

**Case for Endorsement**  
**ACM**  
**Animal Care and**  
**Management Training Package**  
**Version 4.0**

**Exhibited Animal Care & Marine Wildlife Project, and  
Pet Care & Animal Training**

**Submitted by Skills Impact**  
**on behalf of**  
**Animal Care and Management**  
**Industry Reference Committee**

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## A. Administrative details

This section provides an overview of the relevant organisations, the case for change and training package components for endorsement.

### Organisational details

This submission is made by the following Industry Reference Committee (IRC):

- Animal Care and Management Industry Reference Committee.

Skills Impact Ltd is the Skills Service Organisation (SSO) supporting this submission.

### Component details

The Case for Endorsement comprises seven qualifications, 86 units of competency and their associated assessment requirements for endorsement as part of the *ACM Animal Care and Management Training Package Version 4.0*. It also includes the following non-endorsed components - a minor update to one unit of competency and 15 new and three revised Skill Sets.

The following components resulted from two projects that covered two sector areas.

Sector Area	Components
<b>Exhibited Animals</b>	<ul style="list-style-type: none"><li>• 1 revised qualification – <i>ACM30121 Certificate III in Wildlife and Exhibited Animal Care</i></li><li>• 1 qualification <i>ACM40217 Certificate IV in Captive Animals</i> proposed to be superseded by the <i>ACM40221 Certificate IV in Animal Facility Management</i>.</li><li>• 7 new units of competency</li><li>• 27 revised units of competency</li><li>• 8 new skill sets (not for endorsement)</li><li>• 2 revised skill set (not for endorsement)</li></ul>
<b>Pet Care and Animal Training</b>	<ul style="list-style-type: none"><li>• 6 revised qualifications, including <i>ACM40221 Certificate IV in Animal Facility Management</i> mentioned above</li><li>• 1 qualification proposed for deletion</li><li>• 11 new units of competency</li><li>• 41 revised units of competency (includes 2 units recoded due sector name change)</li><li>• 1 unit of competency that has had a minor update (non-endorsed component)</li><li>• 5 units of competency proposed for deletion</li><li>• 2 revised skill sets (non-endorsed component)</li><li>• 6 new skill sets (non-endorsed component)</li></ul>

A full list of components proposed for endorsement appears in **Appendix 1: Components for Endorsement**.

For a full list of non-endorsed components, please refer to **Appendix 3: Components not for Endorsement**.

## **Case for Change details**

The Case for Change (Reference number: Skills Impact/TPD/2019-19/006) was approved on 5 June 2019. The requirements set by the Australian Industry and Skills Committee (AISC) in relation to the training package development work are:

- Develop 4 new qualifications
- Review 10 qualifications
- Develop 15 new units of competency
- Review 41 units of competency
- Develop 10 new skill sets
- Review 6 skill sets

## **Change of Scope details**

A request to change the Activity Order was approved by the Animal Care and Management Industry Reference Committee and submitted to the Department of Education, Skills and Employment on 5 September 2019. The change requested an increase from 41 units for review to 81 units for review; and, from 15 new units to 20 new units. This additional work was approved by DESE through a variation to Skills Impact Omnibus Activity Order: Skills Impact/TPD/2018–19/006 on the 2 September 2020.

## B. Description of work and request for approval

The section describes the work undertaken and the decision being sought from the AISC. The components submitted for endorsement have been reviewed as part of the following projects:

- Exhibited Animal Care and Marine Wildlife Project
- Pet Care & Animal Training Project

### Work undertaken and why

The following points are covered for each project.

- All components submitted for endorsement have been developed and reviewed in accordance with the *Standards for Training Packages 2012*, the *Training Package Products Policy 2019* and the *Training Package Development and Endorsement Process Policy, 2019*.
- Evidence of consultation with states and territories is provided in **Appendix 2: Industry support**.

### Exhibited Animal Care and Marine Wildlife

#### Skill Description:

Zookeepers, animal carers and marine wildlife responders play a vital role in supporting the health, welfare and sustainability of some of our most vulnerable animals and marine wildlife. Workers may be paid employees or volunteers in these work settings and it is important they are supported by national skills standards, so that consistent high-level care can continue to be provided to these animals.

People working in zoos, sanctuaries and wildlife parks need skills and knowledge in animal welfare, enrichment, nutrition, habitat design and behavioural conditioning to support the mental and physical health of animals. Their job role also involves supporting scientific research and conservation through breeding programs and providing information and education programs to the public about environmental and animal conservation actions. Specialist skills are needed as job tasks vary depending on the size and type of the animal and how it interacts with its physical and social environment. As such, zookeepers and animal carers need to understand and be skilled at providing enrichment to ensure the animal's optimal psychological and physiological wellbeing. Behavioural conditioning is also important so that animals can be handled safely with minimal stress during regular health assessments and veterinary checks, which also minimises risk to those workers handling the animals.

