TSA2001A

ACM20121 Certificate II in Animal Care

Structured Workplace Learning and Assessment

Interview Questionnaire 2 of 2

Module 8: ACMGEN203 Feed and water animals

Module 9: ACMBEH302 Provide enrichment for animals

Module 10: ACMGEN204 Assist in health care of animals

Module 11: ACMGEN309 Provide basic animal first aid

Module 12: ACMGEN310 Provide reception services for an animal care facility

Module 13: ACMGEN205 Source and provide information for animal care needs

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.

This document is provided for the students' information only so that students may prepare for the Final Interview. The student will answer the questions captured in the Final Interview with the Assessor directly at which time the Assessor will complete this form on their behalf.

The student does not need to submit this document as part of their performance evidence.

Please consider the environment before printing this document.

Structured Workplace Learning and Assessment

Interview Questionnaire 2

ACM20121 Certificate II in Animal Care

Contents

Interview Questionnaire

This interview questionnaire outlines the interview check in process and information captured by the Assessor from the Student and the Workplace Supervisor.

This document is completed by the Assessor on behalf of the student and is used to record the Student and Supervisor interview check ins and are provided here for transparency.

Section A: Student Details

Student Name	
Student Number	
Qualification Name	
Home Telephone	
Mobile	
Email	

Section B: Assessor Details

Name	
Assessor Number/ID	
Telephone	
Email	

Section C: Host Organisation Details

HOST ORGANISATION DETAILS	
Business Name	
Company ABN/ ACN	
Street Address	
Postal Address	
Work Site Address	
Phone Number	

SUPERVISOR DETAILS	
Name	
Position Title	
Phone Number	
Email	

Section D: Units of Competency (UoC)

The Course

The Certificate II in Animal Care course includes the following Units of Compentecy. SWLA modules are flagged in the table below.

MODULE	UNIT CODE	UNIT TITLE	LEARNING	ASSESSMENT	TOTAL SWLA HOURS
BLOCK 1					
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**
BLOCK 2					
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**

SWIN
BUR
•NE•

SWINBURNE
OPEN
EDUCATION

Section E: Introduction Interview Session

The first interview session is conducted prior to the Student entering the work placement. This is an open conversation that will address the following topics:

- How the SWLA process will work
- The role of all parties, including:
    - The Assessor
    - The Student
    - The Workplace Supervisor
- The check in process and schedule with the Assessor
- Where to go if Students or Workplace Supervisors have any questions
- Confirmation of the scheduled Check-in Interview

Introduction Interview

THE STUDENT			
Student Name:		Date:	
Assessor Name:		Method of communication:	
Introduction Interview Notes:			
Check-in Interview Scheduled			

THE WORKPLACE SUPERVISOR				
Workplace Supervisor Name:			Date:	
Assessor Name:			Method of communication:	
Introduction Interview Notes:				
Check-in Interview Scheduled				

Section F: Check-in Interview Session

The second interview session is conducted once the student is settled in and completing their SWLA process. This is an open conversation that will address the following topics:

- How the SWLA process is working for all parties
- If any of the parties have any questions or concerns
- Confirmation of the schedule for completion of the SWLA
- Confirmation of the scheduled Final Interview

Check-in Interview

THE STUDENT			
Student Name:		Date:	
Assessor Name:		Method of communication:	
Check-in Interview Notes:			
Final Interview Scheduled			

THE WORKPLACE SUPERVISOR			
Workplace Supervisor Name:		Date:	
Assessor Name:		Method of communication:	
Check-in Interview Notes:			
Final Interview Scheduled			

Section G: Final Interview Session

The final interview session is conducted once the student has completed their SWLA and all associated assessments (SWLA Portfolio). This is a mix of an open conversation and specific questions that will confirm the student experience.

The Final Interview Questions are outlined below and it is recommended that the Student and the Workplace Supervisor review these questions prior to the session so that they may consider their answers.

Final Interview

THE STUDENT				
Student Name:			Date:	
Assessor Name:			Method of communication:	
Final Interview Notes:				
MODULE 12: ACMGEN310 Provide reception services at an animal care facility				
1. How do you process a client and animal upon arrival at your facility?	Candidate answer should reflect the exemplar answer provided. The order it is done in or the specific tasks may slightly vary depending on workplace procedures. When clients and animals arrive to the facility you should: - Confirm their name and reason for appointment - Confirm the animal's name - Weigh the animal			

		- Update the booking/system according to workplace protocols to indicate the client/owner has arrived and is waiting.
2.	How do you monitor wait times and inform clients on delays?	Candidate answer should reflect the exemplar answer provided. It may vary slightly depending on workplace procedure. Wait times are monitored as clients arrive and leave. If appointments are running behind, politely inform the client that there is a wait, and it will be approximately x amount of time.
3.	How do you relay relevant incoming communications from clients to staff members?	Candidate answer should reflect the exemplar answer provided. It may vary slightly depending on workplace procedure. Speaking to the appropriate staff member I would use to verbal communication. If the staff member was not at work that day, I would send them an email. Notes can also be made on client/animal files.
4.	What are two forms of communication you could use to relay incoming information to staff members?	Candidate answer should reflect the exemplar answer provided. 1. Verbal communication 2. Written forms of communication including emails or messages
5.	What type of appointments require follow up in your facility?	Candidate answer should reflect at least one of the examples provided in the exemplar answer. The full answer will depend on the type of facility the student is working at. - Routine or complex surgeries - Vaccinations - Preventative medications
6.	What forms of communication do you use to follow up with clients?	Candidate answer should reflect at least one of the answers provided in the exemplar provided. - Phone calls - Text messages - Emails
7.	How do you document any conversations you have with clients?	Candidate answer should provide some form of permanent record. An exemplar has been provided. Notes on client/animals records so there is a permanent record of the conversation.

THE WORKPLACE SUPERVISOR

Where the **Workplace Supervisor has completed the Third-Party Report**, you only need to confirm that they completed it and it was a true and accurate account of the students experience in the workplace.

Where the **Workplace Supervisor has NOT completed the Third-Party Report**, the final interview needs to captured their confirmation that all elements listed on the Third-Party Report have been observed by the Workplace Supervisor during the Structured Workplace Learning and Assessment (SWLA) process.

Assessor to paste a copy of the completed Third-Party Report below once confirmed with the Workplace Supervisor.

Workplace Supervisor Name:		Date:	
Assessor Name:		Method of communication:	
Check-in Interview Notes:			

SWiN BUR •NE•

SWINBURNE OPEN EDUCATION