ACM20121 Certificate II in Animal Care

Student Guide

Structured Workplace Learning and Assessment

What is Structured Workplace Learning and Assessment?

Swinburne Open Education offers students a unique opportunity to study in an online environment to develop their skills and knowledge in their chosen field, at a time and pace that suits them.

Many of our courses require practical skills application to achieve competency. Structured Workplace Learning and Assessment (SWLA) offers students in these courses the opportunity to seek out a workplace where they can apply their learning in practical ways in order to expand on and demonstrate their skills.

Practical placement, also known as Structured Workplace Learning and Assessment (SWLA), is an important part of the course and provides you the opportunity to apply the skills and knowledge you gain in a real workplace environment. This *Student Guide to Structured Workplace Learning and Assessment* provides you with a clear overview of the process, your role and support available to you. You will find additional information and all the documents that you need within the Learning Platform, including your Work Placement Plan, Portfolio and Logbook.

There is also a *Supervisor Guide to Structured Workplace Learning and Assessment* that is specifically tailored to your host organisation and Workplace Supervisor. You will need to ensure that you provide a copy of your *Supervisor Guide to Structured Workplace Learning and Assessment* to your nominated supervisor.

NOTE: As part of our continuous improvement process, procedures and supporting templates are subject to change.

Please consider the environment before printing this document.

Contents

About Swinburne Open Education

Swinburne Open Education is here to help Australians achieve their career aspirations and ensure they are prepared for future workforce needs. Our focus is offering quality courses that build the knowledge and skills that are needed in the workplace.

This is done by engaging with industry to ensure that the course aligns to the needs of the workplace and that the learning delivered is current, relevant and valuable.

About The Course

The ACM20121 Certificate II in Animal Care course includes the following order of studies.

MODULE	UNIT CODE	UNIT TITLE
	N/A	Introduction to Animal Care
1.	ACMGEN201	Work in the animal care industry
2.	ACMWHS201	Participate in workplace health and safety processes
3.	ACMINF201 ACMGEN202	Handle companion animals safely and follow infection control guidelines and Complete animal care hygiene routines
4.	ACMSUS201	Participate in environmentally sustainable work practices
5.	BSBCMM211 ACMGEN310	Apply communication skills and Provide reception services for an animal care facility
6.	ACMGEN203	Feed and water animals
7.	ACMBEH302	Provide enrichment for animals
8.	ACMGEN204 ACMGEN205	Assist in health care of animals Source and provide information for animal care needs
9.	ACMGEN309	Provide basic animal first aid
10.	SWLA – That includes all the above units	Unit 1-9

IMPORTANT NOTES:

A summary of the workplace and assessment requirements is included in the **Roles and Responsibilities – Your Workplace** below. A full list of the workplace and assessment requirements for each unit are included in the Work Placement Plan, Interview Questions, Portfolio, Logbook and Third-Party Report documents.

Due to the range of tools and activities required to demonstrate, you may complete the SWLA requirements for these units at one or more work sites/workplaces.

About Structured Workplace Learning and Assessment

Structured Workplace Learning and Assessment (SWLA) is a compulsory part of ACM20121 Certificate II in Animal Care, facilitating the opportunity for you to apply your skills and knowledge gained throughout the course in a workplace environment.

The Work Placement commitment is 104 hours in total and is aligned to the 9 units across the course (see below table).

MODULE	UNIT CODE	UNIT TITLE	LEARNING	ASSESSMENT	TOTAL SWLA HOURS
1	ACMGEN201	Work in the animal care industry	7	3	10
2	ACMWHS201	Participate in workplace health and safety processes	6	2	8
3	ACMINF201 ACMGEN202	Handle companion animals safely and follow infection control guidelines and Complete animal care hygiene routines	6	2	20
4	ACMSUS201	Participate in environmentally sustainable work practices	6	2	8
5	BSBCMM211 ACMGEN310	Apply communication skills and Provide reception services for an animal care facility	7	3	16
6	ACMGEN203	Feed and water animals	7	3	8
7	ACMBEH302	Provide enrichment for animals	6	2	8
8	ACMGEN204 ACMGEN205	Assist in health care of animals and Source and provide information for animal care needs	6	2	16
9	ACMGEN309	Provide basic animal first aid	6	2	10

Key information

Are there any pre-requisites to commencing SWLA?
There are no pre-requisites to commencing SWLA. It is highly recommended that you have an up-to-date tetanus shot prior to entering the workplace. Each workplace may have different vaccine requirements. Please ask your workplace supervisor what vaccines they require you to have prior to commencing.

