

Assistance Dog Trainers

Stakeholder Feedback Report - Drafts Available



February 2022

Draft units of competency and skill sets for the Trainers of Assistance Dogs Project were made available on the Skills Impact website for stakeholder review from 26 November 2021 to 5 January 2022. This period was extended to allow more time for stakeholders affected by COVID-19 restrictions. Please visit the website to view a full list of the documents that were submitted for consultation during this phase: <https://www.skillsimpact.com.au/animal-care/training-package-projects/trainers-of-assistance-dogs-project/>

Feedback was received from a variety of stakeholders around the country via email, the Skills Impact Feedback Hub, webinars, phone and email, as follows:

	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	National
Government Federal									
Government State									
Government Local									
Employer									
Peak Industry Body									
IRC Representative									
Regulator									
Training Board									
Registered Training Organisation (RTO)									
Union									
State Training Authority (STA)									
Other									

General note: Stakeholders of all types were contacted in each jurisdiction to both inform them of the project and to encourage them to be involved.

Feedback received during the Drafts Available period for the units of competency and skill sets that have been developed for Trainers of Assistance Dogs Project has been positive thanks to extensive input from subject matter experts in the lead up to these drafts. Changes and updates suggested by stakeholders during the Drafts Available stage have been taken on board and updates have been made to the units and skill sets to help meet the needs of assistance dog trainers. For a full breakdown of the documents available for feedback during this additional phase, please visit the Skills Impact website for copies of the draft documents along with supporting documentation to inform these changes.

Below is a summary of the feedback raised during the Drafts Available phase and how these queries have been dealt with. This involves a consideration of the information provided, views of industry stakeholders and from people who are part of the Subject Matter Expert Working Group process. Resolutions are constructed to consider the needs and views of stakeholders to the extent possible, and to comply with the Standards for Training Package 2012. The resolutions may represent a compromise on one or more stakeholder views with the aim of a workable outcome for industry, State

and Territory Training Authorities (STAs) and training providers.

Acronyms - PC – Performance Criteria, PE – Performance Evidence, KE – Knowledge Evidence, AC – Assessment Conditions, FS – Foundation Skills, SMEs – Subject Matter Experts, CVIG – Companion Volume Implementation Guide, ACM - Animal Care Management, SMEWG – Subject Matter Expert Working Group

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar feedback)

Concern that potential trainees may think that successful completion of the Introduction Skill Set would be enough for the industry to be considered fully qualified.

Participants agreed that the industry needs both skill sets because there needs to be a starting point.

Additional Stakeholder Support: Employer - NSW x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for your feedback. The following statement was added to the Pathways Information of ACMSS000X5 to denote this - 'Given that this is an introductory skill set, its successful completion does not qualify a candidate to instruct assistance dog handlers.'

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Suggestion to include ACMBEH302 Provide enrichment for animals in this Skill Set

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1, Peak Industry Body - National x 1

Consideration and Proposed Resolution: Noted

Thank you for your feedback. This unit was discussed with the SMEWG but found to be unsuitable because in the performance evidence there is a requirement to provide an enrichment program for two different species. The units in this skill set are only about dogs. The concept of enrichment is included in the Assistance Dog units and there is also extensive information about this in the User Guide.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Foundation Skills - Reading:
How will the trainer safely store this information? ext.hard drive/ cloud storage/

Consideration and Proposed Resolution: Noted

Thank you for the feedback. The unit does not denote how information should be stored because that would make it too prescriptive. Instead, storage of the information would be undertaken according to workplace requirements as part of the documentation requirements in PC 4.2. (The workplace requirements would determine the storage methods).

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Foundation Skills - Reading:respecting all privacy legislation

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. "Respecting privacy" has been added to the FS statement.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re PC 1.1 needs # capabilities. So medical advice should also include what medically handler can/cannot do as to safeguard their future health. And respect privacy of handler!

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PC 1.1 incorporates referral from a health care professional to establish needs while incorporating privacy.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Knowledge Evidence ' dog breeds...'
Dog Breeds - important as they have the dog to ensure handler is totally up to date with breed characteristics - eg 'terrier nature', 'sheep dog nature' etc - all strong inbred behaviours that can affect the dogs performance in public.

Consideration and Proposed Resolution: Noted

Thank you for the feedback. Knowledge of characteristics associated with breeds is included in the other Assistance Dogs units. Most SMEs asked for it not to be included in this unit because it is not relevant to selecting equipment.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re PC 4.1 Confirm that the handler is content with the chosen equipment - Is 'content' the right word for this purpose?

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Word changed to 'satisfied'.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re Knowledge Evidence - equipment list:

In this section, if we are talking toys, markers/clickers etc. should we also include food, food delivery systems and storage or carriage on the trainer/handler. Food can be used to teach behaviours but then needs to be phased out so this knowledge on how to achieve this would be critical especially when conditioning some task work.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Treat pouches added to KE. Details about phasing out behaviour is in the User Guide and references to it are made in the other units.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re Assessment Conditions: personal protective equipment (PPE)

Handlers usually wear whatever clothing they are able to comfortably utilise. Handlers could require to carry clean up kits and possibly water but you would also want to ensure they are aware of unsafe and other PPE. Trainers on the other hand would need to consider PPE in certain training environments such as hats, long sleeved clothing, sunscreen, sunglasses etc. Maybe could also include carriage of water for themselves and dog and clean up kits for accidents or spills.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. There was a lot of discussion about PPE. SMEs agreed that in the true sense of its meaning it is not required; therefore, it is included as a second level bullet point in the AD units under 'equipment...' 'as 'PPE. if required'.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re Foundation Skills section:

Definitely need to include ensuring to take into consideration privacy requirements. As trainers we need to only utilise information that is relevant to the training and the client's needs.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Consideration to privacy requirements added to FS.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re Knowledge Evidence - 'dog breeds and associated behaviours that make them desirable as assistance dogs':

Would agree that this is definitely relevant to the unit as knowledge on dog breeds and associated behaviours is as relevant as sound temperament. Without this knowledge, would it be too easy for people to choose from childhood experience or some other bias the incorrect dog that would be unsuitable for their needs.

