

**Modification history**

Release	Comments
Release 1	This version released with Racing and Breeding Training Package Version 3.0.

RGRPSGXX3	Promote, match and coordinate greyhound adoption
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to promote greyhound transition to pet programs, and match and coordinate greyhounds with new owners.</p> <p>The unit applies to individuals who work under broad direction and take responsibility for their own work. They complete routine activities dealing with predictable and unpredictable problems relating to their work in the greyhound racing sector.</p> <p>All work must be carried out to comply with workplace procedures, according to state/territory animal welfare and health and safety regulations, legislation and standards that apply to the workplace.</p> <p>No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	<p>The prerequisite units of competency for this unit are:</p> <ul style="list-style-type: none"> <li>RGRPSGXX6 Interpret and manage greyhound behaviour</li> </ul>
<b>Unit Sector</b>	Performance services greyhounds (PSG)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Contribute to pre-adoption processes	<p>1.1 Contribute to the responsible promotion of greyhound transition to pet program via a range of channels</p> <p>1.2 Contribute to maintenance of information about greyhound transition to pet program and information for new owners</p> <p>1.3 Maintain accurate information about individual greyhounds available for adoption</p> <p>1.4 Provide and respond to stakeholder queries relating to the greyhound transition to pet program according to organisational procedures</p>
2. Match individual greyhounds to adoption applications	<p>2.1 Collate and review adoption applications or requests from applicants</p> <p>2.2 Communicate with applicants to clarify or confirm application information according to organisational procedures</p> <p>2.3 Collate and review information on individual greyhounds from a range of available sources</p> <p>2.3 Match individual greyhounds to specific adoption applications based on greyhound and adopter information</p> <p>2.4 Advise applicants, explain reasons for matching outcome, and manage responses professionally</p>
3. Carry out adoption handover	<p>3.1 Meet new owners, provide information relevant to owning a greyhound and respond to queries</p> <p>3.2 Coordinate introduction of greyhound to new owners according to organisational procedures</p> <p>3.3 Facilitate introductions between greyhound and existing pet dogs and/or other pets according to organisational procedures</p> <p>3.4 Observe interaction between new owners, and other pets where relevant, and selected greyhound to confirm match prior to finalising hand over</p> <p>3.5 Respond to unforeseen contingencies during hand over according to organisational procedures</p>

<b>Elements</b>	<b>Performance Criteria</b>
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
4. Conduct post-adoption follow up	4.1 Provide follow up support to new owners during settling period according to organisational procedures 4.2 Respond professionally to situations relating to mismatches and problems with greyhounds 4.3 Refer adopters to other staff or resources according to needs of adopter and/or greyhound 4.4 Coordinate mismatches, returns and failed adoptions according to organisational procedures 4.5 Obtain and record feedback on transition to pet program from stakeholders according to organisational procedures
5. Maintain accurate program records	5.1 Complete and file all records using organisation systems and formats 5.2 Collate stakeholder feedback and forward to relevant personnel to improve transition to pet program processes

<b>Foundation Skills</b>	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>Interpret and identify key information in organisational procedures relevant to greyhound transition to pet adoption processes</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Record information clearly and accurately in forms for internal and external purposes</li> </ul>
Navigate the world of work	<ul style="list-style-type: none"> <li>Take responsibility for maintaining current knowledge of state regulations and local council requirements relevant to greyhound pet ownership</li> </ul>
Interact with others	<ul style="list-style-type: none"> <li>Convey information using clear language, terminology and concepts suitable for audience</li> <li>Use a range of strategies to build rapport and manage situations involving potential conflict and/or disappointment</li> </ul>
Get the work done	<ul style="list-style-type: none"> <li>Plan, sequence and prioritise activities to achieve work outcomes</li> <li>Seek clarification and assistance in decision making to ensure accurate matching of greyhounds and adopters</li> </ul>

<b>Unit Mapping Information</b>			
<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
RGRPSGXX3 Promote, match and coordinate greyhound adoption	Not applicable	New unit	No equivalent unit

<b>Links</b>
Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5c4b8489-f7e1-463b-81c8-6ecce6c192a0">https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=5c4b8489-f7e1-463b-81c8-6ecce6c192a0</a>

<b>TITLE</b>	<b>Assessment requirements for RGRPSGXX3 Promote, match and coordinate greyhound adoption</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has:</p> <ul style="list-style-type: none"> <li>• participated in or contributed to at least two greyhound transition to pets promotional activities</li> <li>• matched, coordinated and provided follow up services for at least five greyhound adoptions, including: <ul style="list-style-type: none"> <li>• one adoption where there are existing pets in household</li> <li>• one adoption where there are children in household</li> </ul> </li> <li>• coordinated processes for one mismatched or failed greyhound adoption</li> <li>• completed all required organisational documentation for each greyhound adoption situation in the performance evidence above.</li> </ul>	

<b>Knowledge Evidence</b>	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• range of channels used to promote transition to pet programs, including: <ul style="list-style-type: none"> <li>• media and social media</li> <li>• community programs and events</li> <li>• website</li> </ul> </li> <li>• principles of responsible marketing and promotion relating to greyhound transition to pet programs, including: <ul style="list-style-type: none"> <li>• accurate, factual and up to date information</li> <li>• transparent and fair processes</li> <li>• customer focused</li> <li>• customer privacy</li> <li>• dignity and welfare of animals</li> </ul> </li> <li>• information on individual greyhounds sourced from: <ul style="list-style-type: none"> <li>• shelter, veterinary or kennel records</li> <li>• suitability assessments</li> <li>• feedback from volunteers, foster carers and/or other relevant personnel</li> </ul> </li> <li>• organisational procedures for coordinating adoption process, including: <ul style="list-style-type: none"> <li>• providing reasons for matching individual greyhounds to applicants</li> <li>• providing information to stakeholders and support to new owners</li> <li>• managing conflict, negative feedback, compassion fatigue</li> <li>• dealing with contingencies during hand over and settling period</li> <li>• dealing with mismatches, returns and failed adoptions</li> <li>• keeping records</li> </ul> </li> <li>• new owner information relevant to owning a greyhound, including: <ul style="list-style-type: none"> <li>• state greyhound industry requirements relating to retiring greyhounds and adoption practices</li> <li>• current state government and local council requirements for registration, containment and use of muzzles and leashes in public</li> <li>• individual greyhound information relating to behaviour, diet and care</li> </ul> </li> <li>• follow up support to new owners, including: <ul style="list-style-type: none"> <li>• common greyhound behavioural and settling problems</li> <li>• settling and transitioning strategies</li> <li>• managing new owner expectations</li> <li>• referrals to specialists or support services.</li> </ul> </li> </ul>	

<b>Assessment Conditions</b>
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"><li>• physical conditions:<ul style="list-style-type: none"><li>• a workplace or an environment that accurately represents workplace conditions</li></ul></li><li>• resources, equipment and materials:<ul style="list-style-type: none"><li>• various greyhounds for adoption and associated records and information</li></ul></li><li>• specifications:<ul style="list-style-type: none"><li>• organisational procedures</li><li>• application information for potential adopters/new owners</li><li>• individual greyhound information</li></ul></li><li>• relationships:<ul style="list-style-type: none"><li>• new owners/adopters.</li></ul></li></ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>

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