

ACMAIM3X1 Communicate with small companion animal owners about incident management processes and the welfare of their animals

### Modification history

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 6.0

ACMAIM3X1	Communicate with small companion animal owners about incident management processes and the welfare of their animals
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to communicate effectively to small companion animal owners about the incident management processes and the welfare of their animal.</p> <p>The unit applies to individuals who apply respectful communication techniques to communicate factual information to small companion animal owners during and post incident.</p> <p>All work must be carried out to comply with Commonwealth, state/territory health and safety and animal welfare regulations.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	Animal Incident Management

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. Prepare for communication	1.1 Gather briefing from team leader and discuss the chain of command for the rescue of small companion animals during a major incident 1.2 Select appropriate communication method
2. Engage in communication	2.1 Approach small companion animal owners in a professional manner to diffuse a potentially stressful situation 2.2 Employ two-way processes to ensure receipt and acknowledgement of message regarding the incident management processes and the health and welfare of owners' small companion animals 2.3 Provide opportunities to clarify and confirm understanding and acknowledge owners' distress
3. Review communication	3.1 Communicate incident follow up actions to the small companion animal owners 3.2 Advise owners about the discharge processes, care and welfare requirements of their small companion animals

Foundation Skills	
<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>	
Skill	Description
Writing	<ul style="list-style-type: none"> <li>Prepare succinct text on management incident processes and the health and welfare of specific animals incorporating appropriate vocabulary, grammatical structure and conventions appropriate to a potentially risky and stressful situation</li> </ul>

Commented [AH1]: Mixed opinions as to whether this unit is required. Communication is also incorporated in other units (e.g. Participate in small companion animal rescue during a major incident and Perform small companion animal rescue during a major incident) ?

Commented [AH2]: Should this unit only apply during an incident?

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Foundation Skills	
<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>	
Skill	Description
Oral communication	<ul style="list-style-type: none"> <li>Participate in spoken exchanges with small companion animal owners for a range of major incidents using structure and language to suit the audience</li> </ul>

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
ACMAM3X1 Communicate with small companion animal owners about incident management processes and the welfare of their animals			Newly created

Links
Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72</a>

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<b>TITLE</b>	<b>Assessment requirements for ACMAM3X1 Communicate with small companion animal owners about incident management processes and the welfare of their animals</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <ul style="list-style-type: none"> <li>There must be evidence that the individual has prepared, engaged and reviewed communication on at least four different occasions with owners of small companion animals on the incident management processes and the welfare of their animal.</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>characteristics of effective communication in stressful situations</li> <li>electronic and non-electronic communication methods, including situations where they would or would not be used</li> <li>effective listening techniques</li> <li>common feedback process and methods</li> <li>communication responsibilities applicable to own role</li> <li>common barriers to effective communication in a workplace context</li> <li>appropriate communication techniques for distressed owners</li> <li>characteristics of verbal and non-verbal communication</li> <li>animal welfare practices</li> <li>incident management processes</li> <li>chain of command - Australasian Inter-service Incident Management System (AIIMS) principles: <ul style="list-style-type: none"> <li>unit of command</li> <li>span of control</li> <li>functional management</li> <li>management by objective</li> <li>flexibility.</li> </ul> </li> </ul>	
<b>Assessment Conditions</b>	
<p>Assessment of the skills in this unit of competency must take place under the following conditions:</p> <ul style="list-style-type: none"> <li>physical conditions: <ul style="list-style-type: none"> <li>skills must be demonstrated in an environment that accurately represents workplace conditions</li> </ul> </li> <li>specifications: <ul style="list-style-type: none"> <li>workplace policies and procedures</li> </ul> </li> <li>relationships: <ul style="list-style-type: none"> <li>small companion animal owners</li> <li>small companion animals.</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>	
<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72</a>

**Commented [AH3]:** Other suggestion:  
- reference to a number of communication modes and during and post incident communications  
- 4 different occasions in at least 2 different incident types