Vocational Placement Provider Information

CQUniversity is proud to offer the ACM20121 Certificate II in Animal Care to students in your region. In this course, students complete all units online and regularly connect with their Animal Care teachers through the online platform, email, phone, Microsoft Teams, and Zoom. This training package requires students to demonstrate their competency in various animal care scenarios, and CQUniversity is seeking your partnership as a vocational placement provider to support this practical component.

Students who are not currently employed in the industry will need to undertake vocational placement to complete their practical assessment. Workplace observations with a qualified workplace supervisor such as a veterinary nurse, zookeeper, kennel hand or similar professional are required once the student successfully completes the theory component of each unit. Vocational placement is expected to involve around 120 hours to cover workplace induction and practical task requirements; however, this is only an estimate. Some students may require additional time to develop and demonstrate competency depending on their individual learning pace in acquiring practical knowledge.

As a vocational placement host, you have the opportunity to help shape the next generation of professionals in the Animal Care and Management Industry. This information pack provides everything you need to know to decide if you are interested in offering vocational placement to one of our students.

We welcome any questions you may have throughout the process and appreciate your dedication to our students and their professional growth. Please reach out to the Animal Care Team at any time.

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Course Content

Sequence	Unit Code	Unit Name	Unit Type	Vocational Placement Required
Cluster 1 Introduction to the Animal Care Work Environment	BSBCMM211	Apply communication skills	Core	✓
	ACMWHS201	Participate in workplace health and safety processes	Core	✓
	ACMGEN201	Work in the animal care industry	Core	✓
Cluster 2 Introduction to Animal Husbandry	ACMGEN202	Complete animal care hygiene routines	Core	✓
	ACMGEN203	Feed and water animals	Core	✓
	ACMGEN204	Assist in health care of animals	Core	✓
Cluster 3 Introduction to Sustainability and Customer Experience	ACMGEN205	Source and provide information for animal care needs	Elective Group A	
	BSBOPS203	Deliver a service to customers	Elective Group A	✓
	ACMSUS201	Participate in environmentally sustainable work practices	Core	
Cluster 4 Intermediate Animal Knowledge and First Aid	ACMBEH301	Identify behaviours and interact safely with animals	Elective Not specified	✓
	ACMSPE320	Provide general care of mammals	Elective Group B	✓
	ACMGEN309	Provide basic animal first aid	Elective Group A	✓

Packaging Rules

To achieve this qualification, competency must be demonstrated in 17 units of competency:

- 7 core units plus
- 10 elective units.

Elective units must ensure the integrity of the qualification's Australian Qualifications Framework (AQF) alignment and contribute to a valid, industry-supported vocational outcome.

Summary of Assessment Tasks

The table below outlines the tasks that students must complete under supervision in the workplace. The Vocational Placement Host will receive a workplace observation document for each unit, which is made available to students on the CQUniversity Moodle Platform.

The workplace observation document is used to evaluate a student's practical skills and competencies in the workplace against the requirements of the training package.

Once the student has completed the necessary practical training related to the task, the Subject Matter Expert (SME) will be requested to confirm this by signing off on the tasks in the workplace observation document.

Unit Code and Name	Summary of Task
BSBCMM211 Apply communication skills	**Apply basic communication skills** The student must use verbal and non-verbal skills to seek and convey information in face-to-face situations on at least three occasions.
ACMWHS201 Participate in Workplace Health and Safety Process	**Apply safe work practices** The student must complete at least three animal care tasks while demonstrating safe work practices, appropriate use of PPE, clear communication, and adherence to workplace health and safety requirements. They are also expected to contribute to a WHS activity as part of carrying out these tasks.
ACMGEN201 Work in the Animal Care Industry	**Perform routine animal care activities** The student must interact with and or handle at least three different animals using humane handling practices and low stress techniques that prioritise animal welfare and safety.
ACMGEN202 Complete Hygiene Routines for Animals	**Complete animal care hygiene routines** Students are required to complete hygiene routines for three live animals, covering two species and two life stages. They are expected to carry out full and daily cleaning tasks, groom each animal according to its needs, monitor welfare throughout the process and document all duties and any housing or welfare concerns.
ACMGEN203 Feed and Water Animals	**Feed and water different species of animals** The student must feed and provide water to three live animals from two species and two life stages. Throughout the assessment, they are expected to follow workplace instructions, apply safe and hygienic feeding practices, monitor animals effectively, and complete all required reporting in line with organisational procedures.
ACMGEN204 Assist in Health Care of Animals	**Assist with health care needs** The student must assist with the health care of three live animals representing two species and two life stages. Throughout the assessment, they are expected to follow workplace instructions, apply safe and low-stress handling, support basic treatment procedures, monitor vital signs, and complete all required documentation and post-treatment routines.