Just as specialist skills are needed for different kinds of exhibited animals, a level of expertise is required for the participation in and management of marine wildlife events and emergency situations. Industry has advised that specific skill standards are needed to support marine wildlife incidents, such as entanglements, strandings and pollution events, to support the safety and welfare of the workers, volunteers and animals. The skills standards need to consider animal welfare regulations, legislation and workplace standards.

Job roles specific to the wildlife and exhibited animal sector may include:

- Zookeeper/Animal carer
- Native wildlife carer
- Wildlife rehabilitator
- Animal technical officer
- Aquarist.

Job roles specific to marine wildlife response may include:

- Rangers/wildlife officers
- Marine wildlife carers
- Marine wildlife rehabilitators
- Emergency service officers

## **Drivers for this project:**

Most qualifications related to animal attendants and trainers, pet grooming and styling, companion animals and captive animals have not been fully reviewed since 2010. The current qualifications were no longer considered fit for purpose, particularly in captive animal services and companion and therapy animals industry sectors where terminology has changed and where advances in technology, and a greater focus on animal welfare and behavioural conditioning and training has occurred. The Animal Care and Management (ACM) IRC identified the revision and updating of these qualifications as a priority.

Industry has also identified the need for nationally consistent training to respond to marine wildlife events. Call outs to marine incidents are rising due to a growth in population of some marine species such as whales, and an increase in marine pollution such as discarded fishing gear, plastics, nets and general garbage. Responding to marine wildlife events can be extremely dangerous and requires very specialised training to ensure human safety and to meet strict animal welfare standards.

## **Work undertaken:**

Research of endorsed training components on the national system revealed that the current qualifications, units of competency and skill sets could be significantly improved to reflect current industry practices, terminology and skill gaps within the industry.

A group of subject matter experts (SMEs) was identified to provide advice throughout the project that saw key industry employers, associations and peak training bodies being represented nationwide.

Two specialist SME working groups (SMEWG) were established for marine wildlife response components and for addressing mental health training for workers in animal care workplaces. Meetings and webinars were held throughout the project to consult with key stakeholders actively involved in marine wildlife responses and also in promoting positive wellbeing for people in animal care workplaces. This latter group included psychologists, counsellors, therapists and experienced senior veterinarians.

The first SMEWG meeting was held on 29 August 2019 in Melbourne and involved clarifying the different work settings and job roles within the captive animal industry and also the skill requirements for responding to marine animal incidents such as strandings, entanglements, oil spills and injured marine wildlife. A workforce functional analysis (WFA) was undertaken and indicated captive animal subsectors included medical research facilities, zoos and aquariums, wildlife parks, sanctuaries and wildlife rehabilitation/release carer networks and individuals. Workers may be paid as employees or volunteers. It was also agreed that the term 'captive animals' should be changed to 'exhibited animals', 'cages' to 'habitats', 'keeper' to 'carer' and to ensure all training components be pro-animal welfare.

SMEs supported that two stand-alone units be developed focussing on assessing the welfare status of an animal and 'compassion resilience' to address mental health issues often experienced by animal carers. It was also agreed that the Certificate III qualification was standard for employment in the industry but that the current Certificate IV qualification was not fit-for-purpose. Industry feedback indicated senior work roles generally came with years of expertise and experience and it was stated that management staff generally accessed more generic leadership and management qualifications.

A WFA was also undertaken with SMEs involved in marine wildlife responses. Key messages from these SMEs identified this is a specialised industry area, generally not a distinct job role but a role undertaken by authorised officers such as park rangers or emergency workers who work under very specific government regulations and legislation, usually set by state/territory jurisdictions. SMEs agreed this training would be best developed as individual units of competency and skill sets rather than a qualification. It was noted that most marine wildlife incidents occur along the south and east coasts of Australia and basic training for volunteers who often assist at these events would be advantageous. SMEs provided information on the most common marine animals they respond to, the specialised techniques used, cultural protocol considerations and the high risk associated with marine wildlife responses.

Eleven site visits undertaken across Australia provided the opportunity to better understand the varied job roles and skill and knowledge requirements across very different work settings, ranging from small wildlife sanctuaries involved in rehabilitating wildlife for release through to large zoos involved in caring for exotic animals and driving international conservation efforts.

Ten public consultation workshops were held in Darwin, Sydney, Brisbane, Cairns, Adelaide, Perth, Bunbury, Hobart, Melbourne and Canberra over November-December 2019, followed by a webinar for any stakeholder who could not attend the workshops. Over 100 invitations were sent to zoos and sanctuaries within the workshop locality, 52 stakeholders attended and 32 sent their apologies. It should be noted that many stakeholders were affected at this time by the severe bushfires across Australia and could not attend the workshops because they were preparing to defend their properties/animals and/or evacuating animals from their sanctuaries.

