

Frequently Asked Questions

ACM30121 Certificate III – in Animal Care Services

Who is Hanrob College?

Hanrob College (HC) is a Registered Training Organisation (RTO Code: 70236) that offers Nationally Recognised Training under our scope of registration. Hanrob Pty Ltd. is the parent company (ABN 96 634 532 764).



When does the next course start?

The next ACM30121 Certificate III – in Animal Care Services: 31st January 2022. Enrolments begin 12th November 2021.

What is the time duration of this course?

This course has a duration of twelve (12) months and will finish in February 2023.

When do enrollments close?

14th February 2022.

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

This course is an entry level and holistically supports roles in the companion animal care and management industry, where workers provide care for animals in workplaces such as animal shelters, boarding/day care facilities, sanctuaries and veterinary clinics.

What is so important about our Certificate III Animal Care Services course?

We provide 120 hours of work placement at our Hanrob Pet Hotels. This will give our students the necessary tools for a career in animal care.

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 HC Learning Literacy and Numeracy (LLN) review (if students have difficulty with the LLN, HC 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 attend the practical assessment weekends at either of the three Hanrob Pet Hotels (in Sydney, Brisbane or Melbourne) as scheduled in the timetable;
- be able to control a dog during practical training;

- 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 (17 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.

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 HC collect fees?

The total price for the ACM30121 Certificate III in Animal Care Services is \$2,900 for. There is a non-refundable payment of \$275 that must be paid at time of enrolment.

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.

HC 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, <https://edstart.com.au/hanrob> (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 HC cancels the course or there is a change in the training package. HC 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.

HC 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, HC will consider cancellations, suspensions and withdrawals on a case-by-case basis. Evidence to support the student's claim must be submitted.

Credit Transfer (CT) and Recognition of Prior Learning (RPL)

HC will recognise other units of competency from another RTO that matches our units for credit transfer.

Recognition of prior learning is a process that allows a participant to gather evidence of all past experiences of work, either paid or voluntary that must be mapped carefully to the training package. Please speak to the Nation Education Manager for more information.