
You provide current prices for a range of products your workplace sells	Workplace resources
You need to provide product safety information	Product brochures and SDS
You need to provide information regarding the care needs of a specific exotic species	Validated internet sites
You need to provide a summary of all legislation related to a specific animal care industry	Industry associations
You need to confirm the suitability of a service your workplace provides for a specific animal	Supervisor or other workplace team members

Question 10

A client asks you to provide information about hydrotherapy sessions for their horse and rehabilitation activities that can be carried out by the owner.

Identify the type of animal care service information this client needs by checking one (1) of the following boxes.

☐ Boarding/day care services

☐ Grooming services

☐ Training services

☒ Veterinary and allied health services

☐ Outsourced services

Question 11

Scenario: You work at *Southbank Veterinary Clinic* as an animal care attendant. Judy Singh is the owner of a 12-week-old Domestic Short Hair Cat named Arya (microchip number: 720263856342867).

Arya was previously underweight and, therefore, comes into the vet for weekly weigh-ins to monitor her growth. Last week, Arya finally reached her target weight of 2.0 kg. On 10 January 2023, you weigh Arya for her 7th weigh-in. Arya now weighs 2.4 kg.

a) Identify **Arya's** species and life stage.

(Approximate word count: 2 words)

Assessor instructions: Students must correctly identify both pieces of information.

> Feline, kitten.

b) Calculate Arya's weight gain since her weigh-in last week.

(Approximate word count: 1-2 words)

Assessor instructions: Students may provide the weight gain information in either kilograms or grams.

> 0.4 kg or 400 g.

c) Complete the following transcript of a conversation with Arya's vet, Jim, where you provide him with her weight gain information.

(Approximate word count: 2-4 words)

Assessor instructions: Student must provide the measurements as stated. However, the total weight must be in kilograms, while the weight gain information may be presented in either kilograms or grams.

> *[Conversation starts]*
>
> **You:** "Hi Jim, I've just weighed Arya. Her current weight is 2.4 kg.
>
> Just confirming that Arya has gained 400 g or 0.4 kg since her weigh-in last week. Are you happy with her weight gain?"
>
> **Jim:** "Yes, I'm happy with that. Please tell Judy that Arya will no longer require weekly weigh-ins."
>
> *[End of conversation]*

Judy then asks you for information about tick, flea and worming products that would be suitable for Arya.

Source reputable product information online to develop two (2) parasite control plans that are suitable for Arya. Your parasite control plans must cover:
- Internal parasites: heartworm, roundworm, hookworm and flea tapeworm
- External parasites: fleas and paralysis ticks.

Each plan should:
i. use the fewest number of products possible to cover all the parasites previously listed (1-3 products)

ii. avoid doubling up on a particular parasite treatment. For example, do not use two different products that both control fleas in the same plan.

You may refer to the *Feline Parasite Control Products* cheat sheet to identify suitable products to start your research.

d) Complete the following two (2) tables to outline your parasite control plans for Arya.

(Approximate word count: 1-8 words per cell)

Assessor instructions: Student develops two (2) suitable parasite plans to cover all the parasite needs without overlapping products and accurately provides the product information and URLs. Assessor to determine whether the products are suitable, and whether the websites are reputable. Refer to the Feline Parasite Control Products for a full list of suitable products.

Important note: As of December 2022, no one [single] product on the market will cover paralysis ticks, fleas, heartworm, hookworm, tapeworm and roundworm. This may change in the future as new products are developed.

A sample plan is provided below.

Plan 1

	Product 1	Product 2	Product 3
Product name:	Bravecto Spot-on for Small Cats (1.2-2.8 kg)	Milbemax Tablets for Cats	
Source URL:	https://www.bravecto.com.au/spot-on-cats	https://www.elanco.com.au/products-services/companion-animal/products/ca-milbemax	
Form:	Spot-on topical	Oral tablet	
How to use:	Apply to the skin	Give by mouth	
Frequency for Arya:	Every 3 months	Monthly	
Parasites covered:	Fleas and paralysis ticks	Heartworm, roundworm, hookworm and tapeworm	
Dosage for Arya:	One pipette	½ tablet	

Plan 2

	Product 1	Product 2	Product 3
Product name:			
Source URL:			
Form:			
How to use:			

Frequency for Arya:			
Parasites covered:			
Dosage for Arya:			

e) Appropriately document your sources of information for **all the products** you chose in **Plan 1**.