Consideration and Proposed Resolution: Noted

Thank you for the feedback. This language has not been included in this unit because this unit is specifically about equipment. However 'dog breeds' -related information has been included in the other units.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re Assessment Conditions - specifications:

"workplace policies and procedures?"

workplace of the assessor/trainer?

workplace of the handler?

Consideration and Proposed Resolution: Noted

Thank you for the feedback. "Workplace policies and procedures" covers any workplace policies and procedures of the assessor/trainer.

This relates to Element 4.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re Performance Evidence:

I think - trialed not trailed

- unclear sentence

does it mean -

Assessed, trialed and documented two different types of equipment which may be suitable for four assistance dog handlers with different needs?

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Yes, this is a spelling error which has now been corrected.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re PC 2.4

Identify circumstances (which may include age/weight/size of assistance dog or assistance dog in training or changes in handler's capabilities or requirements) where changes to assistance dog's equipment may be required.

Consideration and Proposed Resolution: Noted

Thank you for the feedback. All PCs in Element 2 cover these requirements. In addition, Knowledge Evidence includes the following statement, which should also cover these areas: "relevant dog physiology and how to use/fit equipment humanely and safely according to the dog's physical attributes"

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re Assessment Conditions - physical conditions:

workplace conditions?

of the assessor/trainer or the handler?

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Statement changed to "skills must be demonstrated in an environment that accurately represents assistance dog training workplace conditions, with live or mannequin dog."

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Assessment Conditions:

'personal protective equipment (PPE) - Delete? feedback to date has indicated that there is no need for handler to wear PPE - is this accurate?

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PPE deleted from AC.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Knowledge Evidence:

first dot point - 'legislation... Disability Discrimination Act (DDA)..'. - Naming the Act makes the unit redundant if the Act is changed

'dog breeds and associated... as assistance dogs' - Is this relevant to the unit?

'equipment...including:

- collars/head haltis/martingales - Is a Halti a brand of dog head collar or a generic term?

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Name of act removed, with references added to User Guide instead.

The "dog breeds" point has been removed as the relevant aspects of dog breed and equipment requirements should be covered in the following bullet point "relevant dog physiology and how to use/fit equipment humanely and safely according to the dog's physical attributes."

Reference to Haltis/Halti is being clarified during the Validation process, as mixed reports have been given.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Include trialling the use of equipment with the handler and the assistance dog.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Extra element added to include trialling equipment.

Assessment Conditions

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Under 'relationships': noted that often a dummy dog is used for equipment. Delete 'dog' from this section.

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. "Dog" deleted from relationships and the following statement has been added under Physical Conditions: "skills must be demonstrated in an environment that accurately represents assistance dog training workplace conditions, with live or mannequin dogs".

Knowledge Evidence

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Add treat pouches and information about methods for assessing daily food allowance to the User Guide

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Treat pouches added to KE and info regarding food allowance has been added to the user guide.

Performance Evidence

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Performance Evidence

Suggest: 'assessed, trialled and documented four handlers' dog assistance equipment requirements with two different types of equipment.'

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PE has been updated to:

"There must be evidence that the individual has assessed, trialled and documented four handlers' dog assistance equipment requirements with two different types of equipment."

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Add appropriate desensitisation and socialisation of equipment (also may need to add to a PC)

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Desensitisation and socialisation of equipment added to KE and reference to evaluating the handler's use of equipment is in PC 3.4.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re PC 2.1 Risk Assessments can be very detailed & possibly beyond the scope of a dog trainer. Normally completed by a certified OT. Beware of detailed risk assessments if something was to go wrong. Litigation!

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PC 2.1 amended to: "Discuss environmental risk assessment issues for functions associated with the prospective handler's care needs" to limit the requirements as advised by SMEWG.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Knowledge Evidence:
No mention of risk assessment in KE

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. 'Risk assessment liaison requirements' added to KE.

Organisation Type: Registered Training Organisation, STA

Coverage: VIC

Stakeholder Comments:

Re PC 2.1: Agree with 1691, could assess risk assessment documentation provided by handler, from an approved professional.

Also why environmental, not consistent within the document.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PC 2.1 amended to: "Discuss environmental risk assessment issues for functions associated with the prospective handler's care needs" to limit the risk assessment requirements of trainer, and "environmental risk assessment liaison requirements" added to KE for consistency.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re entire unit:
I would assume that this unit is done before the one on the equipment as this is a foundation unit to the relationship and action plan for the handler team.

It seems that it is taken that a 'suitable' dog is there to work and train with?? I think this is a key part of having the right team to work with - the dog breed needs to be suitable to do this kind of work.

Consideration and Proposed Resolution: Noted

Thank you for the feedback. The order of unit completion is not mandated and it is up to RTO to determine the appropriate order for its learners.

