



TSA2001A

# ACM20121 Certificate II in Animal Care

## Supervisor Guide

to

Structured Workplace Learning and  
Assessment (SWLA)



## What is Structured Workplace Learning and Assessment?

Swinburne Open Education offer 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.



**Thank you** for considering hosting one of our students undertaking their structured work placement for the ACM20121 Certificate II in Animal Care course.

Structured work placement, also known as Structured Workplace Learning and Assessment (SWLA), is an important part the course for our students and provides the opportunity for them to apply the skills and knowledge they are gaining in a real workplace environment. This *Supervisor Guide to Structured Workplace Learning and Assessment* provides you with a clear overview of the process, your role and support available to you.



Host Organisations derive many benefits from hosting our students, including contributing to building and developing sector skills, sourcing candidates for future roles and providing opportunities for their staff to develop coaching and mentoring skills.



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



Please consider the environment before printing this document.

# Supervisor Guide to Structured Workplace Learning and Assessment

## TSA2001A Certificate II in Animal Care

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## About Swinburne Open Education

Swinburn 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 Structured Workplace Learning

Structured Workplace Learning and Assessment (SWLA) is a compulsory part of the ACM20121 Certificate II in Animal Care, facilitating the opportunity for our students to apply their 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 12 units within the course. Work Placement is split into two (2) blocks with six (6) units of competency in each block. The time allocation is based on individual units and is captured in the course table below.

As the Workplace Supervisor, with your depth of industry experience, you play a very important role. You will be mentoring and observing our student, as well as signing off on the hours you complete and the tasks they complete in your workplace.

It is important to note that you are not assessing our student for competency - it is the role of the Swinburne Open Education Assessor to conduct the assessment of the student. You are however providing students with a safe environment to apply their skills and capture evidence of their learning.

## The Course

The ACM20121 Certificate II in Animal Care course includes the following UoC. SWLA modules are flagged in the table below.

MODULE	UNIT CODE	UNIT TITLE	LEARNING	ASSESSMENT	TOTAL SWLA HOURS
<b>BLOCK 1</b>					
(Commenced in Module 7)					
1	ACMGEN201	Work in the animal care industry	7	3	10
2	BSBCMM211	Apply communication skills	6	2	8
3	ACMWHS201	Participate in workplace health and safety processes	6	2	8
4	ACMSUS201	Participate in environmentally sustainable work practices	6	2	8
5	ACMINF201	Handle companion animals safely and follow infection control guidelines	7	3	10
6	ACMGEN202	Complete animal care hygiene routines	7	3	10
<b>BLOCK 2</b>					
(Completed in Module 14)					
8	ACMGEN203	Feed and water animals	6	2	8
9	ACMBEH302	Provide enrichment for animals	6	2	8
10	ACMGEN204	Assist in health care of animals	6	2	8
11	ACMGEN309	Provide basic animal first aid	7	3	10
12	ACMGEN310	Provide reception services for an animal care facility	6	2	8
13	ACMGEN205	Source and provide information for animal care needs	6	2	8

### 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 learning and assessment requirements for each unit are included in the Work Placement Plan, Logbook, Portfolio, Third-Party Report and Interview Questionnaire documents.

Due to the range of tools and activities students are required to demonstrate, they may complete the SWLA requirements for these units at one or more workplaces.

## Roles and Responsibilities

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

### *Our student*

Students are required to ensure you are fully informed of our process by providing you with this Guide and other relevant documentation relating to SWLA. Our student will use a Work Placement Plan (that we develop in conjunction with you and our student) that guides them in completion of their SWLA. Our student needs to professionally accept and respond to feedback on their performance from you, as well as from the Assessor.