(Approximate word count: 5-30 words)

Assessor instructions: Students must correctly identify the title of the webpage, the URL (student must provide the full URL), provide a brief note for context (but may use different wording compared to the benchmark answer) and include reference to 10 January 2023, but may use any date format. Assessor to determine if the source is reputable.

A sample answer is provided below.

Bravecto Spot-on for Cats Product Label

https://www.bravecto.com.au/attachments/bravecto-spot-on-for-cats-product-label.pdf

Plan 1: Ectoparasite cover

Milbemax Insert For Cats

https://assets-au-01.kc-usercontent.com/dcceb585-437c-02f6-cb3f-816fef7af5b4/cb3047a8-004f-43bb-b25e-68327883aa8d/Milbemax_insert_for_cats.pdf

Plan 1: Endoparasite cover

01/12/2022

Judy is a little overwhelmed by all the information you have provided her in person and asks you to email it to her later that day.

f) Complete the following email to Judy confirming the information you provided her in person.

(Approximate word count: 80-120 words)

Assessor instructions: Students must complete the email using the information they provided in part (d) of this question.

A sample answer, using only one plan, is provided below.

<div style="border:1px solid black; padding:10px;">

Southbank Veterinary Clinic

10/01/2023

Hi Judy,

As requested, I am writing to provide you with the information about the parasite prevention products for Arya that we discussed earlier today. We talked about two different parasite prevention plans.

Plan 1 uses two products and will cover Arya for fleas and paralysis ticks, heartworm, roundworm, hookworm and tapeworm. You would need to give her ½ a Milbemax tablet for cats every month and one pipette of Bravecto Spot-on for Cats (1.2-2.8 kg) every 3 months.

In Plan 2, you would need to give Arya <state the appropriate dosages, name and frequency for each product here> to cover her for <list all the parasites covered by Plan 2 here>.

If you have any further queries, please do not hesitate to contact us again.

Best wishes

Sandra

</div>

Access Arya's individual animal record from the following supplied workplace records:
- 573007741883456
- 648295641003200
- 720263856342867

g) Cross-check Arya's information and update her individual details, weight information and preventative health products information.

Save and upload the updated record using the file name: <ACMGEN205_ Updated animal record 1_Name of Student>

(Approximate word count: 15-25 words across the entire record)

Assessor instructions: Check student responses in the uploaded file. Benchmark responses are supplied in 01583_ACMGEN205_SAQ_Animal records_AG.

Question 12

Scenario: You work as an animal care attendant at *Southbank Veterinary Clinic* as an animal care assistant. John White is the owner of a black Greyhound named Geoff (microchip number: 573007741883456).

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John comes into the clinic and tells you that his 10-year-old dog has recently been suffering anxiety due to thunderstorms. He has tried dog training and some products with limited success and asks you for some information about specialist behavioural veterinarians in the Brisbane area, QLD.

a) Identify Geoff's species and life stage.

(Approximate word count: 2 words)

Assessor instructions: Students must correctly identify both pieces of information.

> Canine, senior.

b) Source reputable information about one (1) suitable specialist behavioural veterinarian that works with anxious dogs, based in the greater Brisbane area, QLD and document the source appropriately.

(Approximate word count: 2-10 words)

Assessor instructions: If students provide service providers outside the following list, the assessor is to determine the suitability of the service.