When do I undertake SWLA?
SWL is aligned to all twelve 9 units within the course.
Prior to commencing SWLA, you must successfully complete a range of knowledge-based assessments relating to the skills and competencies that are to be applied and developed during your SWL experience.
Prior to commencing your SWLA, you must successfully complete learning and knowledge-based assessments for Modules 1 to 9.

I am already working in the industry. Can I use my current employer for SWLA?

Possibly yes, however Swinburne Open Education will need to check that your current workplace and your Workplace Supervisor meet the requirements for supporting SWLA in relation to the course outcomes. In this instance, you still complete the Host Organisation Approval Form and submit for sign off.

Roles and Responsibilities

In order to be successful, SWLA requires the collaboration and support between you, the student, the Host Organisation, Workplace Supervisor and your Swinburne Open Education Assessor. This section provides details of the roles and responsibilities of each of these groups.

You, the student

You receive this Guide and other relevant documentation relating to SWLA to ensure you are fully informed of the course requirements and SWLA process. You will use a Work Placement Plan (that we develop in conjunction with you and your Workplace Supervisor) that guides you in completion of your SWLA. You need to professionally accept and respond to feedback on your performance from the Workplace Supervisor, as well as from the Assessor.

You, out student will:

- Agree to take part in SWLA as part of your course of study
- Work with the Workplace Supervisor to complete the Host Organisation Approval Form and wait until it is approved by Swinburne Open Education, before you start your SWLA
- Work closely with your allocated Swinburne Open Education Assessor and Workplace Supervisor to develop and adjust the Work Placement Plan and conduct the scheduled Interview Questionnaire process
- Commit to completing the designated tasks and activities captured in the Work Placement Plan, Logbook and Portfolio
- Carry out all reasonable and lawful directions of the workplace and perform your work to the best of your ability, ensuring your safety and that of those around you
- Comply with all reasonable workplace rules and requirements governing safety and behaviour
- Attend the workplace on each day and time as agreed
- Dress in accordance with workplace guidelines
- Inform both the Workplace Supervisor and Assessor as soon as practicable if you are unable to attend work scheduled as part of your SWLA
- Promptly inform the Workplace Supervisor and Assessor of any accident, injury or incident that may occur
- Inform the Assessor and Workplace Supervisor of any necessary health information, including details of any known medical condition which may affect you and any medication or treatment which may be necessary
- Provide and receive feedback about your learning needs, objectives and performance from the Workplace Supervisor and your Assessor.

The Swinburne Open Education Assessor

Our Assessor for this course has many years of experience working in industry and is your key contact at Swinburne Open Education. They are available to you at any time if you have questions or concerns.

Before you start your SWLA, the Assessor will use the information captured in the Host Organisation Approval Form to ensure that the workplace meets the specific requirements of the course and that the Workplace Supervisor has the appropriate level of experience to supervise and guide you. Once approved, they will then contact the Workplace Supervisor to introduce themselves, have a chat about the process and requirements and answer any questions they have.

Our Assessor will:

- Review the proposed workplace/Host Organisation against the specified requirements to determine whether they are appropriate to host you
- Review the proposed Workplace Supervisor against the specific requirements to determine whether they hold the appropriate level of experience/qualifications to provide supervision and guidance to you
- Ensure you and the Workplace Supervisor understand the core learning objectives and approach of the SWLA
- Work in collaboration with you and the Workplace Supervisor to develop a realistic and relevant Work Placement Plan, and adjust this as you progress if required
- Ensure that the type of activities you will undertake during SWLA are:
  - directly related to, and at the appropriate skill level, for the training outcomes of the course you are undertaking
  - useful for the vocation and employment outcomes of the course
- Explain the qualification requirements, assessment process, answer any questions or address any concerns from you or the Workplace Supervisor
- Conduct the assessment of the evidence submitted by you against the requirements of the qualification
- Provide timely and constructive feedback to you on your performance against the competency requirements
- Ensure all records associated with the SWLA are retained securely and copies are provided to you and the Workplace Supervisor.