Our student will:

- Agree to take part in SWLA as part of their course of study
- Work with you to complete the Host Organisation Approval Form and wait until it is approved by Swinburne Open Education, before they start their SWLA
- Work closely with their allocated Swinburne Open Education Assessor and yourself to develop and adjust your 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 their work to the best of their ability, ensuring their safety and that of those around them
- Comply with all reasonable workplace rules and requirements governing safety and behaviour
- Will attend the workplace on each day and time as agreed
- Will dress in accordance with workplace guidelines
- Will inform both the Supervisor and Assessor as soon as practicable if they are unable to attend work scheduled as part of their SWLA
- Will promptly inform the Supervisor and Assessor of any accident, injury or incident that may occur
- Will inform the Assessor and Supervisor of any necessary health information, including details of any known medical condition which may affect them and any medication or treatment which may be necessary
- Provide and receive feedback about their learning needs, objectives and performance to and from yourself and their 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 our student starts their SWLA, the Assessor will use the information that you provide us in the Host Organisation Approval Form to ensure that your workplace meets the specific requirements of the course and that you, as the Workplace Supervisor, have the appropriate level of experience to supervise and guide our student. Once the workplace is approved, the Assessor will contact you to introduce themselves, have a chat about the process and requirements and answer any questions you have.

Our Assessor will:

- Review the proposed workplace/Host Organisation against the specified requirements to determine whether it is appropriate to host the student
- Review the proposed Workplace Supervisor against the specific requirements to determine whether you hold the appropriate level of experience/qualifications to provide supervision and guidance to the student
- Ensure you understand the core learning objectives and approach of the SWLA
- Work in collaboration with you and our student to develop a realistic and relevant Work Placement Plan, and adjust this as the student progresses if required
- Ensure that the type of activities our student will undertake during SWLA are:
  - directly related to, and at the appropriate skill level, for the training outcomes of the course our student is 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 our student
- Conduct the assessment of the evidence submitted by our student against the requirements of the qualification
- Provide timely and constructive feedback to our student on their performance against the competency requirements
- Ensure all records associated with the SWLA are retained securely and copies are provided to both the Supervisor and our student.

### *You, the Workplace Supervisor*

Your role is to provide guidance and support to our student during their SWLA in a safe and reliable environment. Our student has much to learn from your experience in industry.

**NOTE: You do not formally assess our student, our Assessor conducts the assessment.**

You 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.

As a Workplace Supervisor your role is to:

- Read and confirm understanding of this Guide, including your responsibilities
- Accurately and honestly complete your sections of the Host Organisation Approval Form, which includes an agreement between you and our 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 with our student and Assessor the learning opportunities available, as well as the core objectives of SWLA
- Discuss and develop a plan with our student and Assessor the type of activities our student 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 our student is undertaking
  - useful for the vocation and employment outcomes of the course
- Collaborate with our student and 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 our student to complete the required tasks
- Provide our student with an appropriate orientation/induction to the work environment including Workplace Health and Safety and other key policies and procedures

- Provide a work environment to our student that complies with relevant Workplace Health and Safety and workplace relations legislation and standards
- Provide guidance and support to our student in line with their learning and assessment tasks throughout the SWLA
- Provide timely and constructive feedback to the student on their performance against the competency requirements
- Sign off on our student's 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 our student has 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 in relation to our student and will only disclose information to another party if permission has been given, or in the case of a medical emergency
- Contact the Assessor as soon as practicable if our student is absent, injured or becomes ill in the course of undertaking SWLA
- Contact our student's emergency contact person and the Assessor in the case of an emergency
- Contact and consult with the Assessor if you 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 the Workplace Supervisor to provide students with a meaningful learning experience
- Provide access and opportunity for students to experience a workplace where they can develop and practice work-based skills and knowledge
- Provide students with access to the necessary facilities, equipment and resources to complete the required activities and tasks
- Support students to reflect on their workplace behaviour with the view to enhancing their 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 – BSBCMM211 Apply communication skills

- Identifying communication tasks
- Planning and undertaking verbal and non-verbal communications
- Planning and drafting written communications

### MODULE 3 – 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 4 - ACMSUS201 Participate in environmentally sustainable work practices

- Participating in environmentally sustainable work practices
- Monitoring resource usage
- Identifying ways to improve resource wastage
- Identifying and reporting environmental hazards

