Modification history

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

| ACMNEW3X2  | Promote positive wellbeing in self and others in animal care workplaces |
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| Application | This unit of competency describes the skills and knowledge required to manage personal wellbeing and psychological health and safety in workplaces involving animals. It includes identifying the hazards and challenges of the work, developing a proactive self-care action plan and contributing to positive support strategies.The unit applies to individuals who work with animals in a range of environments and facilities, performing individual and team activities. They work under broad direction and take responsibility for their own work.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 | General Animal Care (GEN) |

| 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. Identify psychological hazards and challenges working in an animal care environment | 1.1 Identify psychological health and safety hazards relevant to workplaces involving animals1.2 Recognise general signs in people that indicate psychological health and safety concerns1.3 Recognise sources of work-related stress and personal responses to challenges in own sector or workplace1.4 Identify the potential impact of psychological health and safety issues on individuals, teams and the workplace |
| 2. Develop an action or self-care plan to manage wellbeing | 2.1 Explore strategies for promoting positive psychological health and wellbeing used at management and/or team level at the workplace2.2 Identify and select strategies to address psychological health and wellbeing2.3 Develop a self-care action plan that addresses personal and work factors2.4 Identify available internal workplace and community supports and resources |
| 3. Support positive communication and relationships with others | 3.1 Contribute to positive interactions and communications in the work environment3.2 Recognise and respond to the emotional state of colleagues and/or clients in a supportive manner3.3 Seek assistance to support self or others using available internal and/or external options and resources |

| Foundation SkillsThis 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 | * Research and interpret key information from written texts with unfamiliar content
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| Oral communication | * Use positive verbal and body language to engage with others
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| Unit Mapping Information |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| ACMNEW3X2 Promote positive wellbeing in self and others in animal care workplaces | Not applicable | New unit | No 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 ACMNEW3X2 Promote positive wellbeing in self and others in animal care workplaces |
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| Performance Evidence |
| An individual demonstrating competency must satisfy all the elements and performance criteria in this unit. There must be evidence that the individual has:* reported on a technique or strategy used to handle a stressful or emotional workplace hazard or challenge for:
* one situation involving animal/s relating to one of the following: trauma, neglect, critical incident, palliative care, euthanasia, attachment, loss or grief
* one situation, dealing with a colleague, client and/or member of the public relating to a situation with an animal
* developed a self-care action plan based on a case study.
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| 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:* basic concepts and features of:
* emotional intelligence and resilience
* evidence-based theory/frameworks of wellbeing, including the PERMA model
* positive psychology and managing expectations
* sources of stress in an animal care and management workplace, including:
* exposure to trauma, adversity or critical incidents involving animals
* exposure to palliative care and euthanasia
* attachment, loss and grief
* dealing with behaviour of clients, colleagues or public in relation to animals
* basic overview of mental health issues experienced by people in animal care and management industries, including:
* depression, anxiety, irritability, stress, grief
* compassion fatigue
* physical and mental exhaustion - burn out/fatigue
* substance use
* suicide
* potential warning signs of coping issues, including:
* lack of energy, difficulty concentrating, increased errors
* performance changes, absenteeism, spending too little or too much time at work
* difficulty sleeping/insomnia
* client/customer complaints
* substance use
* self-care strategies and techniques including:
* recognising own emotions and responses
* physical health, exercise, diet and nutrition
* complementary and alternative health options, including mindfulness, gratefulness
* work/life balance strategies
* work planning, prioritisation techniques, time management strategies
* fostering positive social relationships
* counselling, personal therapy and/or debriefing
* services available for referral, including:
* within the organisation, including employee assistance program
* external community, medical and emergency support
* key legislative requirements for work-related psychological health and safety, including:
* concept of duty of care
* overview of Safe Work Australia national guidance material and relevant state/territory laws
* legal rights relating to the Fair Work Act.
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| Assessment Conditions |
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| Assessment of skills must take place under the following conditions: * physical conditions:
* skills must be demonstrated in an environment that accurately represents workplace conditions
* resources and materials:
* case study information
* formats for self-care action plan
* relationships:
* relevant colleagues/clients to interact with.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.In addition, the following specific assessor requirements apply to this unit:* assessors must have evidence of undertaking a mental health first aid program or hold equivalent related qualifications.
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