BSBOPS203 Deliver a service to customers	**Demonstrate effective customer service** The student must demonstrate effective customer service with at least three different customers, showing professional communication, responsiveness, and adherence to organisational standards. This can be completed in a real workplace or be simulated.
ACMBEH301 Identify behaviours and interact safely with animals	**Use safe, low-stress handling techniques and appropriate PPE when working with animals.** Students are required to handle, lift or move one animal independently and move a second animal into or out of an enclosure.
ACMSPE320 Provide general care of mammals	**Provide general care for two placental mammals** The student must provide general care for two placental mammals from different species, demonstrating safe interaction and handling, preparing and delivering food, supporting basic health care needs, maintaining housing and enrichment, and completing all required feed and husbandry records in line with workplace procedures.
ACMGEN309 Provide Basic First Aid for Animals	**Provide essential first aid for animals** The student must demonstrate their ability to provide basic first aid to two different animals, or to two animal scenarios using live animals or animal models/replicas. Each animal must present with different first aid needs, and the student must respond appropriately to each situation.

Frequently asked questions

Will my business be suitable for vocational placement?
A business is suitable if it:
- Operates in the animal care industry
- Can offer a diverse range of animal care tasks for the student to complete
- Provides a safe environment for students to work

Once you have expressed interest in hosting a student, CQUniversity will contact you to assess your business's suitability.

What qualifications do I need to be a host supervisor?
A subject matter expert (SME) is required to supervise and sign off on the workplace observations of completed tasks for students attending vocational placement.
To qualify as an SME, you must:
- Hold a current qualification as a Veterinary Nurse or similar, or
- Have a minimum of two years' relevant experience in the animal care industry, aligned with the task specifications listed in the summary of tasks provided in the previous pages.

Does a student need to complete all assessments at one workplace?
No. While one workplace is preferred, students may need vocational placements at multiple locations if the tasks required for a unit of competency cannot be met at their current location.

Do students need to complete assessment tasks within a unit in a specific order?
No. Supervisors can sign off on tasks as opportunities arise.

How many times should a student practice a task before being signed off?
There is no set limit. Some students may have prior animal care experience, while others may require more practice sessions. Students are encouraged to complete the theory component of each unit before presenting for practical workplace observations.

Do I need to pay the student?
No. For students not currently working in the industry, payment should not be made to those participating in vocational placement.

How should placement attendance hours be scheduled?
Schedule placement hours to suit your business needs. This could be one day a week or multiple consecutive days, such as during school holidays. Let the student know your preferred schedule.

If I agree to host a student for vocational placement (VP), what happens next?
Once the student (and guardian, if required) completes their sections, the VP host completes sections two and five, keeps a copy for their records, and returns the document to the student for their CQUniversity admissions application.

Who can I contact at CQUniversity for more information?
Reach out to the Animal Care Team via email at animalstudies@cqu.edu.au

Vocational Placement Confirmation Form

IMPORTANT

This form must be completed and uploaded as a part of the prospective students CQUni online application for ACM20121 Certificate II in Animal Care (under Supporting Documentation). Admissions will not be considered without this form completed in full.

After the student has been admitted to the course, CQU will review this form and contact the workplace host to commence the vocational placement agreement process.

STUDENT DETAILS	
Full Name	
Date of Birth	
Phone	
Email Address	
EMERGENCY CONTACT	
Name	
Phone Number	
PLACEMENT PROVIDER DETAILS	
Contact Person	
Position	
Contact Phone Number	
Contact Email Address	
Company/Business Name	
Street Address	
Postal Address	

STUDENT COMITTMENT

- I will attend my placement for the full Vocational Placement period.
- I will notify both CQUniversity and the placement provider if I am unable to attend.
- I will maintain appropriate appearance and behaviour in line with workplace standards.
- I will perform my duties to the best of my ability.
- I will promptly inform my supervisor of any injury or damage to property involving me.
- I will ensure I am familiar with the workplace safety requirements.
- I understand that insurance arrangements for my Vocational Placement do not guarantee full or immediate payment of medical or hospital costs in the event of injury.
- I acknowledge that I should obtain insurance coverage for medical and hospital costs for the duration of the Vocational Placement if I require it.

Student's Signature _____ Date_____

MEDICAL INFORMATION

Are you aware of any medical condition/s that may affect your ability to undertake the activities required of you during vocational placement.

☐Yes ☐No

If yes, please provide a brief outline and attach further information as necessary to this document.

_____

_____

_____

PARENT/GUARDIAN CONSENT (NOT APPLICABLE TO STUDENTS OVER 18)

I consent to_____ (Name of Student) participating in Vocational Placement as stated. I agree that he/she/they will comply with the standards of the workplace and will obey all reasonable safety rules. I understand that the insurance cover for the work experience does not guarantee full or immediate payment of medical and hospital costs in the event of injury and that I should, if I so require, take out personal insurance for medical and hospital costs for the duration of the work experience placement.