> Name of service provider:
> URL:
>
> **Suitable examples:**
> - Health Pet Behaviour Services - https://www.healthypetbehaviourvet.com.au/
> - Cam Day Consulting - https://petbehaviour.com.au/
> - Synergy Veterinary Behaviour Solutions - https://synergyvetbehaviour.com.au/
> - Brisbane Behaviour Vet - https://www.brisbanebehaviourvet.com.au/
> - VCABS - https://vcabs.com.au/

c) Identify the type of consultation available (for example, phone or face-to-face consultation), duration and cost for one of the consultations that your chosen service offers. If the information is unavailable, state: "unknown".

(Approximate word count: 5-10 words)

Assessor instructions: Students must accurately provide all three (3) pieces of information, or state "unknown" rather than leaving a detail blank. Assessor to verify accuracy of information based on the URL provided in part (a) of this question.

A sample answer is provided below.

> Type of consultation: Telephone consultation
> Duration: 30 min
> Cost: $159.90

d) Review the relevance of your chosen animal care service provider. In your answer:
   i. identify the **behavioural veterinarian's name**
   ii. state the behaviour veterinarian's **qualifications and/or experience**
   iii. provide a **screenshot** of the part of the service description that **specifically** mentions storm/noise phobia/panic/disorder/anxiety **as evidence that the service is relevant to Geoff's needs**.

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(Approximate word count: 5-15 words)

Behaviour veterinarian's name: Dr Jessica Picket.

Behaviour veterinarian's qualifications and/or experience: BVSc (Hons) MANZCVS (Small Animal Medicine).

Screenshot: (Screenshot for Assessor Guide only – remove for student version)

How We Can Help You

Dog Guardians (Owners) Come To Us For Help With:

- Storm and Noise Phobia and Panic
- Separation anxiety, escaping and destructive behaviour

e) You are required to source additional information to **clarify** and **confirm** a couple of details from the animal care service. Write an email to the animal care service you have selected for Geoff the Greyhound. In your email:

i. State **Geoff's** breed and age
ii. Briefly explain **Geoff's** animal care need/problem
iii. Enquire if the service can specifically **help with Geoff's** problem
iv. Ask for the next available consultation dates.

(Approximate word count: 50-65 words)

From: Animal care attendant, Matthew
Southbank Veterinary Clinic

Dear Dr Picket

I am writing to you on behalf of one of our clients. Mr White is the owner of Geoff, a 10-year-old Greyhound who suffers from acute thunderstorm anxiety.

I was hoping you could confirm whether your service is suitable for Geoff.

ASSESSOR GUIDE:

f) Complete the following transcript of a conversation with John, where you provide him with the information about the service he requested.

(Approximate word count: 2-4 words)

Assessor instructions: Students must accurately provide the name and phone number of the service they sourced in part (a) of this question. Assessor to verify accuracy of information based on the URL provided in part (a) of this question.

A sample answer is provided below.

> *[Conversation starts]*
>
> **You:** "Hi John, I have found a behavioural veterinarian in the greater Brisbane area that might be suitable for your dog, Geoff. The name is Synergy Veterinary Behaviour Solutions. You can also contact them on 0493 520 393.
>
> Was this all the **information you were after today?**"
>
> **John:** "That's all, thank you for your help. Bye."
>
> *[End of conversation]*

John calls *Southbank Veterinary Clinic* the next day, on 29 December 2022, and asks you to organise a referral for Geoff. Access **Geoff's** individual animal record from the following supplied workplace records:

- 573007741883456
- 648295641003200
- 720263856342867

g) **Update Geoff's record, including completing the patient referral form.** Save and upload the updated record using the file name: <mark>**<ACMGEN205_ Updated animal record 2_Name of Student>**</mark>

(Approximate word count: 5-15 words across the entire record)

Assessor instructions: Check student responses in the uploaded file. Benchmark responses are supplied in *01583_ACMGEN205_SAQ_Animal records_AG*.

Assessment checklist:

Students must have completed all questions within this assessment before submitting. This includes:

1	12 short answer questions to be completed in the spaces provided.	☐
2	Uploaded <ACMGEN205_ Updated animal record 1_Name of Student>	☐
3	Uploaded <ACMGEN205_ Updated animal record 2_Name of Student>	☐

Congratulations you have reached the end of Assessment 1!