A new Element 4 has been added to address and consider the needs of the dog and its suitability as an assistance dog. This includes taking into consideration the dog's breed, its temperament etc. and whether they are a good match for the prospective handler.

There is also reference to dog breed traits in KE.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re PC 2.1

Trainers need to have an understanding for training purposes of the handler's environmental care needs however this should be done by professionals and the information provided to the trainer to the relevant care requirements. (2.1)

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PC 2.1 amended to: "Discuss environmental risk assessment issues for functions associated with the prospective handler's care needs".

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re Knowledge Evidence - 'satisfying minimum standards around police check, alcohol issues, history of violence and fence height: Are we able to legally delve into potential clients or handlers alcohol issues, history of violence and police checks. Would this add a whole dimension of totally different requirements for us as trainers or organisations? Fence height regulations and adherence is a must as there are many different requirements in many different LGA's

Consideration and Proposed Resolution: Noted

Thank you for the feedback. "Satisfying minimum standards around police check, alcohol issues, history of violence and fence height" is in the Knowledge Evidence under a bullet heading of "factors that indicate that a prospective handler is able to care for an assistance dog". Learners are required to only have a knowledge of how these factors (e.g. alcohol issues) can impact a handler's ability to care for an assistance dog.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re PC 2.3

Whilst this would be covered by other professionals, the dog training side of it also holds high levels of responsibility for both dog and handler in this situation. The interview process and professional interaction with other support professionals would be needed to ensure this is done correctly.

Consideration and Proposed Resolution: Noted

Thank you for the feedback. It is accepted that other professionals may be involved as well.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re Element 2 and PCs 2.1, 2.2, and especially 2.3

I have difficulty with this element around risk assessments but particularly point 2.3.

I think this is potentially crossing into medical/ psychological assessment and well out of the scope of dog trainers. There could potentially be huge welfare - and legal - ramifications of a trainer giving a negative assessment? I don't think this assessment should fall to a dog trainer.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback.

The risk aspect has been toned down in this unit.

Note that one of the main purposes of this unit is to determine if an handler would benefit from an AD. Can discuss further at validation but SME advice has been that this unit would be greatly diminished if Element 2 is not included.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re Element 3:

It could be useful to discuss the suitability of certain dog breeds in the context of the dog being able to meet the handler's needs eg small dog shouldn't be considered for brace work etc

Different breeds have different physical/ emotional/social / grooming needs.

An assessment could include identifying the handlers needs and potential suitable dog breeds (general guidance based on suitable size, exercise requirements, grooming needs etc)

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Almost all SMEs did not want to go into which dog breeds are suitable because they said that it's often dependent on the handler/AD team.

However, updated PC 1.4 now does touch on this topic, and a point on dog breeds and breed types and associated characteristics is in KE.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Performance Evidence:

'assessed and documented...for the dog' - As per the comments in the consultation workshop, this requires rewording for clarity

Consideration and Proposed Resolution: Adopted

Thank you for the feedback.

PE has been reworded for clarity:

- assessed and documented four prospective handlers' with at least two different personal care support requirements, with a view to determining an assistance dog's suitability in meeting prospective handlers' needs and prospective handlers' ability to care for and provide a good lifestyle for the dog
- one of the two different person support requirements must include a prospective handler with declining and/or fluctuating functionality.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Knowledge Evidence:

'legislation/regulations, including the Disability Discrimination Act (DDA)...' - Naming an Act can be problematic if the Act changes - perhaps describe as 'current disability discrimination legislation'.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Reference to DDA has been removed.

Knowledge Evidence

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

KE: add 'grooming' and 'pet insurance' under 'financial capability'

Add 'awareness of' to human disability

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Both additions made - "grooming" added under financial capability, and the first KE bullet point updated to "awareness of human disability..."

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

add 'dog breeds or breed types and associated behaviours.....' to KE

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Added 'dog breeds or breed types and associated behaviours...' to KE

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

PE add 'Assessed prospective handlers assistive needs' (and ensure it cross references to PCs)

Additional Stakeholder Support: Employer - ACT x 1, Employer - NSW x 2, Employer - TAS x 1, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PE now includes "prospective handlers' needs" and is cross referenced with Elements 1, 2 and 4.

Performance Criteria

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Is contingency planning incorporated in this unit? For instances such as if the handler has to go to hospital, i.e., to make arrangements for the AD to be looked after if the handler is away.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Contingency planning added to PC 3.1: 'Discuss an assistance dog's needs with the prospective handler, including contingency planning for the dog's care when required.'

KE added: 'contingency planning for the care of an assistance dog in a temporary handler separation circumstance'.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Under Element 1- add a PC on 'Assessing expectations' – time expectation, journey, what's involved, the benchmarks. Discussion ensued about the human/ AD bond, noting that sometimes a dog or AD have a bond but the dog is not suited to public access. Need to draw attention to the limitations of AD assistive behaviour. Also, noting individuality (dogs and people). Participants agreed that the bond is more important than the possible assistive tasks. If there is no bond with a dog, the handler should not have an AD

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PC 1.4 added: Assess prospective handler's expectations, noting limitations of an assistance dog's assistive behaviour and discuss human/assistance dog bond.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Performance Criteria 4.3: Mixed opinions about the inclusion of NDIS requirements because that would require a unit in itself and another SSO is already developing a unit on this. Information could be included in the User Guide instead. The participants also did not see the need for a specific NDIS unit. Deleted PC 4.3

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Direct reference to NDIS removed and are included in the User Guide as advice.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

PC 4.2 add 'if required' after reference to 'public access' (because some dogs may meet the emotional needs of handlers without the requirement for public access.