Key messages from industry experts engaged at the consultation phase included almost unanimous support for the newly developed *Promote positive wellbeing* and *Assess the welfare status of an animal* units as core units of the Certificate III qualification. These stakeholders also supported the requirement for assessors to hold a Mental Health First Aid (or equivalent) qualification for the *Promote positive wellbeing* unit, to allow learners to complete the assessment from a first or third person perspective and to broaden the definition of workplace stressors to include death, sickness or transfers of animals. These stakeholders also indicated that although animal welfare was embedded in all training, the new stand-alone unit of *Assess the welfare status of an animal* was invaluable as “animal welfare IS what this industry is all about”.

Stakeholders also stressed the importance of learners having access to workplace experience (as paid employees or on a voluntary basis) for the Certificate III qualification. There was much discussion about the importance of learners gaining experience with live animals for assessment purposes, balanced against potential animal welfare risks. As a result, this issue was carefully considered and addressed in each unit of competency within the Performance Evidence and Assessment Conditions fields.

Feedback from engaged industry experts also indicated it was unlikely that employers would “employ someone who didn’t have practical experience”. There was discussion about stipulating 240 hours of work placement within the Certificate III qualification and this was supported by SMEs at a meeting in Adelaide on 11 February 2020. Requirements for specified workhours were documented in two core units of competency in the qualification as well to support this approach.

However, advice from the Edit and Equity and Quality Assurance consultants raised concerns about potentially disadvantaging some learners who may import these two units or who were unable to gain the full 240 hours of work placement. In response to this, an additional round of consultation with Subject Matter Experts and with industry and RTO stakeholders was undertaken via the Skills Impact newsletter and website. Most stakeholders recommended removing the reference to mandated work placement hours from the qualification. Stakeholders also supported the initiative to strengthen the Performance Evidence and Assessment Conditions within the two units to ensure assessments were completed within a suitable work setting. Further advice has also been included in the *Companion Volume Implementation Guide*.

The *ACM40217 Certificate IV in Captive Animals* is proposed to be superseded by the *ACM40221 Certificate IV in Animal Facility Management*. The current qualification was considered by industry to be not fit for purpose and contained considerable duplication of units within *ACM30317 Certificate III in Captive Animals*.

A revised version of the qualification (draft *Certificate IV in Wildlife and Exhibited Animal Management*) was prepared and consulted on during the project. While the content of the proposed qualification was better suited to the industry, feedback indicated that there was no employment or career progression requirement to complete this qualification and limited opportunities for employees to be funded to undertake the training. Those undertaking the proposed Certificate IV would be doing so for interest and/or personal development. There was strong interest in undertaking skill sets (micro credentials) at this level to provide training in specialised technical areas. Consequently, several Skill Sets were developed using existing units that were to be included in the Certificate IV qualification.

As the project progressed, the ACM project in Pet Care and Training running concurrently with the Exhibited Animal and Marine Response Project, identified a general interest in a Certificate IV qualification focused on coordinating/managing operations in an animal care facility. The synergies between managing a companion animal facility and a wildlife and exhibited animal facility were highlighted to both projects’ SMEWGs. A draft qualification was developed allowing for two areas of specialisation, covering companion animal facility management and wildlife and exhibited animal facility management.

The benefits of the *ACM40221 Certificate IV in Animal Facility Management* qualification include:

- providing one qualification with two areas of specialisation, namely:
  - companion animal facility management (boarding/day care, shelters, breeding operations etc.)
  - wildlife and exhibited animal facilities (zoos, sanctuaries/parks, rehabilitation centres etc.)
- providing a pathway from the *Certificate III in Wildlife and Exhibited Animals* and the *Certificate III in Animal Care Services* to the Certificate IV qualification for those individuals wanting to build on their skills
- allowing learners/workers to obtain broad skills applicable to a wider range of work contexts and potentially providing greater employment mobility and flexibility
- providing RTOs with greater flexibility in programs offered.

Feedback obtained via the SMEWGs and the validation process, indicated support for the *Certificate IV in Animal Facility Management* and the discontinuation of the development of the draft *Certificate IV in Wildlife and Exhibited Animal Management* qualification.

During the validation phase of this project, stakeholders were invited to complete an online survey (6 April to 3 May 2020) to validate each of the training components. Online survey completion resulted in 86% of components being validated.

Six validation webinars were then held (19-20 May 2020) with 21 SMEs to discuss and provide final validation of all training components. Each webinar focussed on a subset of components e.g. marine animal response units and skill sets, species specific units, exhibited animal units, etc.

Stakeholders throughout the duration of this project supported merging components deemed too species specific with low enrolments and low industry support. For example, the *Provide basic care of marine fish* and *Provide basic care of freshwater fish* units were merged. Likewise, the *Provide basic care of marine invertebrates* unit was merged with the *Provide basic care of terrestrial and freshwater invertebrates* unit. Consultation throughout the project also recommended that the 4 species specific rehabilitation skill sets covering amphibians, birds, mammals, reptiles, also be merged to reduce duplication of content.