The Workplace Supervisor

The Workplace Supervisor role is to provide guidance and support to you during your SWLA in a safe and reliable environment. You have much to learn from the Workplace Supervisors experience in industry.

NOTE: The Workplace Assessor does not formally assess you, the student. The Assessor conducts the assessment.

The Workplace Supervisor possess the relevant experience and/or qualifications to support the student. This should include a minimum of 2 years' experience and/or a Certificate II in Animal Care or higher related qualification.

The Workplace Supervisor role is to:

- Read and confirm understanding of the Supervisor Guide to Structured Workplace Learning and Assessment, including these responsibilities
- Accurately and honestly complete sections of the Host Organisation Approval Form, which includes an agreement between the Workplace Supervisor and the student
- Provide full and accurate information relating to the specified resources and equipment required to be available in the workplace for assessment by the Assessor
- Discuss learning opportunities available, as well as the core objectives of SWLA with you and the Assessor
- Discuss and develop a plan with you and the Assessor regarding the type of activities you will undertake during SWLA to ensure they are:
  - relevant and directly related to, and at the appropriate skill level, for the training outcomes of the course you are undertaking
  - useful for the vocation and employment outcomes of the course
- Collaborate with you and the Assessor in the development and ongoing adjustment of the Work Placement Plan, Interview Questionnaire process and Third-Party Report (if appropriate), providing sufficient time and resources for you to complete the required tasks
- Provide you with an appropriate orientation/induction to the work environment including Workplace Health and Safety and other key policies and procedures
- Provide a work environment that complies with relevant Workplace Health and Safety and workplace relations legislation and standards
- Provide guidance and support to you in line with your learning and assessment tasks throughout the SWLA
- Provide timely and constructive feedback to you on your performance against the competency requirements
- Sign off on your placement hours and performance of the tasks outlined in the Work Placement Plan, Logbook and Third-Party Report as agreed in the Assessor interview process
- Confirm whether you have met the standard considered acceptable in the workplace for the completed tasks
- Maintain confidentiality of any medical or other sensitive information that has been disclosed and disclose information to another party only if permission has been given, or in the case of a medical emergency
- Contact the Assessor as soon as practicable if you are absent, injured or becomes ill in the course of undertaking SWLA
- Contact your emergency contact person and the Assessor in the case of an emergency
- Contact and consult with the Assessor if they consider it necessary to modify or terminate the arrangement prior to the end of the placement.

Your Workplace – the Host Organisation

For the Animal Care industry course, the Host Organisation must provide Animal Care services and may include workplaces such as animal shelters, boarding/day care facilities, sanctuaries and veterinary clinics.

The Host Organisation will:

- Support your Workplace Supervisor to provide you with a meaningful learning experience
- Provide access and opportunity for you to experience a workplace where you can develop and practice work-based skills and knowledge
- Provide you with access to the necessary facilities, equipment and resources to complete the required activities and tasks
- Support you to reflect on your workplace behaviour with the view to enhancing your workplace skills, knowledge and expertise
- Be compliant with all applicable legislation, industry regulations and codes.

SWLA Performance

A summary of what is involved in SWLA for each unit is outlined below.

MODULE 1 – ACMGEN201 Work in the animal care industry

- Handling and restraining animals
- Identifying characteristics and features of animals
- Cleaning and maintenance of animal housing
- Interpreting workplace policies and procedures
- Setting up animal bedding and housing
- Feeding and watering animals
- Providing enrichment
- Identifying animal behaviours and temperaments

MODULE 2 – ACMWHS201 Participate in workplace health and safety processes

- Identifying hazards
- Controlling hazards
- Reporting risks
- Participating in workplace health and safety activities
- Identifying requirements for emergency situations

MODULE 3 –
ACMINF201 Handle companion animals safely and follow infection control guidelines
ACMGEN202 Complete Animal Care Hygiene Routines

- Handling and restraint of animals
- Observing and understanding animal behaviour
- Identifying risks/hazards associated with animal behaviour
- Recognising signs of illness, disease and/or injury
- Cleaning of animal body fluids and excrement
- Cleaning and changing of animal bedding
- Cleaning feeding utensils
- Completion of infection control records
- Total enclosure/housing clean including the removal of animal waste, soiled bedding and food that is no longer required
- Routine cleaning of animal housing
- Disposal of animal waste
- Washed or brushed animals
- Monitor and maintain animal comfort
- Completion of animal records
- Reporting of any issues or damaged equipment

