Modification history

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| Release | Comments |
| Release 1 | This version released with ACM Animal Care and Management Training Package Version 4.0. |
| Release 1 | This version released with ACM Animal Care and Management Training Package Version 1.0. |

| ACMCAS409 | Provide individual advice on animal behaviour management and training |
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| Application | This unit of competency describes the skills and knowledge required to develop, conduct and review behaviour management and training plans/programs for individual animals and for their owners or carers. Consultations may be conducted in one-on-one sessions with animals and their owners or carers (clients) in a variety of contexts and in suitable venues/environments.  This unit applies to individuals working in the animal industry sector where management and training is required to establish appropriate behaviour, modify undesired behaviour and provide clients with skills and knowledge to enable the client to contribute to the animal's training program. They analyse information and exercise judgement to complete a range of skilled activities and demonstrate in depth knowledge in a specific technical area. They develop and communicate solutions for a range of commonly encountered training or behaviour problems and jointly agreed goals.  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 | Behaviour and training (BEH) |

| 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. Determine client’s needs | 1.1 Obtain information from the client about the animal's history and the client's goals and expectations  1.2 Assess information provided and determine personal competency to begin and continue working with the client  1.3 Offer referral to an appropriate professional colleague with more specialised skills if the case is beyond personal expertise  1.4 Discuss options and determine management and training needs with client  1.5 Conduct an assessment of the animal, client/animal relationship and environment in which the behaviour occurs  1.6 Discuss with client proposed training and behaviour program  1.7 Prioritise short- and medium-term goals in conjunction with client |
| 2. Develop management and training plans | 2.1 Select appropriate management and training strategies to achieve behaviours appropriate for species and/or breed  2.2 Develop a management and training plan to achieve outcomes for individual animal  2.3 Consult with appropriate professional colleagues to obtain specialised advice if required  2.4 Explain management and training plan to client and obtain client acceptance to implement the program  2.5 Provide advice to client on behavioural conditioning, enrichment and maintenance  2.6 Maintain record of client communications |
| 3. Conduct training session with animal and client | 3.1 Select, prepare and use appropriate training equipment according to management and training plan and animal welfare and ethics  3.2 Conduct initial training according to current scientifically validated training methodology, animal welfare and ethics requirements  3.3 Set appropriate activities for client to implement with animal  3.4 Assist client with strategies to implement management changes  3.5 Provide client with individualised and/or general information about the session using appropriate media, in a timely manner  3.6 Maintain, clean and store training equipment according to workplace procedures and manufacturer guidelines |
| 4. Review management and training plan and conduct ongoing training and assessments | 4.1 Review progress of animal and client according to management and training plan and discuss with client  4.2 Update management and training plan in consultation with client as required  4.3 Provide training in further approximations of exercises outlined in the plan  4.4 Discuss strategies with the client to achieve and maintain longer term management and training objectives  4.5 Maintain training and client records according to workplace practices |

| 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 relating to animal behaviour and training |
| Writing | * Write clearly sequenced training plans that can be followed by clients |
| Oral communication | * Use terminology appropriate to audience when explaining animal behaviour * Use open-ended questioning, active listening, paraphrasing and summarising to determine client requirements * Sequence information logically for ease of understanding |

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| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| ACMCAS409 Provide individual advice on animal behaviour management and training | ACMCAS409 Provide training advice to companion animal owners | Title updated  Element 4 and 5 merged  Changes to performance criteria for clarity  Assessment requirements updated | Equivalent 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 ACMCAS409 Provide individual advice on animal behaviour management and training |
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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:   * provided animal management and training advice and a documented plan to three clients, incorporating: * current, scientifically validated behaviour management and training techniques * positive reinforcement strategies to achieve desirable behaviours * prepared resources and equipment required to undertake consultations * communicated effectively with each client to determine animal and client needs and to provide advice and assistance * supervised the management and training of each animal according to agreed plan * used safe manual and humane, low stress animal handling techniques and equipment. | |

| 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:   * strategies for obtaining information about the client and the animal, including: * verbal questioning and interview techniques * written surveys/questionnaires * range of qualified professionals with specialised skills, including: * behaviour veterinarian or veterinarian * physical therapist * allied health professional * range of common animal species or breed groups relevant to role or workplace * species and/or breed specific behaviour for animals the trainer is working with, including: * indicators of normal, healthy behaviour * characteristics impacting on behaviour, including age, health status and social needs * how to recognise body language and likely emotional state for species * signs of stress and the effect on behaviour and management * signs of undesirable or maladaptive behaviours * overview of species-specific animal anatomy, physiology and exercise requirements relevant to animal training and behaviour management * key concepts of animal learning theory, conditioning and training, including: * associative learning - operant and classical conditioning, including extinction * non-associative learning - habituation and sensitisation * primary and secondary reinforcers * schedules of reinforcement * desensitisation and counter conditioning * positive reinforcement training techniques and items, including for luring, targeting and shaping * overview of key features of guidelines for animal trainers, including: * Least intrusive effective behaviour intervention (LIEBI model) * Least Intrusive, Minimally Aversive Training (LIMA) * Hierarchy of Procedures for Humane and Effective Practice * formats for behaviour management and training plans * safe, low stress animal handling and humane restraint techniques and procedures * common species-specific reinforcers, shaping items, targeting items, bridging items (clicker/whistle) * principles of animal welfare and ethics. |

| Assessment Conditions |
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| Assessment of skills 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 * species-specific reinforcers, shaping items, targeting items, bridging items (clicker/whistle) * formats for behaviour management and training plans * relationships: * clients (owners/carers) as 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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