Key messages from the validation phase included a very high level of industry support for the newly developed *Promote positive wellbeing* unit and the *Assist at wildlife events* unit. Originally developed to meet the needs of marine wildlife responders in managing volunteers at an emergency response site, stakeholders from the wider industry indicated this unit would also be valuable in managing volunteers at more general natural disaster events, such as the recent bushfires, which saw large numbers of volunteers coming forward to assist but without adequate basic training. There was also strong support for the other four newly developed marine wildlife response units. Strong support was also indicated for the new *Assess the welfare status of an animal* and *Develop husbandry guidelines* units and for the *Certificate IV in Animal Care Facility Management*.

The project team was also invited to present project findings at the Zoo and Aquarium Association conference in Brisbane in June 2020; however, due to COVID-19 travel restrictions, the ZAA ran Virtual Conference Workshops in late August 2020 focussing on 'Resilience and Recovery' and the project team was unable to present project information. The Zoo and Aquarium Association is the peak body and most zoos, aquariums, wildlife parks or sanctuaries are ZAA-accredited. ZAA Accreditation is a rigorous process that includes an extensive application and site inspection every 5 years to maintain the accredited status. The majority of the industry experts consulted during this project are ZAA accredited.

Based on stakeholder feedback, it was decided to rename the existing Captive Animals (CAN) unit sector to Exhibited Animals (EXH). The new name better reflects the work outcomes and the animal care facilities and environments where these units will be used, as well as contemporary community attitudes.

### **Industry consultation challenges**

As previously mentioned, stakeholder consultation was affected by bushfires from September 2019 to February 2020, with some areas also affected by flooding. The impact on native wildlife was extreme and zoos, wildlife hospitals, sanctuaries and individual wildlife rehabilitators were inundated with injured and displaced animals. Efforts to rehabilitate and release wildlife continues today and the subsequent mental and emotional toll on a wide range of animal carers is yet to be fully comprehended.



The industry has also been severely and negatively impacted by COVID-19 related tourism and travel restrictions with most sites being forced to close for several weeks; some have yet to open to the public. During these shutdowns, most sites lost much needed revenue and struggled to feed their animals, buy veterinary supplies and keep their staff employed. During the validation phase of the project (May 2020), many were applying for emergency government grants to provide basic animal welfare to their animals.

## Pet Care and Animal Training

### Skill Description:

The Pet Care and Animal Training project covered the following sectors:

- 1. Animal Regulation and Management** – Individuals in this sector, generally referred to as animal management officers (AMOs) or rangers may undertake specialised roles, including:
  - investigations and compliance
  - animal holding facility/shelter
  - animal management education
  - rural and remote community work.
- 2. General Animal Care** – this includes animal carers, customer service and supervisory/technical roles in animal care facilities and workplaces, including:
  - boarding/day care
  - animal shelter/welfare agencies
  - companion animal commercial breeding
  - veterinary practice
  - retailers of companion animals, animal care services and products
  - wildlife/exhibited animal environments.
- 3. Pet Grooming** – this includes the following roles:
  - bather/washer
  - groomer
  - specialist groomers that perform advanced dog breed grooming and/or cat grooming.
- 4. Animal behaviour and training** – this includes animal trainers and/or animal behaviour/training practitioners, including:
  - dog trainer
  - horse educator
  - animal-assisted services and therapies professionals
  - animal handler (range of species)
  - zookeeper/wildlife carer (range of exotic and native wildlife).

### Drivers for this project:

Changing attitudes towards animals and their role in our lives is driving an increased demand for quality companion animal services and products. Several sectors of this industry have seen change and growth in recent years, including; general animal husbandry/care, health care, pet grooming, animal training, animal-assisted services, animal welfare and enrichment. There have been significant changes to animal regulation, management and welfare services and programs undertaken by government and non government agencies, including; strategic compliance initiatives, community education programs, and animal rehabilitation and rehoming.

Most qualifications and units of competency related to animal regulation and management, general animal care workers, pet grooming, animal behaviour and training, companion animals and captive animals had not been fully reviewed and consulted with industry since 2010. Industry experts indicated that these qualifications are no longer fit for purpose and needed to be updated to reflect the full breadth of the sector and the changing ways animals are valued, managed and cared for. The ACM IRC identified the revision and updating of these qualifications as a priority activity.

The ACM IRC also identified the need to update the qualifications and units of competency to:

- reflect current job roles and work practices, including the health and safety of animals, animal carers and the community
- create skills standards for the growing animal-assisted therapies and services sector
- reflect changes in current research and approaches to animal welfare and behavioural conditioning/training
- reflect current approaches and initiatives used by animal regulation and management, including remote/rural indigenous communities
- ensure a broad range of animal care facilities and work places are covered, including: private enterprises, government agencies, not for profit welfare organisations, community organisations and exhibited animal and wild life facilities.