Name of parent/guardian _____

Signature of parent/guardian _____. Date_____

VOCATIONAL PLACEMENT PROVIDER'S CONFIRMATION (WORKPLACE HOST)

I confirm that I am willing for the named student to be placed at this business for the purpose of Vocational Placement.

Information regarding conditions of placement

- CQUniversity will confirm the workplace's suitability as a host employer for the student's work placement tasks.
- The student will work under the supervision of a Subject Matter Expert (SME) who is suitably qualified (e.g., Veterinary Nurse).
  - The workplace supervisor must hold the qualification or equivalent, or a minimum of two years relevant experience.
  - Provide evidence of their suitability, qualification and/or experience that meet the requirements of the National Training Package.
  - Be willing to sign off on observations for tasks completed at the workplace which relate to each of the units the student is studying.
- The arrangement may be terminated at any time by CQUniversity or the Vocational Placement provider.
- Payment must not be made to the student participating in Vocational Placement.
- The hours worked must not exceed the normal hours worked in the industry.
- The student must not perform work which is prohibited by law.
- The workplace supervisor will provide the student with an induction including the safety requirements of this workplace.
- During the student's placement, I will notify CQUniversity of injury, unexplained absences, and damage to property caused by the student.

Name of provider or nominee _____

Signature of provider or nominee _____Date _____



CQU | Student Work Integrated Learning (WIL) Factsheet

Who is eligible?

You may be eligible to receive benefits under our Group Personal Accident policy should you meet the following criteria:

1. You must be a **Current Enrolled Student** of the University or recently graduated and;
2. You must still need to undertake some Work Integrated learning (approved)

When am I covered?

Students are covered by a general group personal accident insurance when they are officially enrolled and on campus or engaged in University sanctioned activities. They are also covered for direct travel to and from sanctioned activities but not for their daily travel to and from campus for normal coursework. Students are not covered when off campus conducting their personal (not CQUniversity approved) activities despite their status as a student.

Cover under the Policy applies for twenty four (24) hours per day while on integrated work placement, including transit to and from the Covered Person's normal business address.

When do I need my own insurance?

You are responsible to ensure:

- ✓ you have your own car insurance
- ✓ the vehicle you are using is roadworthy
- ✓ personal property is appropriately insured

Will I have 'Out of Pocket Expenses' whilst I am participating in a WIL activity?

It is expected that the student will be responsible for the purchase of any item of clothing or uniform that are a requirement of the placement but is not supplied by the host employer.

Students are responsible for costs associated with them travelling to and from the placement as well as accommodation and transport costs, such as parking fees or fines. The arrangement of accommodation to attend the placement is also the responsibility of the student to arrange.

If you are involved in an accident that is not a University sanctioned activity then you may be responsible to meet any additional costs that are not covered by the public health system or the Medicare system.

Medical expenses that may be claimed either in part or in full through Medicare or Private Health insurance cannot be claimed on this policy.

Medical expenses where there is a full or partial Medicare rebate / benefit cannot be paid under the Personal Accident policy due to federal legislation. Therefore, students will be responsible for any out of pocket expenses, should they choose to be treated by a medical practitioner who does not 'bulk bill'.

The policy should not be seen as a substitute for private medical health cover and or accident / life insurance. The policy assumes students will be treated at a public hospital.

Does a Risk Assessment need to be completed for all WIL activities prior to commencement of the placement?

The University and the Industry Partner, as part of the industry placement, have a shared duty not to place their workers at risk. To exercise some form of due diligence towards their workers, a risk assessment needs to be completed for all WIL activities.

It is the responsibility of both parties to conduct a documented risk assessment prior to the student commencing the placement. The format of the risk assessment is dependent on the activity and the relationship with the partner organisation, however to assist in the process the University has created a template to be completed by the Placement Supervisor for this purpose.

WIL activities may also have further discipline- specific risks that should be considered by the Industry Partner.

Can I get a Certificate of Currency?

If it's a condition of your exchange that the host requires a Certificate of Currency (also known as a Confirmation of Protection), they are available for download on StaffNet. If you have any questions, please email insurance@cqu.edu.au.

The following page contains a summary only of the major benefits available under the University's Group Personal Accident insurance policy. It cannot be relied on as a full description of the cover provided. All of these benefits are subject to the terms, conditions and exclusions of CQU's Group Personal Accident policy.

DISCLAIMER: This summary has been prepared for general reference only. Nothing contained herein prevails over the full TERMS, CONDITIONS AND EXCLUSIONS of the policy. Last updated 3/8/2023.