Additional Stakeholder Support: Employer - ACT x 1, Employer - NSW x 2, Employer - TAS x 1, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. "If required" added in reference to public access.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Participants suggested changing 'conducting risk assessment' to 'liaising on risk assessment' Suggest delete PC 2.1 that refers to conducting an environmental risk assessment and amending PC 2.2 to 'Liaise with the prospective handler regarding risk management'. Add 'risk assessment liaison requirements' to KE.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PC 2.1 amended to the following to reduce risk assessment requirements: "Discuss environmental risk assessment issues for functions associated with the prospective handler's care needs" and "risk assessment liaison requirements" added to KE.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

an element be added on the dog's suitability as an AD

Possible new Element 4: Determine if a dog is suitable as an assistance dog

- PC 4.1 Determine if being an assistance dog is in the welfare interests of the dog
- PC 4.2 Determine if a dog's temperament, needs, health, capability and behaviour are suited to a handler's assistive requirements and public access

Additional Stakeholder Support: Employer - ACT x 1, Employer - NSW x 2, Employer - TAS x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Element 4 added to address the dog's suitability as an assistance dog, as suggested.

Performance Evidence

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Suggested new wording for PE:

'Assessed and documented four prospective handlers' with at least two different personal care support requirements, with a view to determining an assistance dog's suitability in meeting prospective handlers' needs and prospective handlers' ability to care for and provide a good lifestyle for the dog. One of the two different person care support requirements must include a prospective handler with declining and/or fluctuating functionality.'

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback.

PE wording has been updated, and will be checked and discussed further during validation to ensure clarity:

- assessed and documented four prospective handlers' with at least two different personal care support requirements, with a view to determining an assistance dog's suitability in meeting prospective handlers' needs and prospective handlers' ability to care for and provide a good lifestyle for the dog
- one of the two different person support requirements must include a prospective handler with declining and/or fluctuating functionality.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Performance Evidence:

Wording is wordy and confusing. Instead of 'one declining prospective handler' change to 'one prospective handler with declining and/or fluctuating or changing functionality'.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PE wording has been updated and will be checked and discussed further during validation for clarity:

- assessed and documented four prospective handlers' with at least two different personal care support requirements, with a view to determining an assistance dog's suitability in meeting prospective handlers' needs and prospective handlers' ability to care for and provide a good lifestyle for the dog
- one of the two different person support requirements must include a prospective handler with declining and/or fluctuating functionality.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re PC 2.5:

Agree with 1101 and suggest PC 2.5, 2.2 bonding/understanding dog behaviour and welfare needs should be separate element.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Element 2 has been amended so as to only address bonding/understanding dog behaviour and welfare needs of dogs.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re PC 3.3:

what are 'AD legal obligations'? does this pertain to DDA92?

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Legal/regulatory requirements are addressed in PC 1.3 and they mainly refer to DDA. However, SMEWG advice was to refer to the requirements generically without referencing the Disability Discrimination Act (DDA) to remain flexible and future-proof the unit. Details about DDA are in the User Guide.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Foundation Skills Reading and Writing:

Agree with 1101 and element 1 does not require this level of detail, suggest adding in PCs with a focus on human health conditions and physical disabilities. Also why debilitating, not mentioned in any other part of the document?

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to debilitating health conditions removed from the PCs and Foundation Skills sections.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re entire unit:

size of breed affects how to train and what dog can do. Also believe there should be an age limit - the older the dog the less potential for success.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PC 1.2 addresses factors such as dog breed and age in building a training plan. It reads:

1.2 Develop training plan based upon identified needs, dog breed traits, age of the dog, animal welfare guidelines and dog training tasking protocols

Dog breed is also referenced in KE in this unit. Reference to age of a dog is also addressed in ACMADT4X5 and in the User Guide.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Element 2:

would recommend that 2.5 becomes 2.1 and therefore us moved up to first place. Learning will only happen end result if there is a bond between handler and dog. Hence why good 'handler trained dogs' have a higher success rate than 'trainer trained dog' - which may have higher skills, but no or limited bond and therefore not produce the goods. The bond is a link pin for all else!

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. 'Conducting instruction' is now in Element 3 and the order of the PCs has changed as suggested.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Foundation Skills - Reading: Research should this part not be done earlier - eg before a training plan is prepared?? the current and future health conditions of handler affect training and future outcomes. Think this part should be moved to the unit where the medical info is supplied about the handlers' condition.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. The majority of stakeholders have agreed that the FS point on research is not required so it has been deleted.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Performance Evidence:

Ideally one to one - and ideally with handlers with different needs and different size dogs and breeds. That will show a wider depth and understanding than doing something in group format.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Reference to group training has been deleted.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Knowledge Evidence - 'training considerations...':

Focus is also a key here - better learning happens in 5x3 mins then 3x5 mins training. Training / play / rest need to be adjusted to handler teams' disabilities and focus levels.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. "Dog focus levels" added to KE bullet 7.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re PC 3.4

Including State and Federal legislation requirements 3.4

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Reference to legal obligations is now in PC 4.3 and the User Guide elaborates on state and federal legislation.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Performance Evidence:

conducted 'two sessions instructing two different handlers to train two different assistance dogs'...

Requires rewording needed for clarity

Consideration and Proposed Resolution: Adopted

Thank you for the feedback.