### **Work undertaken:**

This project was undertaken as four smaller projects covering the following sectors:

- Pet Grooming
- General Animal Care
- Animal Behaviour and Training
- Animal Regulation and Management

A SMEWG was formed for each of the four projects to provide technical advice on the project components. Thirty SMEs from various states/territories and organisations (including industry associations, animal welfare organisations, government and RTOs) were involved, spread across the four SMEWGs. Each SMEWG meet face to face or via webinar at least four times between October 2019 and July 2020, and some of the SMEs were involved in more than one SMEWG to help ensure the final products were transferable across several animal care and management sectors. A total of 20 formal SMEWG meetings were held, with several other communications held in between meetings to seek SME advice on the components being developed.

For each of the project sectors a detailed WFA was undertaken in the initial SMEWG meetings to identify typical job roles and job tasks within each sector. The findings of the four WFAs were compared to the existing Animal Care and Management Training Package components and this information was used to create a proposal for the redesign of qualifications, skill sets, and revised/new units of competency in these sectors. After fine tuning the proposal in a combined SMEWG meeting, it was released in a discussion paper between 12 December 2019 and 17 January 2020, to seek feedback from broader stakeholders on the proposed changes. Stakeholders feedback was specifically sought on the following two proposed changes:

- Merging the three existing Certificate III qualifications into one Certificate III in Animal Care Services (with specialisations)
- Replacing the existing Certificate IV in Companion Animal Services with a proposed Certificate IV in Animal Behaviour and Training, as well as a Certificate IV in Animal Care Services Management.

The feedback received was generally supportive, and this feedback was considered along with advice from SMEs to develop the first drafts of the project components (qualifications, skill sets and units of competency).

### **First draft consultation**

The first drafts were released on Skills Impact's website for broader stakeholder feedback between 10 February and 16 April 2020, a total of 9.5 weeks compared to the 4 week review period mandated in the Training Package Development and Endorsement Process Policy 2019. During this period, stakeholders that had registered an interest in the project were notified on six separate occasions requesting their feedback on the drafts.

The extended consultation period was to allow stakeholders more time to submit feedback given the recent challenges raised by COVID-19, as well as to seek feedback on the proposed Certificate IV in

Animal Facility Management that was released on 13 March 2020 in response to feedback from stakeholders from the following sectors – exhibited animal facilities, general animal carers, animal shelter and welfare organisations, and animal holding facilities. During February 2020, Skills Impact offered three separate face-to-face sector consultation workshops in each state/territory and six national consultation webinars to provide information on the project components and gather stakeholder feedback. The 23 separate consultation workshops attracted 145 participants and an additional 53 stakeholders participated in the six national consultation webinars.

### **Industry validation forums**

The feedback received on the first draft components, as well as advice from the SMEWGs in response to the feedback was used to develop the validation drafts. These were made available via Skills Impact's website for broader stakeholder feedback from 24 June and 8 July 2020. From 29 June to 22 July 2020, Skills Impact also conducted 12 industry validation forums (via webinar) that attracted 77 participants. Every project component was validated during these forums and written submissions with feedback were received from most participants. The letters of support that appear in **Appendix 2: Industry Support** from some of the leading stakeholders shows their appreciation of the opportunity to discuss the revised components in detail and provide feedback during the validation forums.

The validation draft feedback was considered by the SMEWGs to develop the final versions. In total, the project has resulted in:

- six revised/redesigned qualifications
- one qualification proposed for deletion
- 41 revised units (includes 2 units recoded due sector name change)
- 11 new units
- five units proposed for deletion
- two revised and six new skill sets
- recoding of three ACM unit sectors to better reflect industry practices.

### **Units of competency**

A major consideration across each of the four projects was to ensure the Elements and Performance Criteria in units of competency reflect typical work flows and that their related Assessment Requirements (especially the Performance Evidence (PE) and related Assessment Conditions (AC)) were written to include valid tasks that provide sufficient volume and frequency of evidence to make sound decisions on an individual's competency. The PE and AC in many of the revised and new units now require live animals and animal care facility resources for the demonstration of skills. Some exceptions have been catered for – for example where access to or interaction with specific animals may lead to animal welfare and/safety issues.

Another important consideration in the units was to ensure they reflect current industry and community expectations related to animal welfare, including the use of low stress handling techniques when restraining, handling, transporting and caring for animals in various contexts.

As the project progressed, it became clear that two existing unit sectors - General Animal Studies (GAS) and Companion Animal Services (CAS) did not really reflect the work outcomes of many units within these sectors. As a result, the CAS and GAS sectors have been retired. Other unit sectors required an update to reflect current terminology. Therefore, the following new unit sectors have been created to reflect the revised and new units put forward for endorsement:

- Animal Assisted Services (AAS) covering two new units
- Animal Regulation and Management (ARM) covering several revised Animal Control and Regulation (ACR) units and three new units
- Behaviour and Training (BEH) covering some revised CAS and GAS units, as well as some new units
- General Animal Care (GEN) covering several revised CAS and GAS units and a new unit

Note - two new GAS units released in 2017 that were not revised as part of this project have had their codes updated with GEN codes to better reflect the outcomes of these units. These two units are also included in the units submitted for endorsement.