MODULE 4 - ACMSUS201 Participate in environmentally sustainable work practices

- Participating in environmentally sustainable work practices
- Monitoring resource usage
- Identifying ways to improve resource wastage

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- Identifying and reporting environmental hazards

MODULE 5 –
BSBCMM211 Apply communication skills
ACMGEN310 Provide reception services for an animal care facility

- Identifying communication tasks
- Planning and undertaking verbal and non-verbal communications
- Planning and drafting written communications
- Arrange client appointments
- Create and update client records
- Complete financial transactions
- Interact with clients and staff members
- Provide assistance with animal care
- Maintain and order supplies for the workplace

MODULE 6 – ACMGEN203 Feed and water animals

- Feed and water animals
- Interpreted and actioned animal feeding plans
- Accurately measured animal food
- Completed appropriate workplace records for feeding
- Cleaned feeding utensils and preparation areas

MODULE 7 – ACMBEH302 Provide enrichment for animals

- Observed and recorded animal behaviour
- Identify and encourage natural behaviours of animals
- Developed and implemented enrichment strategies
- Cleaning and maintenance of enrichment equipment and/or tools

MODULE 8 –
ACMGEN204 Assist in the health care of animals
ACMGEN205 Source and provide information for animal care needs

- Animal handling and restraint
- Observed vital signs of animals
- Assist in the treatment of animals
- Document treatments and care provided
- Cleaning and maintenance of equipment and area used for animal treatments
- Source information on animal products and services
- Provide information to clients on animal products and services
- Interpret basic requirements including numerical and safety information
- Update animal records or information management systems

MODULE 9 – ACMGEN309 Provide basic animal first aid

- Participate in work health and safety practices including identifying animals and hazards as well as reducing risks
- Handling and restraint of animals
- Assess and report on animal condition
- Record and maintain animal records
- Provide basic first aid

TOOLS AND EQUIPMENT

- Personal protective equipment
- Access to a minimum of 10 different animals (Must include 2 different species and two different life stages)
- Restraint and handling equipment
- Animal enclosures/housing
- Cleaning detergents and/or disinfectants
- Cleaning equipment such as broom and mop
- Enrichment tools
- Animal dietary plans and equipment
- Workplace policies and procedures
- Access to equipment and tools to control hazards in the workplace
- Access to emergency policies and procedures
- Access to WH&S policies and procedures
- Workplace health and safety hazard signs
- Access to workplace meetings
- Access to resource management (such a water meter or energy meter)
- Feeding utensils
- Access to workplace records (appropriate to role)
- Access to waste disposal
- Basic grooming tools and equipment
- Workplace schedules/rostering
- Dietary/Feeding plans
- Feed
- Food and water containers (appropriate to animals)
- Workplace documents (applicable to role)
- Access to animals with behavioural requirements

TOOLS AND EQUIPMENT continued
• Access to assisting in the treatment of animals • Equipment and/or tools required to complete treatments on animals • First aid equipment and/or tools • Access to equipment required to assess vital signs • Reception equipment including access to phones, financial transactions, appointment schedules and workplace records • Access to clients • Access to stock levels • Animal products and/or services • Client/animal records or information management software

The SWLA Approval Process

The process to evaluate and approve a workplace for SWLA may vary slightly depending on whether you are currently employed in industry or not.

If you are currently working in an appropriate organisation under the guidance of an appropriately experienced/qualified supervisor, you may be able to complete your SWLA in your current workplace, however this will still need to be reviewed and approved by your Assessor before you commence course work.

Approval Process – If you are currently working in this industry.

1. Complete the Host Organisation Approval Form, providing required details about your workplace, its facilities and resources and the details of your proposed Workplace Supervisor. Provide a copy of the **Supervisor Guide to Structured Workplace Learning and Assessment** to your proposed Workplace Supervisor.
2. Swinburne Open Education will review the details provided in the Host Organisation Approval Form and determine whether your workplace is suitable for hosting your structured work placement. This stage may include seeking further details if required to make a decision.
3. Swinburne Open Education will provide you with an approval outcome. It may take up to 14 days from submitting the Host Organisation Approval Form. **It is important to note that you are not to start your structured work placement or any associated Assessments until you have received this approval.**
4. Your allocated Assessor will contact you and arrange a time to review the structured work placement process and develop your Work Placement Plan. The Plan includes details of the practice activities and assessment components required during your placement.