### MODULE 5 – ACMINF201 Handle companion animals safely and follow infection control guidelines

- 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

## **MODULE 6 – ACMGEN202 Complete animal care hygiene routines**

- 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 7**

### **COMPLETE STRUCTURED WORKPLACEMENT LEARNING & ASSESSMENT - BLOCK 1**

## **MODULE 8 – 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 9 – 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 tools

## **MODULE 10 – ACMGEN204 Assist in the health care of animals**

- 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

## **MODULE 11 – 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

## MODULE 12 – Provide reception services for an animal care facility

- 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 13 – Source and provide information for animal care needs

- 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 14

### COMPLETE STRUCTURED WORKPLACEMENT LEARNING & ASSESSMENT - BLOCK 2

## 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
- Access to assisting in the treatment of animals

## TOOLS AND EQUIPMENT continued

- 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 Process

### 1. *Workplace Approval Form*

Our student will provide you with a Host Organisation Approval Form to complete. This will already include the student's details. The sections you complete are details about your workplace as well as your background as the Workplace Supervisor. This is an important step to ensure we comply with the requirements of the nationally recognised qualification our student is studying.

Our student submits this form to Swinburne Open Education for processing. This approval process will take up to 14 days. Once the student has received confirmation that the workplace has been approved, they can commence work placement.

### 2. *Workplace Check-in*

After Swinburne Open Education have received the completed Approval Form, our Assessor will contact you to introduce themselves and answer any questions you might have about the SWLA process and expectations.

At this stage we will seek additional details relating to the workplace if needed to fully evaluate the suitability for hosting our student.

### 3. *Work Placement Plan*

Our Assessor will work with you and our student to develop your Work Placement Plan (the Plan). The Plan details the activities our student will be required to undertake and evidence of performance required for assessment.

This document supports a process to practice and capture skills needed for students to achieve competency in each unit. Your role is to review the Plan to ensure that the tasks and roles identified are achievable, and to provide feedback to our Assessor as appropriate.

During SWLA, our Assessor will also be in regular contact to review our student's progress against the Plan and make adjustments if required.

#### 4. *Our student commences SWLA*

Once the Work Placement Plan is finalised our student can commence the task and activities outlined in the Plan.

Our student will complete the tasks and evidence capture as required by the Plan. They may need help and support from you in completing these tasks, for example they may need to seek feedback, assist in treatments or attending workplace meetings.

If you have any questions or concerns about the requirements of SWLA at any stage during this process, please contact our Assessor.

#### 5. *Finalisation of Work Placement*

The Assessor will review all evidence submitted by the student including the Logbook and Portfolio. They will also take into account the Third-Party Report as signed off by you. Alternatively you may choose not to complete the Third-Party Report, but rather have the Assessor ask you additional questions about the students performance as part of the Final Interview to capture this evidence.

All evidence will be reviewed by the Assessor and they will provide feedback to our student.

In instances where the evidence is incomplete, or our student has failed to achieve the required assessment benchmark, our Assessor will provide details of any activities that are required to be redone or any additional evidence required.

### **Supervising Students – support and advice**

Before our student commences their SWLA with you, notify your team, including administrative staff about:

- The arrival of our student
- The duration and expected dates for attendance
- The qualification they are studying
- Any specific projects, resources, staff our student will need to engage with.

Put our student through your standard induction/orientation process as appropriate. Proper induction will set our student up for success in the workplace.

A positive start on the first day includes:

- Induction/orientation
- Tour of the workplace and facilities
- Introduction to colleagues

This is also the right time to give our student guidance on any of your organisational norms, and particularly on the protocol you would like our student to follow when observing and/or working directly with clients.

#### *Supervising student performance*

As the Workplace Supervisor, you and your colleagues are key mentors for our student and your feedback to them is invaluable. In addition to any daily observation and guidance, it is good practice to set aside time to meet with our student and discuss their progress regularly.