PE reworded to:

There must be evidence that the individual has:

- instructed two different handler/prospective assistance dog teams during two sessions
- in each session, provided instruction in suitable methodologies and practices and response to human verbal or visual cues in order to respond to specific human disabilities
- researched and maintained resources relating to training assistance dogs for four specific disability traits.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Knowledge Evidence:

'capabilities and limitations of the handlers' - Capabilities and limitations of handlers in relation to ??

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. This refers to the health limitations of handlers with "health" added to the KE point for clarity.

Assessment Conditions

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

Retain PPE in AC

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. In further discussion with additional SMEs it was agreed that reference to PPE would be in KE under equipment:

"personal protective equipment (PPE) for handler if required."

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

Relationships: participants questioned that 'dogs' is listed in this section. Suggestion to add 'using live dogs' to 'skills must be demonstrated in an environment that accurately represents workplace conditions with live dogs'.

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Assessment conditions have been updated to:

- skills must be demonstrated in an environment that accurately represents assistance dog training workplace conditions with live dogs

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

Participants thought amount of information was acceptable in Knowledge Evidence.

Additional Stakeholder Support: Employer - ACT x 1, Employer - NSW x 2, RTO - NSW x 1, Employer - QLD x 2, Employer - TAS x 1, RTO - VIC x 1

Consideration and Proposed Resolution: Noted

Thank you for the feedback. KE points retained.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

Q - is negative punishment acceptable?

A - Reference to four quadrants of training discussed. Participants felt that the KE point on "theoretical principles of dog training" covers it. Participants do not like 'negative reinforcement'.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Negative reinforcement is not acceptable and references to it have been deleted.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

Participants noted that references to 'verification of competency (VOC)' in PC 2.5 and in KE should be changed to 'alerts' because VOC in dog training refers to 'volatile organic compound'.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. VOC amended to "alerts"

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

Dog breed point in KE will be expanded to 'dog breeds or breed types and associated behaviours.....'

Dog age can be addressed in User Guide.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. KE point amended to "dog breeds or breed types and associated characteristics and temperaments that make them desirable as assistance dogs."

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

New Element to be added on understanding and bonding, and 2.2 and 2.5 added to the new element.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. The following PCs have been added to the new Element 2:

2.1 Discuss dog welfare with handlers including how to detect fear and anxiety in dogs

2.2 Instruct the handler in suitable methodologies that encourage the dog's instinct to bond with the handler and respond by displaying alerting behaviour

Performance Evidence

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

Attendee asked: Should the Performance Evidence specify one to one training and group training?

Other webinar participants said it should be on a one-to-one basis, and all agreed.

Discussion ensued as to whether assessment should be for 2 different disabilities or two different human deficits, with examples of disability and dog assistive behaviour can be in the User Guide.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

As discussed, feedback from additional stakeholders and SMEs indicated that all handler instruction should be on a one-to-one basis.

Performance Evidence has been re-written to clarify requirements:

There must be evidence that the individual has:

- instructed two different handler/prospective assistance dog teams during two sessions
- in each session, provided instruction in suitable methodologies and practices and response to human verbal or visual cues in order to respond to specific human disabilities
- researched and maintained resources relating to training assistance dogs for four specific disability traits.

Examples of disability are included in the User Guide.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

Q - 'Researched and maintained resources relating to training assistance dogs for four specific disability traits'

A - Agreed

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the confirmation.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Feedback during consultation webinar)

Participants suggested clarification of wording: 'Conducted two sessions instructing two handler/assistance dog teams' or 'handler and their prospective assistance dog'

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback.

PE has been reworded for clarity:

"There must be evidence that the individual has:

- instructed two different handler/prospective assistance dog teams during two sessions
- in each session, provided instruction in suitable methodologies and practices and response to human verbal or visual cues in order to respond to specific human disabilities
- researched and maintained resources relating to training assistance dogs for four specific disability traits."

ACMADT4X5 Train dogs using operant and classical conditioning techniques

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Application 'to become an assistance dog':

Really concerned that suitability of the dog is determined separately from the handler. The handler 'team' is what will benefit from training.

Also you would determine needs of handler, assess dog - if they have one - otherwise together with dog determine what would be a suitable breed to work with.

Next step would be development of the bond and only then can work start to be results effective.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to Assistance Dog have been deleted from this unit. It now relates generically to training dogs in operant and classical conditioning.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re PC 4.1: Confused and concern here - say these dogs are not handled by ASD handler - does this then not lead to 'trainer trained dogs' - where they may learn skills but may not deliver to all handlers - depending on bond??

Point 4 should be included where suitability of the dog for/with the handler to help reduce or mitigate disability is the right one.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to Assistance Dog have been deleted from this unit so this PC no longer included. Unit now relates generically to training dogs in operant and classical conditioning.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Performance Evidence 'determined if one dog is suitable...': Again, confused - see comments above re this 'determination' re suitability on a group environment.