## **Certificate I**

The existing *ACM10117 Certificate I in Animal Studies* has been revised and retitled as *ACM10121 Certificate I in Animal Care Industry Pathways*.

Two stakeholders from Western Australia submitted feedback in January 2020 suggesting that the Certificate I in Animal Studies lacked a vocational outcome and therefore it should be deleted. NCVER enrolment data for 2015 to 2018 shows an average of 327 enrolments/year in the qualification and that 16% of these learners indicated they had some disability. This matter was considered by the General Animal Care SMEWG prior to the development of the first drafts. The group advised that the qualification should be retained based on the enrolment data and the value of the qualification for learners with disabilities. The revisions to the qualification included the addition of a Foundation Skill (FSK) unit in the core and four FSK units in the electives in order to enable better outcomes for learners with special needs. The first draft was released for feedback and a questionnaire sent to all 10 RTOs with the Certificate I on their scope of registration to seek more information about the learners, the qualification outcomes and the proposed changes.

Nine RTOs responded to the questionnaire – the conclusions below are based on their responses. The qualification:

- job outcomes include entry level work in pet shops, animal feed/produce stores, animal shelters and greyhound racing (carer tasks)
- is used as a pathway to the Certificate II in Animal Care
- is used as a retention strategy in some secondary schools to engage students with disabilities/learning challenges, and to enable them to undertake Years 11 and 12.

The feedback from these 9 RTOs, along with other first draft stakeholder feedback was presented to the SMEWG for consideration. The SMEWG advised the qualification clearly fills a need as community engagement and a pathway qualification and therefore, it should be retained and retitled accordingly. The ACM Animal Care units in the core of the qualification have been carefully reworked to ensure the outcomes reflect the Australian Qualifications Framework (AQF) level one descriptors, and that the related work activities are undertaken under close supervision. Most of the validation feedback received on the Certificate I in Animal Care Industry Pathways has been supportive, including the latest feedback from the state training authority of WA. Refer to the email dated 7 July 2020 from the Department of Training and Workforce Development, WA in the Letters of Support found in **Appendix 2: Industry Support**.

## **Certificate II**

The existing *ACM20117 Certificate II in Animal Studies* has been retitled as the *ACM20121 Certificate II in Animal Care* to better reflect the vocational outcomes of entry level and support roles in the animal care and management industry performed under supervision and within clearly defined guidelines. *ACMGAS202 Participate in workplace communications* has been removed from the core and replaced with the *BSBCMM201 Communicate in the workplace*. In the process of reviewing ACMGAS202, it became clear that BSBCMM201 was a more suitable unit and that making changes to improve ACMGAS202 would duplicate the outcomes of BSBCMM201. This supports current government initiatives to reduce duplication, where possible. Initially, ACMGAS202 was proposed for deletion, but this has been put on hold as the unit is listed in *ACM20217 Certificate II in Horse Care*. As the Training Package Content Management System (TPCMS), the back end of the national register (training.gov.au) can only delete a unit of competency once it has been removed from all qualifications and skill sets within its own Training Package, Skills Impact will reconsider the potential deletion of ACMGAS202 during the next consultation of the stakeholders involved in the review of *ACM20217 Certificate II in Horse Care*, which is currently scheduled for its next review in 2021/22.

During the validation feedback stage, a small number of stakeholders raised concerns that the Certificate II and other ACM qualifications are being delivered by some RTOs without any practical work experience. Other than poor skills development, these stakeholders were also concerned that learners complete animal care qualifications in the classroom or on-line, and only discover when commencing work, that animal care workplaces include some 'unpleasant' working conditions, such as smells, sounds, allergens and animal waste. These workers often resign in the first few days or weeks. The General Animal Care SMEWG considered adding mandatory work placement in the revised Certificate I, II and III qualifications. The group decided it would be counterproductive, especially given the development of more robust Performance Evidence and Assessment Conditions in the revised and new units of competency, that typically require the demonstration of skills with live animals in "an animal care facility or an environment that accurately represents workplace conditions".

To ensure that individuals undertaking *ACM20121 Certificate II in Animal Care* are better prepared for the workforce, the Assessment Requirements in the following core units of the qualification, include some cleaning and sanitation tasks in the Performance Evidence that must be demonstrated in animal care facility, as mandated in the Assessment Conditions:

- *ACMGAS201 Work in the animal care industry*
- *ACMGAS203 Complete animal care hygiene routines*
- *ACMGAS205 Assist in health care of animals.*

### **Certificate III**

As a result of research and consultation early in the project, it became clear that the following qualifications should be merged into one qualification to reduce the duplication of outcomes:

- *ACM30117 Certificate III in Animal Studies*
- *ACM30417 Certificate III in Companion Animal Services*
- *ACM30617 Certificate III in Pet Grooming.*

The three existing qualifications have been redesigned as *ACM30221 Certificate III in Animal Care Services*. This qualification can be undertaken as a general qualification and also allows individuals to complete specialisations in one or two of the following areas:

- *animal care*
- *pet grooming*
- *customer service.*

The benefits of the merged qualification include;

- removal of duplication
- enhanced carer pathways and mobility for animal care workers
- greater efficiencies for RTOs and employers – they will now have only one qualification to administer. For example, a large boarding kennel facility may advise an apprentice/trainee to undertake specialisations in animal care and pet grooming, which can be done via one qualification and RTO.

