



# ACM20121 CERTIFICATE II in Animal Care

RTO 41462



Queensland Government  
**FUNDING AVAILABLE**

## Course Details



### Duration

Self paced up to 1 year (12 months)



### Delivery Mode

Blended (online & work placement)



### Start Date

Enrol anytime



### Fees

Concession **\$40**

Non-Concessional **\$60**

Full Fee **\$3000**



### Payment Options

Payment Plans & Invoice payments



### Recognition

Nationally Recognised Qualification

### ACM20121 Certificate II in Animal Care

is the ideal entry point for anyone wanting to begin a rewarding career with animals. Delivered online with practical training and work placement, this course builds essential animal care and workplace skills while preparing you for roles in shelters, clinics, grooming, and more—or as a pathway to higher study.



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# ACM20121 CERTIFICATE II ANIMAL CARE

## Course Overview

If you love working with animals and would like to pursue a rewarding career in the animal care industry, then this **ACM20121 Certificate II in Animal Care Course** qualification from the Pet Stylist Academy could be an ideal course to get you started.

The **ACM20121 Certificate II in Animal Care** is done mostly online with a practical component at the end to gain your certification. The ACM20121 Certificate II Animal Care serves as an optimal entry point for aspiring individuals seeking to embark on a rewarding career in the animal care and management industry.

It equips students with the necessary knowledge and skills to excel in sectors such as pet shops, animal shelters, kennels, catteries, groomers, sanctuaries, and veterinary clinics. Throughout this course, students will gain a foundational understanding of the animal care industry, focusing on ethical and humane practices. From conducting animal care work routines to providing essential first aid and assisting in animal health care, learners will acquire practical skills. The program also emphasises vital workplace competencies, including effective communication, workplace health and safety, and environmentally sustainable work practices.

The Certificate II in Animal Care Course involves a minimum of **10 full days (80 hours) work placement**, which can be conducted at an approved workplace of your choice. Alternatively, practical training can be arranged at the academy at a time that suits you, or on one of a handful of dates specified by the Pet Academy if you'd prefer to do the training on campus.

This course also provides a pathway to further study in the field through courses such as Certificate IV in Vet Nursing, Certificates III in Animal Care Services and Certificate IV Animal Behaviour and Training.

## Entry Requirements

- ✓ Minimum 15 Years of Age
- ✓ Completed Year 8 or equivalent
- ✓ Access to a computer, laptop or tablet
- ✓ Internet access and email address
- ✓ Physically capable of restraining animals and standing for extended periods of time

## Course Units

- ACMGEN201** Work in the animal care industry
- ACMGEN202** Complete animal care hygiene routines
- ACMGEN203** Feed and water animals
- ACMGEN204** Assist in health care of animals
- ACMSUS201** Participate in environmentally sustainable work practices
- ACMWHS201** Participate in workplace health and safety processes
- BSBCM211** Apply communication skills
- ACMGEN309** Provide basic animal first aid
- ACMGEN310** Provide reception services for an animal care facility
- ACMGRM201** Bath, dry and brush domestic dogs
- ACMSPE316** Provide general care of domestic dogs
- ACMSPE317** Provide general care of domestic cats



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# ACM20121 CERTIFICATE II ANIMAL CARE

## Queensland Funding

**Pet Stylist Academy** (National Skills Training Institute) is an approved **Skills Assure Supplier (SAS)** under the Queensland Government's Department of Trade, Employment and Training (DESBT). This approval means eligible Queensland students can access training with heavily subsidised fees, reducing out-of-pocket expenses.

**ACM20121 Certificate II Animal Care** is funded under the Queensland Governments Career Start Program. The funding available under Queensland's Career Start program is divided into two categories: concessional and non-concessional.

- **Concessional** funding is offered at a reduced cost for eligible students, such as those with concession cards, Aboriginal or Torres Strait Islander students, people with a disability, or adult prisoners.
- **Non-concessional** funding applies to all other eligible students.

Those students who are not eligible for any funding are categorised as **Fee For Service** and they will be required to pay the full course costs.

Under Career Start, the Queensland Government covers most of the training cost, but students pay a co-contribution fee as a sign of commitment to their study. These fees may differ based on a student's concessional status.

