Vocational Placement Provider Information

CQUniversity is proud to offer the ACM30122 Certificate III in Animal Care Services 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. Approximately 180 hours of vocational placement may be required to meet workplace induction and co-assessment needs, though this duration may vary based on the student's progress in developing practical skills. The arrangement may be concluded at any time by the placement provider or CQUniversity.

As a placement host, your support is invaluable in developing the future workforce within the Animal Care and Management Industry. This information pack provides details to assist in determining whether 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.

CRICOS: 00219C | TEQSA: PRV12073 | RTO: 40939

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Course Content

Sequence	Unit Code	Unit Name	Unit Type	Vocational Placement Required
Cluster 1	ACMWHS301	Contribute to workplace health and safety processes	Core	✓
	ACMGEN315	Communicate effectively with clients and team members	Core	✓
Cluster 2	ACMINF301	Comply with infection control policies and procedures in animal care work	Core	✓
	ACMGEN314	Identify Animal Anatomy and Physiology for Animal Care Work	Elective	
Cluster 3	ACMBEH301	Identify behaviours and interact safely with animals	Core	✓
	ACMGEN303	Assess the welfare status of an animal	Core	
	ACMGEN311	Maintain and monitor animal health and wellbeing	Elective	✓
Cluster 4	ACMGEN312	Provide nutritional requirements for animals	Elective	✓
	ACMBEH302	Provide enrichment for animals	Elective	✓
Cluster 5	BSBOPS304	Deliver and monitor a service to customers	Elective	✓
	ACMGEN305	Provide advice on companion animal selection and general care	Elective	✓
	ACMGEN205	Source and provide information for animal care needs	Elective	
Cluster 6	ACMSPE316	Provide general care of domestic dogs	Elective	✓
	ACMSPE317	Provide general care of domestic cats	Elective	✓
	ACMGEN309	Provide basic animal first aid	Core	✓
Cluster 7	ACMSUS201	Participate in environmentally sustainable work practices	Unspecified	
	ACMGEN304	Promote positive wellbeing in self and others in animal care workplaces	Core	

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
ACMWHS301 Contribute to workplace health and safety processes	Students are expected to plan and conduct at least two animal care work tasks on two separate occasions. They will need to work safely support others in safe practices and actively engage in work health and safety processes. This includes contributing to hazard identification risk assessments and control measures and participating in emergency response activities.
ACMGEN315 Communicate effectively with clients and team members	Students are expected to communicate effectively on at least three different occasions. They will interact appropriately with a client or industry representative by telephone on three separate occasions and actively participate in a team meeting three times.
ACMINF301 Comply with infection control policies and procedures in animal care work	Students are expected to perform infection control activities on at least three separate occasions to prevent disease transmission in situations involving animal-to-person and animal-to-animal contact.
ACMBEH301	Students are expected to use safe and low-stress handling techniques and equipment, including personal protective equipment (PPE), to interact with, restrain, move and handle at least two different animals. This includes

Identify behaviours and interact safely with animals	handling, lifting or moving one animal independently and moving another animal into or out of an enclosure.
ACMGEN311 Maintain and monitor animal health and wellbeing	Students are expected to maintain and monitor the health and wellbeing of at least three different animals. For each animal they must apply personal safety and hygiene standards monitor health indicators assess the animals' physical environment for factors affecting wellbeing maintain records of observations and samples including isolation or quarantine records as needed use personal protective equipment correctly and administer treatments under supervision.
ACMGEN312 Provide nutritional requirements for animals	Students are expected to provide a nutritionally appropriate diet for a minimum of three different animals. The three animals selected must include two species and include at least two different individual dietary needs.
ACMBEH302 Provide enrichment for animals	In this task students are required to observe, record, and report behaviour patterns for one of the following combinations: two animals of different species two animals at different life-cycle stages or two animals with different individual behavioural requirements.
BSBOPS304 Deliver and monitor a service to customers	This workplace observation assessment requires students to demonstrate effective teamwork, self-management, and communication skills while completing workplace tasks. Students will be observed interacting professionally with colleagues and customers, following workplace procedures, identifying and responding to customer needs, and delivering customer service in accordance with organisational requirements.
ACMGEN305 Provide advice on companion animal selection and general care	Students are required to complete at least three transactions for services products or companion animals and maintain accurate workplace records for each transaction.
ACMSPE316 Provide general care of domestic dogs	Students are required to provide care for two domestic dogs of either two different breeds or two different life stages. Tasks include recognising and correctly handling the animals using appropriate restraint techniques, preparing food, assisting with care and completing documentation.
ACMSPE317 Provide general care of domestic cats	Students are required to provide care for two domestic cats of either two different breeds or two different life stages. Tasks include recognising and correctly handling the animals using appropriate restraint techniques, preparing food, assisting with care and completing documentation.
ACMGEN309 Provide basic animal first aid	Students are required to provide basic first aid twice for two different animals with distinct first aid needs. This includes safely approaching securing and handling each animal using low-stress techniques, adhering to workplace health and safety procedures, updating the supervisor or relevant personnel on the animal's condition and accurately recording and maintaining records for each animal. Note that this activity may be simulated.

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 ACM30122 Certificate III in Animal Care Services (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 is not required for the student's vocational placement hours for the purposes of this course however any current paid employment arrangements with the workplace remain separate
- 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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