The response to the proposed *ACM30221 Certificate III in Animal Care Services* (with specialisations) was generally well supported at the development proposal and first draft release stages. There were some concerns from some Pet Grooming stakeholders, especially from Western Australia, that the industry would lose its identity in the generic qualification. They also questioned the proposed removal of the existing prerequisite units in the ACMGRM Grooming units, arguing it may lead to individuals undertaking pet grooming activities with insufficient skills and knowledge to ensure the welfare and safety of workers and animals. These concerns were considered by the Pet Grooming SMEWG with agreement that prerequisites should be retained in three of the ACMGRM units listed in the validation draft of the qualification. The reasons identified by the SMEWG to retain the prerequisites in ACMGRM units include:

- Pet grooming is an unregulated industry experiencing rapid growth, where workers are entering the industry with limited formal training or credentials
- Safety for groomers interacting with animals using potentially harmful equipment
- Safety and welfare of animals during grooming procedures is increasingly becoming a consumer protection issue, with animal owners having increasing expectations of groomers related to their skill and handling of animals
- Ensuring scaffolding of skill development for increasingly complex grooming techniques and requirements.

The validation feedback for this redesigned qualification from all sectors, including Pet Grooming has been overwhelmingly supportive. The Quality Assurance reviewer strongly recommended that the prerequisites in two of the ACMGRM Grooming units be removed, because they were not compliant with the *Training Package Products Policy*. This matter was referred to the Pet Grooming SMEWG and the group agreed to their removal, which leaves only one unit in the the qualification that has a prerequisite unit. Overlap and synergies in the work undertaken by the Exhibited Animal and Marine Wildlife and Pet Care and Animal Training projects were identified, and where possible the products were consulted across both projects to maximise their useability. The creation of the *Certificate IV in Animal Facility Management* is a good example of this collaboration, as are the following three new units that have application across a range of sectors in the ACM Training Package:

- *ACMBEH301 Identify behaviours and interact safely with animals*
- *ACMGEN303 Assess the welfare status of an animal*
- *ACMGEN304 Promote positive wellbeing for self and others in general animal care workplaces.*

These new units that address many common welfare issues for animals and workers, are listed in both *ACM30121 Certificate III in Wildlife and Exhibited Animal Care* and *ACM30221 Certificate III in Animal Care Services*.

In addition, the renaming of the sectors and the recoding of units of competency took into consideration the application of units to be used across ACM sectors.

### **Certificate IV in Companion Animal Services**

The existing *ACM40317 Certificate IV in Companion Animal Services* states that it is 'the industry qualification for persons operating within a companion animal organisation. Job roles covered by this qualification may include:

- Pet shop/aquarium manager
- Companion animal trainer/behaviourist
- Companion animal breeder
- Companion animal groomer
- Boarding kennel or cattery manager
- Animal shelter supervisor/manager
- Pet minding and exercise operator
- Mobile hydro-bathing operator.'

Research and consultation (including a detailed WFA) in the early stages of the project, lead to the following conclusions related to the existing Certificate IV:

- The main users are people seeking to become companion animal trainers, especially dog trainers, despite the qualification having only three units directly related to animal behaviour and training. The SMEWG advised that a stand-alone robust qualification and several new units for animal behaviour and training practitioners aligned to AQF level 4 is required
- The roles related to pet minding/exercise, grooming, and hydro-bathing are roles that are more suited to the Certificate III in Animal Care Services rather than the Certificate IV

- There may be a need for a separate ‘post trade’ qualification aligned to AQF level 4 for roles in animal facility/services management for existing companion animal workers.

Initially the SMEWG was unsure as to whether or not to develop a Certificate IV in Animal Facility Management qualification prior to the release of the first drafts, and therefore decided to create a new Animal Facility Management Skill Set for broader industry feedback. During the first draft consultation, it became clear there was sufficient industry support across a range of animal care sectors for a Certificate IV qualification. The project progressed to redesigning the existing *ACM40317 Certificate IV in Companion Animal Services* as two separate qualifications - *ACM40321 Certificate IV in Animal Behaviour and Training* and *ACM40221 Certificate IV in Animal Care Facility Management*.

