

Frequently Asked Questions

Who is Pet Professionals Australia?

Pet Professionals Australia (PPA) is a Registered Training Organisation (RTO Code: 70236) that offers Nationally Recognised Training under our scope of registration. Hanrob is the parent company (ABN 96 634 532 764)



When does the next course start?

The next ACM40317 - Certificate IV in Animal Companion Studies: 5th October 2021. Enrolments begin 30 August 2021.

What is the time duration of this course?

This course has a duration of twelve (12) months and will finish in October 2022.

When do enrollments close?

19th October 2021

What sort of jobs could I apply for if I successfully completed this course?

- Pet shop manager
- Companion animal trainer/behaviourist
- Boarding kennel or cattery supervisor/manager
- Animal shelter supervisor/manager
- Pet minding and exercise operator

Individuals in these roles might be members of an organisation, a team, or as a sole trader.

What are the course requirements?

Students must:

- reside in Australia;
- be an Australian citizen, or hold a permanent humanitarian visa and usually reside in Australia, or be a qualifying New Zealand citizen; ·
- be a minimum of 18 years of age; ·
- successfully complete the PPA Learning Literacy and Numeracy (LLN) review (if students have difficulty with the LLN, PPA may request the student approach another RTO to consider undertaking the course);
- have access to a computer that operates Microsoft Office suite and connected to the internet;
- be able to physically control dogs during a training and behaviour assessment;
- be able to attend the practical assessment weekends at either of the three Hanrob Pet Hotels (in Sydney, Brisbane or Melbourne) as scheduled in the timetable;
- students are required to undertake 120 hours of work placement at Hanrob Pet Hotels (or other approved animal facilities) throughout the duration of the course, which will enhance the student's experience, knowledge and companion animal skills; and
- supply rubber soled shoes/boots, sun hat.

To finish this course, what do I have to do?

To complete this course, students must complete all assessments (both written and practical tasks) in each unit (13 units in total) to be competent. Written assessments are completed within our student learning platform 'Moodle'. Practical assessments are held at the end of each module at our Hanrob Pet Hotels facilities in Heathcote, Melbourne and Brisbane (practical dates depend on student numbers and operational requirements e.g.: COVID restrictions).

Students are assigned a trainer/assessor at the beginning of the course. They are your first point-of-call with everything regarding your course. They will direct you to other staff for other areas of concern e.g.: administration/finance.

Students will be given a weekly tutorial with their trainer/assessor who will go over and assist with activities/assessments, give clarification/examples about your unit. They are also available via email and will reply within 48 hours of receipt.

If at the end of the course, if you have been deemed competent in all units, you will be issued a full qualification. If you have not been competent in some units of competency in your course, you will be issued a Statement of Attainment for those units you have been deemed competent.

Is work placement compulsory and what locations is this available at?

Students are required to undertake 120 hours of work placement at Hanrob Pet Hotels (or other approved animal facilities) that will enhance a student's experience, knowledge and companion animal skills upon completion of this course. You will be asked where you would like to complete your work experience after enrollment. Our Hanrob locations for work placement are at Heathcote, Brisbane and Melbourne. A work placement booklet must be filled out on every occasion you attend with a brief description of the tasks done and signed off by the supervisor.

The course start date has already commenced, am I still able to join?

Please contact us, as you may be able to join within two (2) weeks of the course starting, however you will be expected to meet the eligibility requirements, complete the Learning, Literacy and Numeracy review (LLN) and catch-up on the course work already conducted.

What is a USI and how do I get one?

A Unique Student Identifier (USI) is a set of 10 numbers and letters created by the Commonwealth Government that registers all courses and all completed units of competency and is compulsory for students studying nationally recognised courses in Australia.

You can [contact the USI registry](#) directly to get set up.

How does PPA collect fees?

The total price for the ACM40317 Certificate IV in Companion Animal Services is \$2,900 for. There is a non-refundable payment of \$275 that must be paid at time of enrolment.

The balance of the course is \$2,625.

Students have the choice of paying directly to either Hanrob or Edstart.

If students want to pay directly to Hanrob: Hanrob details are: BSB: 032153, Account Number: 262657.

- First installment will be \$1,225 due at the commencement of course
- Second installment will be \$1,400 after six months.

PPA does not collect than \$1,500 at point of enrolment.

Do you offer payment plans?

Payment options for our Accredited courses are available through our partner, [Edstart](#) (conditions apply). Weekly, Fortnight and Monthly payment options are available offering interest free plans so you only pay for your course, no hidden extras.

(Please note: Edstart cannot offer this service to applicants under 18 years of age, contact Hanrob Accounts for our payment options.)

Can I get a refund?

There are a number of circumstances where a refund may be applied (see Student Handbook on website). They can be dependent upon if PPA cancels the course or there is a change in the training package. PPA offers a 14-day cooling off after the course starts (a \$275 non-refundable enrollment fee will apply). If after that time, students wish to withdraw, there is no refund. Please refer to our Terms and Conditions (when applying through the enrolment link or our online Student Handbook) for further information regarding our cancellation and refund policy.

PPA understands that situations out of a student's control can occur. Where a student encounters a serious misadventure, serious illness or illness in the immediate family and you are unable to continue the enrolment, PPA will consider cancellations, suspensions and withdrawals on a case-by-case basis. Evidence to support the student's claim must be submitted.