Suitability is applicable between handler and dog only. Not every dog/breed is suitable for the same handler.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to Assistance Dog have been deleted from this unit so this PE no longer included. Unit now relates generically to training dogs in operant and classical conditioning.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re PC 5.1 imperative as future handler depends on health of their dog to help them. So all these things contribute to achieving that. Preventative health checks should be included as well.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PC 5.1 is now PC 4.1 and references to discussing dogs lifestyle and needs have been retained.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re Application - first paragraph:

If we adopt this thought that handlers can make any dog suitable for an assistance dog, is there need for an assessment situation in other parts of this course? Secondly, would this also negate unsound in temperament dogs being excluded or dogs that have severe behaviour problems also being excluded as a handler may feel they are capable to get those dogs through. Would this not put extreme risk into the hands of inexperienced people should there not be some pre-requisite for suitability or should it simply be maybe a handler could get any dog through? We also need to keep in mind this training course is for novice people that wish to enter the industry as well as experienced trainers. On rare occasions there are definitely dogs that can turn out to surprise however this is a very limited situation rather than a usual situation and the risks are high.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to Assistance Dog have been deleted from this unit. It now relates generically to training dogs in operant and classical conditioning.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re Element 5 and PCs 5.1 and 5.2:

Believe both 5.1 & 5.2 are extremely important especially considering this course will be for self trained and trainers. Would also include preventative health checks.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PC 5.1 and PC 5.2 are now PCs 4.1 & 4.2 and references to discussing dogs lifestyle and needs have been retained.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re Performance Evidence:

PE 4 dogs is enough for a group class situation.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Reference to 4 dogs retained.

PE updated to:

"There must be evidence that the individual has:

- used operant and classical conditioning techniques to train a total of four dog/handler teams assessing one behaviour in two sessions, ensuring progress in suitable methodologies, public access and response to human verbal and visual cues
- discussed maintenance of health and welfare of dogs with four dog handlers
- maintained records of dog training processes and progress in all of these instances."

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re Application first paragraph 'become an assistance dog':

I agree with 1101. A dog can't be assessed as NOT suitable as an AD separate from the handler.

At best a dog could be assessed as potentially suitable or potentially not suitable.

A lot depends on the handler's needs and the bond the dog and handler form.

Dogs you mightn't consider suitable sometimes turn out to be ideal for a particular handler.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to Assistance Dog have been deleted from this unit. It now relates generically to training dogs in operant and classical conditioning.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re Performance Evidence 'a group of four dogs on two different occasions...':

I'm confused why PE would be achieved by training a group of four dogs on two occasions.

I think a better assessment would potentially be evidence of training four different dogs being trained with two different tasks or on two occasions showing progress in training

or

two different dogs being trained four different tasks or on four different occasions, showing progress in training

Consideration and Proposed Resolution: Adopted

Thank you for the feedback.

PE updated to:

"There must be evidence that the individual has:

- used operant and classical conditioning techniques to train a total of four dog/handler teams assessing one behaviour in two sessions, ensuring progress in suitable methodologies, public access and response to human verbal and visual cues
- discussed maintenance of health and welfare of dogs with four dog handlers
- maintained records of dog training processes and progress in all of these instances."

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re PC 4.1 should it be assess the dog's ability to perform the tasks...

At the point of assessing a dog's potential suitability to be an assistance dog - you probably won't be able to observe the dog's ability to benefit a handler in early stages of training.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to Assistance Dog have been deleted from this unit. It now relates generically to training dogs in operant and classical conditioning.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Element 5 Discuss maintenance of health and welfare of dogs:

This does seem to be a step beyond dog training as per the application of this unit

Consideration and Proposed Resolution: Noted

Thank you for the feedback. Discussion with SMEs on this issue showed that the majority felt that it is important for the dog trainer to discuss maintenance of health and welfare with owners. This is now in Element 4. Reference to this has been added to the Application and PE.

Organisation Type: Employer

Coverage: QLD

Stakeholder Comments:

Re PC 4.2 Assess existing and potential hazards associated with assistance dog activity and determine if a dog would be receptive to training that adjusts their behaviour to mitigate hazards:

Can you please explain what you are meaning by this question? Can you give an example for our clarification please? Then we will be able to give relevant feedback.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. This PC has been deleted. References to Assistance Dog have been deleted from this unit. It now relates generically to training dogs in operant and classical conditioning.

Assessment Conditions

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Retain PPE in AC

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PPE has been retained in KE under 'equipment' if required because there were mixed opinions on what constitutes PPE.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Element 5 does not belong in this unit because this unit is just about training dogs in operant and classical conditioning not discussing dog welfare needs. Developer discussed a possible solution would be to broaden this unit (title and Application) to incorporate 'providing handlers with advice).

Terminology: Classic and operant conditioning should not be classic and operant dog conditioning.

Additional Stakeholder Support: Employer - ACT x 1, Employer - NSW x 2, Employer - TAS x 1, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Discussion with SMEs on this issue showed that the majority felt that it is important for the dog trainer to discuss maintenance of health and welfare with owners. This is now in Element 4. Reference to this has been added to the Application and PE.

General

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Q - Should dog training be in a group?

A - Participants said it should be optional. This will be reflected in the Application, PCs and PE.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Training dogs in a group is optional as reflected in the Application and PE.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Q - Should this unit only apply to training assistance dogs?

A - Participants said that this unit should apply to all dogs (not just assistance dogs)

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to Assistance Dog have been deleted from this unit. It now relates generically to training dogs in operant and classical conditioning.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Q: should we change this unit to incorporate handler?

A - Yes this unit will include more info about the handler with the dog.

Noted that there should be 2 aspects to assisting the dog and handler team: training the dog and training the handler with the dog.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References are to dog/handler team.

Knowledge Evidence

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Add "age of dog" to KE

Additional Stakeholder Support: Employer - ACT x 1, Employer - NSW x 2, Employer - TAS x 1, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Age of dog added to KE.

Performance Criteria

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(feedback consultat webinar)

Q - 'It is not the dog instructor's role to make provision for dogs' nutritional, housing and veterinary needs so Performance Criteria references to that are in the context of 'discuss dogs' needs with the owners.' Is this acceptable

A - YES

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Agreement was reached that discussion with handlers about health and welfare should be included in this unit.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Total 4 dogs.