Approval Process – If you are not currently working in this industry.

1. Find a structured work placement with a Host Organisation under the guidance of an appropriately experienced/qualified Workplace Supervisor. The information above provides detailed information as to what constitutes an appropriate Host Organisation and Workplace Supervisor.
2. Complete the Host Organisation Approval Form, providing required details about the proposed workplace, its facilities and resources and the details of your proposed Workplace Supervisor. Provide a

copy of the **Supervisor Guide to Structured Workplace Learning and Assessment** to your proposed Workplace Supervisor.

3. Swinburne Open Education will review the details provided in the Host Organisation Approval Form and determine whether your proposed workplace is suitable for hosting your structured work placement. This stage may include seeking further details if required to make a decision.
4. Swinburne Open Education will provide you with an approval outcome. It may take up to 14 days from submitting the Host Organisation Approval Form. It is important to note that you are not to start your Structured work placement or any associated Assessments until you have received this approval.
5. Your allocated Assessor will contact you and arrange a time to review the Structured work placement process and develop your Work Placement Plan. The Plan includes details of the practice activities and assessment components required during your placement.

The Workplace Assessment Process

Your Assessor will conduct the assessment against the requirements of the relevant Units of Competency for the structured work placement completed.

The process includes:

1. You complete the required activities and tasks as detailed in your Work Placement Plan.
2. As you complete your evidence capture/assessment submissions, your allocated Assessor will formally conduct the assessment process.
3. Your Assessor will deem your assessments as either 'Satisfactory' or 'Not Satisfactory' in line with Assessment Grading Schedule.
   a. If your assessments are deemed 'Satisfactory', and you have successfully completed all your other relevant assessments, you will be deemed 'Competent' for the Units of Competency associated with the units structured work placement and you may proceed to the next Module.
   b. If your Workplace Assessments are deemed 'Unsatisfactory', you will be required to provide new or further evidence in line with the assessment re-submission procedures.

SWLA Documents

This section provides an overview of each of the documents that support your structured work placement experience and how they are to be used. All of these documents are available to you in the Learning Platform.

Host Organisation Approval Form

Provides details relating to the workplace that is proposed to host your structured work placement experience and the nominated Workplace Supervisor. You must complete all sections of this form and return it to Swinburne Open Education for review and approval before you commence any structured work placement activity or assessment. You can submit the form via the Learning Platform. Swinburne Open Education will review the details in the form and determine whether the proposed workplace and supervisor meet the specified requirements. This approval process will take up to 14 days.

Work Placement Plan

Your Assessor will work with you and your Workplace Supervisor to develop your Work Placement Plan. This Plan details the activities you will be required to undertake and evidence of performance required for assessment.

The Work Placement Plan is signed off by yourself, your Workplace Supervisor and your Assessor when you are all confident that the plan is achievable.

During your structured work placement, your Assessor will be available to review your progress against the Plan and make adjustments if required.

SWLA Portfolio

Your SWLA Portfolio will capture evidence of the tasks/activities set out for you during your work placement. This evidence may include, for example:

- Photographs
- Recordings
- Completed documents
- Short answer questions and answers

SWLA Logbook

Your SWLA Logbook tracks the hours that you have worked against the tasks that you need to complete. This record is signed off by your Workplace Supervisor as additional evidence that you have completed the tasks and time requirements as set out in the Work Placement Plan.

SWLA Journal

This Journal provides you an opportunity to record activities you were completing during your Structured Workplace Learning and Assessment (SWLA) placement and to reflect on your own actions and your experiences within SWLA. Throughout the journal, you may be required to document your experiences and answer questions. There might be times when you are required to take photos to demonstrate practice, which you can add to your Journal.

SWLA Interview Questionnaire

Your SWLA interview questionnaire are completed during your final check in with your assessor. You do not need to submit this document. The assessor will ask you and your supervisor the questions found in this document and submit this assessment on your behalf.

