Modification history

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| Release | Comments |
| Release 1 | This version released with ACM Animal Care and Management Training Package Version 4.0. |

| ACMNEW4X5 | Manage animals and facilitate human-animal interaction in animal-assisted services |
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| Application | This unit of competency describes the skills and knowledge required to manage animal/s and facilitate human-animal interactions during animal-assisted activities. It involves organising animal care, access to facilities and interactions with people including participants (clients, students, patients) and qualified practitioners (education, medical and/or health care).  This unit applies to animal-handlers working in a team situation with practitioners who use animals as part of their professional practice to support people with a range of special needs or disabilities. They work autonomously and apply specialist knowledge and skills to provide solutions for a predictable and unpredictable problems. This unit does not cover the skills and knowledge required to train assistance animals.  All work must be carried out to comply with workplace procedures according to Commonwealth and state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.  No licensing, legislative or certification requirements apply to this unit at the time of publication. |
| Prerequisite Unit | Nil |
| Unit Sector | Animal-Assisted Services (AAS) |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Establish working relationship for animal-assisted service | 1.1 Confirm type and requirements of the animal-assisted service with the practitioner or service provider  1.2 Identify key personnel, responsibilities and reporting requirements  1.3 Confirm the role and activities required are within scope of own training and competency  1.4 Establish compliance, and contractual or working relationship required for involvement in the animal-assisted activity |
| 2. Establish role and purpose of animal-assisted activities | 2.1 Identify the purpose of the animal-assisted service in consultation with the practitioner and/or service provider  2.2 Identify the needs of the participant/s and the goals of the planned activity  2.3 Confirm the role of the handler and the animal in the planned activity  2.4 Confirm the animal has been assessed as suitable for the planned activities  2.5 Confirm and clarify planned activities for group or individual sessions and participant consent arrangements |
| 3. Plan involvement of animal in animal-assisted service | 3.1 Obtain permissions or relevant certification documentation for animal as required  3.2 Identify, minimise and control risks associated with the animal-assisted service  3.3 Ensure animal meets health, care and hygiene requirements of service provider and/or facility  3.4 Organise animal handling or transport and facility access prior to planned activity  3.5 Ensure availability of water, retreat areas and other relevant species related requirements for the welfare and care of the animal  3.6 Prepare animal for interaction with people in group or individual sessions |
| 4. Facilitate human-animal interaction | 4.1 Assess participant capacity, knowledge and experience with animals  4.2 Explain arrangements and safety procedures for interacting with animal to all team members  4.3 Facilitate human-animal bond between participant and animal, initiating activities as required to achieve goals  4.4 Monitor interactions to ensure safety of team members and animals  4.5 Ensure compliance with policies and procedures of the practitioner or service provider and relevant legislative requirements |
| 5. Monitor animal during activities | 5.1 Monitor and respond to animal body language, signals and emotional states during activities  5.2 Proactively plan stress prevention and relief strategies specific to animal species  5.3 Monitor animal to prevent burn out and fatigue from involvement in activities |
| 6. Review animal-assisted service | 6.1 Objectively assess the animal's suitability for involvement in animal-assisted service  6.2 Document human-animal interactions according to practitioner or service provider requirements  6.3 Plan exit strategy in consultation with practitioner or service provider, as required |

| Foundation Skills  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. | |
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| Skill | Description |
| Reading | * Interpret information from a range of sources and identify relevant and key information |
| Oral communication | * Use questioning, active listening and reading of non-verbal cues to support effective communication with clients and stakeholders |

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| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| ACMNEW4X5 Manage animals and facilitate human-animal interaction in animal-assisted services | Not applicable | Unit created to address an emerging skill required by industry | Newly created unit |

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| Links | Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103 |

| TITLE | Assessment requirements for ACMNEW4X5 Manage animals and facilitate human-animal interaction in animal-assisted service activities |
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| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  There must be evidence that the individual has:   * managed an animal and facilitated human-animal interaction in an animal-assisted service, in one of the following categories, on at least three occasions. * animal-assisted therapy (involving a qualified, medical or allied health worker) * animal-assisted learning (involving a learning professional) * animal-assisted activities (involving visitation services to a range of facilities)   In doing so, the individual must have:   * worked and communicated effectively as a team member * managed care of animal and organised access to facility * prepared team members for safe and supportive animal-human interactions * completed documentation and reporting requirements using industry terminology * complied with relevant regulations, policies and procedures. | |

| Knowledge Evidence |
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| 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:   * types of animal-assisted services, including: * animal-assisted therapy (involving a qualified, medical or allied health worker) * animal-assisted learning (involving a learning professional/educator) * animal-assisted activities (visitation services to a range of facilities) * overview of the types of disabilities and/or special needs of individuals that can be supported through animal-assisted services, including: * physical support * health care support * mental health support * learning support * special needs related to companionship and wellbeing * overview of human-animal bond, including: * benefits to humans and animals * influence of cultural or religious beliefs, health issues or personal preferences * strategies for initiation and reciprocation * overview of evidence-based modalities relevant to goals of participant treatment plans or therapies relevant to context * range of stakeholders, including: * practitioners - medical, health/allied health professionals; teachers/learning specialists and/or case workers * participant - student, client, patient, vulnerable individual or individual with disability or special needs * support person - family member, carer * animal handlers/trainers * organisations * role of the animal-handler in relation to: * participant care, support and safety * animal welfare and care * key features and requirements of animals used in animal-assisted services (species-specific), including: * behaviour and types of activities animals can be trained to carry out * basic husbandry care * health, hygiene requirements * zoonoses - transmission pathways, prevention and treatment * humane, low stress handling techniques * facility safety, access and care standards * service provider/practitioner and legislative requirements relating to safety, reporting, client confidentiality, privacy and consent procedures |

| Assessment Conditions |
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| Assessment of skills in this unit of competency must take place under the following conditions:   * physical conditions: * skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions * resources, equipment and materials: * live animals assessed as suitable for intended animal-assisted service required for the performance evidence * equipment and resources for the handling and/or transport of animals * relationships: * team members specified in the performance evidence.   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |

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