Question 'group pf 4 dogs ' – change to total of 4 dogs, assessing one behaviour in two sessions ensuring progress, i.e., evidence of progress but not four tasks. ('behaviour' is referenced in PC 1.1).

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. PE now states 'total of 4 dogs'

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

or train 4 dogs individually

Are 4 dogs enough for a group class? Yes

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Total of 4 dogs retained for Performance Evidence.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

'Determined if one dog is suitable to become an assistance dog

Delete – not relevant here

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to Assistance Dog have been deleted from this unit. It is relates generically to training dogs in operant and classical conditioning.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Typo - Maintained records of dog training processes and progress in all of these instances.'

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Typo corrected in PE.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

delete reference to AD

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. References to Assistance Dog have been deleted from this unit. It now relates generically to training dogs in operant and classical conditioning.

ACMADT5X1 Train dogs in specific and complex tasks

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re PC 2.3 'handler' here is the ultimate handler team member or a trainer / volunteer as equipment will be different due to circumstances.

Consideration and Proposed Resolution: Noted

Thank you for the feedback. The 'handler' in this PC refers to the owner. As advised by the SMEWG, "Handler" is the terminology that has been adopted throughout.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Application - '... individual or group classes to...'

Group environments may be beneficial for social skills training and correct behaviour around dogs - on or off leash - as this will happen in the real world, but rest should be one to one to get best outcome for handler team.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Changed to individual training.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re PC 1.4 believe this can only be done one/one unless this goes back to 'trainer trained dogs', which can have a high waste factor due to lack of bond.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Changed to 'one to one' training.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re PC 3.5 could refer to basic obedience training skills and that would make the unit more relevant and also more appropriate for group training?? Does this issue needs clarification as at the moment the unit tries to do more things - and some that may not work??

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. This unit has now been changed so that it does not refer to group training, which should make this PC more appropriate.

Organisation Type: Employer

Coverage: VIC

Stakeholder Comments:

Re Element 3:

Part 3 seems to be more or less a copy of standard conduct companion animal group training classes and related to the ASD this could be seen as a basic requirement, helps with socialisation and basic commands. But extra skills can only be tailored and taught one/one.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Element 3 has been broadened beyond basic socialisation, and the unit is no longer catered to group training.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re PCs 3.1, 3.2 - remove references to 'class' and 'group'.

see comments for 2.1, 2.2 above

this reads like requirements for general training classes but with the words 'complex tasks' included

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Removed references to "class" and "group".

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re Performance Evidence:

* see other comments regarding 'group of dogs' (two or four).

Rather evidence of training at least two different dogs either on two different occasions, showing progression of training or two different dogs showing training of different tasks

Consideration and Proposed Resolution: Adopted

Thank you for the feedback.

Removed reference to group.

PE re-worded to:

There must be evidence that the individual has:

- used operant and classical conditioning techniques to train two dogs on two different occasions in suitable methodologies and practices and response to human verbal and visual cues in one specific task and three complex tasks
- maintained records of dog training processes and progress in all of these instances.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re Performance Evidence:

definition of 'complex tasks'

difference from specific task?

confused: are two dogs on two different occasions to demonstrate one specific and three complex tasks on both occasions?

Consideration and Proposed Resolution: Noted

Thank you for the feedback. Details about specific and complex tasks are in the User Guide, and the updated language in the PE should make the requirements clearer. SMEs agreed to retain reference to both 'complex' and 'specific' tasks in this unit.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re PC 1.4 remove the word 'class'. Re PC 1.5 class environment isn't ideal for assistance dog training, unless ONE AD is being assess for reactivity around other dogs then the use of a suitable venue/location would be relevant

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Removed references to 'class'.

Organisation Type: Peak Industry Body

Coverage: National

Stakeholder Comments:

Re PCs 2.1 and 2.2 remove references to 'class'.

class settings are often not suitable for training complex tasks;

if someone wants to train in a class setting they can (try) but this implies training WILL be done in a class setting.

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Removed references to 'class'.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re PC 3.4 Use operant and... as require' and PC 3.5 Use operant and classical... to perform specific tasks' - Do any of the tasks here double up on the prerequisite unit?

Consideration and Proposed Resolution: Noted

Thank you for the feedback. Discussion with SMEs on this point resulted in retaining these PCs as they're seen as an expansion of what is in the prerequisite unit.

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Re Knowledge Evidence:

'operant and classical dog conditioning techniques' - Is this KE item needed given the pre-requisite unit?

'biosecurity requirements' - KE item needs to be more specific to the task. Also this KE is in the pre-requisite unit

Consideration and Proposed Resolution: Noted

Thank you for the feedback. Discussion with SMEs on this point resulted in retaining this point in KE to add strength to its importance.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Q - Should this unit only apply to training assistance dogs?

A - Yes

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Q - Should dog training be in a group?

A - No. One to one training only for AD complex tasks

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Changed to one to one training.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Participants requested that all references to 'classes' be changed to 'sessions'

Additional Stakeholder Support: Employer - ACT x 1, Employer - NSW x 2, Employer - TAS x 1, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. All references to "classes" have been changed to "sessions".

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Q - Do we need to say 'specific task' in title, given that the complex tasks incorporate specific tasks?

A - Yes, we do. 'specific identifiable tasks' is a term that is commonly used in reference to dog training. Stakeholders asked that PE be changed back to how it was to reflect this.