Policy Benefits (Summary Only)

Claim Category	Benefit
SECTION 1: Personal Accident and Illness	Current policy lump sum benefit is 5 x Salary up to 80,000.
Permanent Total Disablement	Current policy lump sum benefit is 5 x Salary up to 80,000.
Paraplegia or Quadriplegia	Current policy lump sum benefit is 5 x Salary up to 80,000.
Loss of sight of one or both eyes	Current policy lump sum benefit is 5 x Salary up to 80,000.
Loss of hearing	Current policy lump sum benefit is 5 x Salary up to 80,000: both ears = 100% of benefit, one ear = 30% of benefit.
Permanent Loss of use of four Fingers and Thumb of either Hand	80% of current policy lump sum benefit at 5 x Salary up to 80,000.
Permanent Loss of the lens of one eye	60% of current policy lump sum benefit at 5 x Salary up to 80,000
Third degree burns and/or resultant disfigurement which covers more than 20% of the entire external body	50% of current policy lump sum benefit at 5 x Salary up to 80,000.
Permanent Loss of use of four Fingers of either Hand	50% of current policy lump sum benefit at 5 x Salary up to 80,000.
Permanent Loss of use of one Thumb of either Hand: **(a) both joints** **(b) one joint**	(a) both joints = 40% of current policy lump sum benefit at 5 x Salary up to 80,000 and (b) one joint = 20% of current policy lump sum benefit at 5 x Salary up to $80,000
Permanent Loss of use of one, two and/or three Finger(s) of either Hand: **(a) three joints** **(b) two joints** **(c) one joint**	(a) three (3) joints = 15% of current policy lump sum benefit at 5 x Salary up to 80,000, (b) two (2) joints = 10% of current policy lump sum benefit at 5 x Salary up to $80,000 and (c) one (1) joint = 5% of current policy lump sum benefit at 5 x Salary up to 80,000.
Permanent Loss of use of Toes of either Foot: **(a) all – one Foot** **(b) great – both joints** **(c) great – one joint** **(d) other than great – each Toe**	(a) all: one foot = 15% of current policy lump sum benefit at 5 x Salary up to 80,000, (b) great: both joints = 5% of current policy lump sum benefit at 5 x Salary up to $80,000, (c) great: one joint = 3% of current policy lump sum benefit at 5 x Salary up to 80,000 and (d) other than great: each Toe = 1% of current policy lump sum benefit at 5 x Salary up to $80,000.
Fractured leg or patella with established non-union	10% of current policy lump sum benefit at 5 x Salary up to 80,000.
Fractured leg or patella with established non-union	10% of current policy lump sum benefit at 5 x Salary up to 80,000.

Claim Category cont.	Benefit
Shortening of leg by at least five cm	7.5% of current policy lump sum benefit at 5 x Salary up to 80,000.
Some Additional Benefits	
Non-Medicare Medical Expenses	Current policy will pay $10,000 for Non-Medicare medical expenses: $50 excess applies.

What isn't covered?

These are some of the things that are not covered:

- every day commuting between your Australian residence and CQU campus
- any illegal/criminal acts or knowingly endangering self
- pre-existing or congenital conditions
- medications or treatments for pre-existing conditions
- routine, cosmetic or elective medical interventions
- treatments/services claimable under Medicare or any government sponsored fund, plan or medical benefit scheme
- treatments/services claimable under Workcover
- Injury/illness caused by self-harm (in certain circumstances), email insurance@cqu.edu.au for details.
- when engaged in Professional Sporting activities of any kind.
- When engaged in high risk activities including, skiing, snowboarding, bungee jumping, skydiving and similar activities
- When piloting an aircraft or aerial device
- Claims directly or indirectly resulting from war or civil war in Australia or a Covered Person's Country of Residence, or any of the following countries: Afghanistan, Chad, Chechnya, Côte d'Ivoire (Ivory Coast), Democratic Republic of Congo, Iraq, Israel, Somalia or Sudan.

What do I need when lodging a claim?

The following are important considerations or steps you must take prior to lodging your claims:

If you sustain a work related injury whilst working at the University or engaged in a University sanctioned activities or with the approved the Industry Partner as part of the industry placement it is expected that you will immediately advise both your Placement Supervisor and your Industry Partnership supervisor of the injury and arrange the appropriate medical attention.

If you have any insurance questions or enquires or want to make a claim must advise the University Insurance Office at insurance@cqu.edu.au

It is very important to lodge your claim **within thirty (30) days of the incident / illness / loss** to ensure you have the opportunity to obtain any additional supporting documents requested by the insurance company, to quickly resolve the claim.

What if I have more questions?

Please contact the Insurance Office at: insurance@cqu.edu.au

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