



ACM30122

CERTIFICATE III

in

Animal Care Services



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-Concession **\$595**

Full Fee **\$4500**



Payment Options

Payment plans & Upfront Payments



Recognition

Nationally Recognised Qualification

The **ACM30122 Certificate III in Animal Care Services** is the ideal starting point for anyone passionate about working with animals. This course equips you with hands-on skills in animal care, health, and workplace professionalism, preparing you for careers in grooming salons, shelters, kennels, pet stores, and veterinary practices.



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ACM30122 CERTIFICATE III ANIMAL CARE SERVICES

Course Overview

If you've always dreamed of a career based on working with animals, then the **ACM30122 Certificate III in Animal Care Services** qualification offers an excellent foundational platform for those seeking to launch their careers in the animal care and pet industry.

The objective of this certification is to prepare students for their prospective roles within diverse sectors of the animal care and management industry, including but not limited to pet stores, animal shelters, boarding kennels and catteries, grooming facilities, animal sanctuaries, and veterinary practices.

The curriculum of this course provides a comprehensive introduction to the animal care industry while emphasizing the importance of carrying out animal care duties in a manner that upholds ethical and humane standards. It encompasses training in key areas such as implementing animal hygiene practices, ensuring proper feeding and hydration of animals, providing elementary first aid, and assisting with general animal health care. In addition, the course is designed to build crucial professional competencies including effective intra-workplace communication, adherence to workplace health and safety protocols, and the promotion of environmentally sustainable practices within the work setting. Completion of this course will ensure students are not only skilled in providing quality animal care, but also well-versed in maintaining a safe, communicative, and sustainable workplace environment.

This course is available online with work placement. Work placement can be done either at an approved location of your choice, or at the Pet Stylist Academy on the Gold Coast.

Entry Requirements

- ✓ Be at least 16 years old
- ✓ Completed Year 10 or equivalent
- ✓ Access to a Computer, Laptop or Tablet
- ✓ Internet access and email address
- ✓ Proficiency in speaking and writing in English
- ✓ Physically capable of handling animal feed and standing for extended periods of time.



Course Units

- ACMBEH301** Identify behaviours and interact safely with animals
- ACMGEN315** Communicate effectively with clients and team members
- ACMGEN303** Assess welfare status of an animal
- ACMGEN304** Promote positive well-being for self and others in animal care workplaces
- ACMGEN309** Provide basic animal first aid
- ACMINF301** Comply with infection control policies and procedures in animal care work
- ACMWH301** Contribute to workplace health and safety processes
- ACMGRM201** Bath, dry and brush domestic dogs
- ACMSPE316** Provide general care of domestic dogs
- ACMGEN310** Provide reception services for an animal care facility
- ACMBEH302** Provide enrichment for animals
- ACMGEN311** Maintain and monitor animal health and wellbeing
- BSBCMM211** Apply Communication Skills
- ACMGEN314** Identify animal anatomy and physiology for animal care work
- ACMSPE317** Provide general care of domestic cats
- ACMGEN205** Source And Provide Information for animal care needs
- BSBOPS304** Deliver and Monitor a Service to Customers



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Queensland Funding

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.

ACM30122 Certificate III Animal Care Services 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) (17 Units @ \$2.35 per unit) Fee Schedule: \$15 Enrolment and \$25 on Completion
Non-Concessional Student	\$595 Co-Contribution (fee) (17 Units @ \$35 per unit) Fee Schedule: Invoice Option - \$150 Enrolment and \$445 on Completion OR Payment Plan - \$12 per week (12months)
Fee For Service Student	\$4500 (fee)

ACM30122 CERTIFICATE III ANIMAL CARE SERVICES

Refund Policy

As the **ACM30122 Certificate III in Animal Care Services** 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 7 days of approval.

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

Funding Entitlement

The **ACM30122 Certificate III in Animal Care Services** 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).

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



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