Additional Stakeholder Support: Employer - ACT x 1, Employer - NSW x 2, Employer - TAS x 1, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Discussion on this point resulted in the retention of these terms. There are examples of specific and complex tasks in the User Guide.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Participants thought it was not necessary to say 'one specific task' because 'three complex tasks' include specific tasks. Other wording to consider is 'chain of behaviours. Specific examples can be in the User Guide

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback.

SMEs agreed with the current PE terminology:

There must be evidence that the individual has:

- used operant and classical conditioning techniques to train two dogs on two different occasions in suitable methodologies and practices and response to human verbal and visual cues in one specific task and three complex tasks
- maintained records of dog training processes and progress in all of these instances.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Maintained records of dog training processes and progress in all of these instances.' Agreed

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Typo in PE corrected.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

Q - Should this unit have ACMADT4X5 as its prerequisite unit?

A (from attendees) YES

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. The prerequisite unit remains.

General Feedback

Qualification

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Webinar feedback)

Participants noted that the AD units are best suited to be in ACM40321 as a specialist stream (with a selection of 4 out of the 5 units).

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for your feedback. The 'Trainers of Assistance dogs' specialist stream has been created in ACM40321, allowing a selection of 4 units.

Qualifications and Specialisation

Organisation Type: Registered Training Organisation

Coverage: VIC

Stakeholder Comments:

Regarding the placement of units within qualifications. All units should be added to at least one ACM qualification ACM40321 Certificate IV in Animal Behaviour and Training and/or in ACM40121 Certificate IV in Animal Regulation and Management as electives.

Regarding the creation of a specialisation. Both qualifications ACM40121 and ACM40321 are relatively recent (published 12/04/2021) but are already on the scope of training providers. Adding new units as a specialisation group to a qualification will affect the wording of the qualification packaging rules and therefore puts the change in the major change category (new code). Need to consider impacts on those training providers with the course on scope as well as those in the process of applying for scope.

Consideration and Proposed Resolution: Adopted

Thank you for your feedback. All new Assistance Dog units have been added to a specialist elective stream in ACM40317 Certificate IV in Animal Behaviour and Training. Consideration was given to implementation issues and the impact on RTOs has been minimised because the revised qualification is equivalent to ACM40321. The impact to wording in the Packaging Rules has also been minimised as there are separate rules for the specialisation.

Organisation Type: State Government

Coverage: WA

Stakeholder Comments:

We note there will be no orphan units of competency from this project, as the five new units are proposed for inclusion as electives in ACM40321 Certificate IV in Animal Behaviour and Training and/or in ACM40121 Certificate IV in Animal Regulation and Management.

With the units proposed to be included in the qualifications, both Skill Sets pathways information state:

These units of competency build on skills and knowledge attained in ACM40121 Certificate IV in Animal Regulation and Management and ACM40321 Certificate IV in Animal Behaviour and Training.

Consideration and Proposed Resolution: Adopted

Thank you for your feedback. As noted, all new Assistance dog units have been added to a qualification - there are no orphan units. Skill Set pathways language has been updated to refer to 'providing credit towards' the identified qualifications, rather than 'building on' those qualifications (which could imply the qualifications are required to be completed prior to the skill set, which is not the case).

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(webinar discussion)

RE: Terminology - Coach or instruct handlers?

Participants noted that it can be contextual but generally language such as 'instruct handlers' and 'train dogs' is suitable.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. Instruct handlers and train dogs is the accepted language used in the units so terminology has been used accordingly throughout the components.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

(Webinar feedback)

Originally mixed opinions as to whether terms such as dog work/life balance should be used because it is too anthropomorphic. After further discussion, all participants were happy with descriptions used in the draft units which denote a dog's physical, mental and emotional wellbeing.

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. In all units, we have ensured there are appropriate references to dogs' physical, emotional and mental wellbeing.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Subjects to include:

- 'alerts' and different types of alerting behaviour, noting that some types of alerting behaviour looks like the dog is misbehaving (innate alerting). Also references to odour alerting
- Methods for assessing daily food allowance
- Enrichment
- Training planning
- Assessment methods – preference for access to a dog for all assessment
- Tasking examples for assessment
- Human condition and disorder types (more info) and how an assistance dog can help
- Working life of an AD
- Contingency planning if dogs don't make it as an AD with a person (the journey)
- Managing a handler's expectations, i.e., it may not work out
- Checklist for Public Access: weather, distractions, other people, other animals, stimulants, odours etc., wellbeing
- Definition of workplace, i.e., the variety of workplaces (especially for assessment purposes)
- Risk assessment
- Case studies of what ADs do
- Legislation relating to mental health
- Equipment requirements including PPE

Additional Stakeholder Support: Employer - NSW x 1, RTO - NSW x 1, Employer - QLD x 2, RTO - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. All of these subjects have been addressed in the accompanying User Guide as advised.

Organisation Type: Employer

Coverage: NT, QLD

Stakeholder Comments:

Subjects to add:

- * Distinction between Guide dogs, Hearing dogs and Assistance dogs Change to 'definition of Guide dogs.....'
- * Definitions, 'alerts'
- * Add detail on human bond with dogs/understanding dogs/ the strength of the relationship
- * Examples of dog assistive behaviour

Additional Stakeholder Support: Employer - NSW x 1, Employer - VIC x 1, RTO - VIC x 2, Other - VIC x 1

Consideration and Proposed Resolution: Adopted

Thank you for the feedback. All of these subjects have been addressed in the accompanying User Guide as advised.