Our student should come to these meetings prepared with any reflections or observations on the prior week's experiences. These meetings are a great opportunity to:

- Provide feedback on our student’s progress, strengths and challenges
- Discuss any written work
- Review our student’s workload to ensure they are gaining the right type of workplace experience
- Discuss any issues or concerns
- Ensure that you have signed off the relevant sections of the Portfolio and Logbook.

### *Providing feedback*

Receiving constructive feedback is an essential part of the learning process, giving our student insight into their strengths and areas for improvement, as well as providing a drive for change. The aim of feedback is to guide our student in the improvement of their professional behaviour.

A climate of trust and respect ensures that feedback is well received. Be clear and explicit regarding your expectations. Provide formal and informal feedback, as explained below.

<b>Informal Feedback</b>	<p>Involves providing the recipient with concrete, practical suggestions that are given either immediately during (particularly if safety is a concern) or following an action or interaction between the recipient and client.</p> <p>The feedback may be preceded with a lead in such as ‘Let me show you an easier way to ...’ or ‘Let me give you some feedback...’</p>
<b>Formal Feedback</b>	<p>Involves meeting at a specified time to discuss performance and provide practical suggestions following a particular learning experience.</p> <p>It is important to provide formal feedback in private. For example, formal feedback might be scheduled immediately after a situation that is considered challenging, such as a particularly difficult encounter or where inappropriate behaviours or actions have been observed.</p> <p>Opening the session may include questioning such as ‘How did that activity/task/interaction go for you?’ and ‘What went well and what might you have done differently/better?’</p> <p>Points made by the recipient during self-evaluation can be reinforced with solutions, and strategies for improvement can be explored.</p>

### *De-briefing an incident*

There are many industries where undertaking SWLA can present our student with personal challenges and expose them to a variety of demanding situations that can be confronting and distressing.

Debriefing is an effective way of providing immediate support through engagement in formal, structured reflection of actions and incidents after they have occurred (generally within 12-48 hours). Debriefing can occur either as a group or as an individual process.

Debriefing should be provided in a safe environment that encourages open expression and the normalising of reactions (e.g. emotional, psychological and physical) to an incident, while encouraging positive reactions and discouraging irrational responses or negative thinking. It is a useful forum for planning any further support or actions required by the student to process the incident.

Formal debriefing is an opportunity for our student to process what has occurred in depth, and to examine their responses to the situation, reflect on what could have been done differently, and identify any resources needed – as well as to consolidate knowledge and to link theory and practice.

## Frequently Asked Questions

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

The Certificate of Currency for Student Insurance covers our student for any mandatory, voluntary work placement that they may need to undertake as part of their course. The Certificate of Currency covers them in the event of an accident whilst undertaking voluntary unpaid work placement. You can request a copy of the Certificate of Currency from the Assessor during your check in as needed.

If our student is currently an employee of your organisation, they will be covered by your employer's Workers Compensation Insurance.

### *What if the student is injured?*

Students who are completing their SWLA with their current employer will need to follow the policies and procedures of the workplace.

If our student is injured while completing their SWLA with a Host Organisation as an unpaid volunteer, they will complete our Accident and Incident Form. While undertaking your SWLA these students are covered by Swinburne Open Education insurance.

### *What support is available to me during SWLA?*

Our Assessor is your key contact for support needs, questions or concerns.

### *What happens if the student withdraws from the course before completing the workplace assessments?*

As noted in this Guide, the assessments completed as part of SWLA relate to specific Units of Competency within the course. If our student withdraws from the course before they complete all the assessments, they will need to discuss this with their Assessor, who will be able to advise them whether the assessment tasks completed at the time of course withdrawal are sufficient for them to be awarded a Statement of Attainment.

### *What happens if the student does not turn up for work?*

If our student is unable to attend work on a scheduled day or time, they have been instructed to contact you to let you know, then make suitable arrangements to complete any additional hours to make up the missed time.

If our student fails to attend work and does not contact you, please inform our Assessor.