## Funding Eligibility

- ✓ Aged 15 Years or older
- ✓ not be a school student
- ✓ permanently reside in Queensland
- ✓ be an Australian citizen, or Australian permanent resident, a New Zealand citizen, or a temporary resident with the right visa and work permits on the pathway to permanent residency.
- ✓ not already have a certificate III or higher qualification completed within the last 10 years
- ✓ not be enrolled in another qualification, even if it is on hold or deferred



## Course Fees

### Concessional Student

**\$40 Co-Contribution (fee)** (12 units @ \$3.34 per unit)  
Fee Schedule: \$15 Enrolment and \$25 on Completion

### Non-Concessional Student

**\$60 Co-Contribution (fee)** (12 units @ \$5 per unit)  
Fee Schedule: \$15 Enrolment and \$45 on Completion

### Fee For Service Student

**\$3000 (fee)**  
Various payment plans available: See website for details



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# ACM20121 CERTIFICATE II ANIMAL CARE

## Refund Policy

As the **ACM20121 Certificate II in Animal Care** is delivered with Queensland Government Career Start funding, refund arrangements must comply with both the 2025 Standards for Registered Training Organisations (RTOs) and Queensland Government funding requirements.

The following policy outlines when refunds may apply, how they are calculated, and the process for requesting a refund. We encourage all students and employers to review this information carefully prior to enrolment.

**1. Full Refund – Training Not Commenced** - A full refund of the co-contribution fee will be provided where:

- A student cancels their enrolment prior to the commencement of training, and
- No training or assessment activity has commenced.

Training is considered to have commenced once the student has participated in structured learning, assessment activities, or accessed training materials as outlined in their training plan.

**2. Proportionate Refund – Withdrawal from a Unit**

If a student withdraws from an individual unit of competency after training has commenced, a proportionate refund of the co-contribution fee will apply based on:

- The units commenced and/or completed, and
- The amount of training and assessment already delivered.

Refund calculations will be based on the unit cost proportion within the qualification.

No refund will apply for units where assessment has been completed and competency has been determined.

**3. Refunds to Employers or Industry**

Where an employer or industry partner has paid additional charges beyond the student co-contribution fee and the Queensland Government subsidy, a refund will be provided for:

- Any additional services not yet delivered, or
- Charges paid in advance for training that has not commenced.

Refunds will not apply to services already delivered or costs already incurred.

All refund requests must be submitted in writing. Refunds will be processed within 28 days of approval.

For further information, students and employers are encouraged to contact our administration team prior to enrolment.

## Funding Entitlement

The ACM20121 Certificate II in Animal Care is delivered with funding support from the Queensland Government under the Career Start Program. This means eligible students can access a subsidised training place, where the Government contributes toward the cost of your qualification and you pay a co-contribution fee.

However, access to subsidised training is subject to specific entitlement rules under the program.

**When Will You Exhaust Your Entitlement?**

You will exhaust your entitlement to a subsidised training place under the Career Start Program when:

- You have already completed a qualification at the same or higher level than the one you are applying for (for example, if you already hold a Certificate II or higher qualification, unless specific program exemptions apply).
- You have previously accessed a subsidised place under Career Start (or its equivalent replacement program) and completed that qualification.
- You withdraw or cancel after the census date and the training contract or enrolment is counted as a completed funded place under program rules.
- You are no longer eligible due to residency, citizenship, visa status, or other eligibility criteria outlined by the Queensland Government.

In most cases, students are generally eligible for one subsidised training place at a time, and once that funded place is used, future enrolments at the same or lower level may not be subsidised.

Program eligibility and entitlement conditions are determined by the Queensland Government and may change in accordance with program policy updates. Students are encouraged to carefully consider their study pathway before accepting a subsidised place.

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## Privacy Policy

This Privacy Policy is provided in accordance with the 2025 Standards for Registered Training Organisations (RTOs), the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and Queensland Government funding requirements under the Career Start Program.

Under the Data Provision Requirements 2012, National Skills Training Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by National Skills Training Institute for statistical, administrative, regulatory and research purposes. National Skills Training Institute may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts.
- facilitating statistics and research relating to education, including surveys and data linkage.
- pre-populating RTO student enrolment forms.
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.



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