SWLA Third-party report

Your SWLA Third-party report will captures confirmation by workplace supervisors that they have observed the student demonstrate specific skills and knowledge during the Structured Workplace Learning and Assessment (SWLA) process. The supervisor can choose to either complete this document or have the assessor capture the evidence in the final interview.

Frequently Asked Questions

What support can I get from Swinburne Open Education to find a Host Organisation for SWLA?

You are required to find a work site for your structured work placement. Resources to assist you in finding a Host Organisation are available in the Learning Platform.

If you have been unable to secure a suitable workplace for your structured work placement and require additional support locating a Host Organisation, the Student Support Team can assist with sourcing and securing a workplace. You can lodge a request for assistance through the Learning Platform or by contacting the Call Centre.

What requirements do I need to be aware of before I commence my SWLA?

There may be a number of requirements that your Host Organisation needs you to comply with in order to undertake structured work placement. You need to confirm these with the workplace. These may include:

- **National Criminal Record Check/Police Check** – You may be required to undertake a Criminal Record Check (CRC) at your own cost. This may take some time to arrange so where it is required, we recommend you apply early.
- **Vaccination against infectious diseases** – Depending on the nature of the work, many organisations will require that students have proof of being vaccinated against a range of diseases. Where current vaccination certificates are mandatory, students cannot commence their structured work placement without providing certified copies to the Host Organisation.
- **Confidentiality Agreement** – Organisations produce confidential information relating both to individuals and businesses. Any matters of a confidential nature (including information relating to staff, clients, and/or the organisation's policies and practices) must not be divulged or passed on to any unauthorised person. Before commencing structured work placement, students may be required to sign a legally binding confidentiality agreement.

How do I prepare for my first day of SWLA?

Knowing the following information about your Host Organisation and their expectations can help you feel more comfortable when you start your structured work placement.

Do you know:

- Where you have to go on your first day?
- How to get to the Host Organisation and how long it will take?
- What time you need to start?
- What your hours of work are?
- Who you will report to, and who your Workplace Supervisor is?
- What to wear? Are there dress standards or a uniform?
- Who are the clients/customers of the Host Organisation?
- What to do if you are absent?

At your induction into the Host Organisation, be prepared to describe the learning you have undertaken in your course to date and indicate your willingness to follow the guidance and direction of your Workplace Supervisor. You may also find it helpful to go over your notes and learning material, so you feel confident of your current knowledge base.

What support is available to me during SWLA?

Support is available through your allocated Swinburne Open Education Assessor. You can contact your Assessor through the Learning Platform.

What if I find the work is too hard and I don't feel confident in what I need to do?

Talk to your Workplace Supervisor and let them know what you are feeling. Learning new things can be difficult initially, however with time, practice and support your skills and confidence increase. For any ongoing concerns, discuss with your Assessor.

What is workplace insurance? How do I get a copy?

The Certificate of Currency for Student Insurance covers you for any mandatory and voluntary structured work placement that you may need to undertake as part of your course. The Certificate of Currency covers you in the event of an accident whilst undertaking voluntary unpaid structured work placement. You can request a copy of the Certificate of Currency by contacting your Assessor.
If you are completing your structured work placement and associated workplace assessments with your current employer, you will be covered by your employer's Workers Compensation Insurance.

What if I am injured?

Students who are completing their structured work placement with their current employer will need to follow the policies and procedures of the workplace.
If you are injured while completing your structured work placement with a Host Organisation as an unpaid volunteer, contact your Assessor who will support you to complete an Accident and Incident Form. While undertaking your structured work placement you are covered by Swinburne Open Education insurance.

What if I am going to be late or cannot go to work?

You will need to contact your Workplace Supervisor and advise them, then make suitable arrangements to complete any additional hours to make up the missed time. The Workplace Supervisor has been advised to inform Swinburne Open Education if you fail to attend without providing notification.

What happens if I withdraw from the course before I complete the workplace assessments?

As noted in this Guide, the assessments completed as part of structured work placement relate to a number of Units of Competency within your course. If you choose to withdraw from the course before you complete all the assessments your Assessor will be able to advise you whether the assessment tasks completed at the time of course withdrawal are sufficient for you to be awarded a Statement of Attainment for any of the Units of Competency from the course.