### **Certificate IV in Animal Behaviour and Training**

*ACM40321 Certificate IV in Animal Behaviour and Training*, which requires 16 units to complete, is the entry level qualification for an animal trainer and/or animal behaviour practitioner working with a specific species or across a range of species and workplaces. Individuals in this sector are required to work closely with animal carers or owners (clients). As a result of broad and deep consultation with many stakeholders, the qualification has been designed to provide options for individuals wanting to work in the animal-assisted services sector; work in animal rehoming/adoption, rehabilitation roles, exhibited animal facilities or specialise in conditioning or training different species.

Five new units covering two new sectors, Animal-Assisted Services (AAS) and Behaviour and Training (BEH), were created for this qualification:

- *ACMAAS401 Manage animals and facilitate human-animal interaction in animal-assisted services*
- *ACMAAS402 Apply disability awareness to animal-assisted services*
- *ACMBEH403 Evaluate animal conditioning methodology and program design*
- *ACMBEH407 Conduct animal behavioural assessments*
- *ACMBEH501 Work collaboratively to manage complex animal behaviour.*

The two new AAS units were created to meet emerging skills in the animal-assisted services industry, which is growing in size and diversity of roles. More units will be required in future and Skills Impact is working with key animal-assisted services stakeholders to identify new units for inclusion in this qualification. These units also have the potential to be imported into CHC Community Services qualifications in recognition of the synergies and overlap between these two sectors.

The three new BEH units were requested by industry stakeholders to ensure individuals aspiring to work as animal behaviour/training practitioners developed robust knowledge and skills that can be applied to a wide range of animal species and breeds, and meet contemporary animal welfare approaches and values. This includes evidence-based knowledge of animal behaviour and contemporary, scientifically validated principles and methods for conditioning and training animals.

### **Certificate IV in Animal Facility Management**

The development, functions and benefits of *ACM40221 Certificate IV in Animal Facility Management* have already been described in the work undertaken as part of the Exhibited Animal Care and Marine Wildlife project. The qualification has received positive stakeholder feedback from various sectors, including companion animal services, wildlife and exhibited animal organisations, regulators with animal holding facilities, and animal welfare/shelter organisations. For example - a leading welfare organisation stakeholder commented – “Excellent additional qualification and something that was definitely missing from the mix of animal qualifications”.

This Certificate IV has been designed for existing highly skilled animal care workers that want to develop the skills and knowledge required for team leaders, supervisors, and specialist technical roles within an animal care facility, including companion animal and exhibited and wildlife environments. As such, it requires 13 units to complete and includes the following entry requirements:

“Prior to commencing this qualification, individuals must have the skills and knowledge to:

- work independently and within a team in an animal care workplace
- provide husbandry care for a variety of species or breeds in an animal care workplace
- apply and communicate solutions to predictable and at times unpredictable problems relating to animals, clients and job role in an animal care workplace
- make judgements on the selection of equipment, techniques and contingency measures relating to safe work practices and animal welfare principles.

These skills and knowledge may have been acquired through completion of a Certificate III or higher qualification relating to animal care, or through industry experience in an animal care workplace.”

A small number of RTO stakeholders questioned the need for and level of the entry requirements suggesting they will create a potential entry barrier for senior secondary school leavers and others holding a Certificate II level qualification. This feedback was considered by the SMEWG which advised that changing the entry requirements would not be in the best interests of industry or potential learners. Individuals who do not meet the entry requirements would unlikely be able to succeed in the qualification or have sufficient practical animal care experience and expertise to be employed as team leaders, supervisors, and specialist technical roles within an animal care facility. It is also noted that a person can gain entry with or without a qualification, if they can demonstrate the competencies described in the entry requirements.

#### **Certificate IV in Animal Control and Regulation**

The existing *ACM40117 Certificate IV in Animal Control and Regulation* has been retitled as *ACM40121 Certificate IV in Animal Regulation and Management*. Although the number of units required to achieve the qualification has not changed, important changes have been made to the packaging rules, core and elective units to enable the qualification to reflect a broader range of current specialist job roles and work functions within this sector. The changes increase the flexibility of the qualification with the core reduced from 11 to 7 units and the electives grouped in the following specialist areas:

- Investigations
- Animal holding facilities/shelters
- Animal management education
- Rural and remote communities.

Three new Animal Regulation and Management (ARM) units have been created and added as electives in the qualification:

- *ACMARM301 Support veterinary activities in remote communities*
- *ACMARM409 Plan and monitor remote community animal management activities*
- *ACMARM410 Develop and implement animal management initiatives.*

Two of the new ACMARM units specify skills for animal management workers in rural and remote Indigenous communities. The other unit reflects the strategic skills required by many regulatory workers to research, develop and apply strategic animal management initiatives to achieve specific organisational and community objectives. Consultation with industry has advised that *ACMACR409 Prepare and present animal control and regulation case* should be deleted as it duplicates the outcomes of two existing and more suitable units (*PSPREG406 Produce formal record of interview* and *PSPREG010 Prepare a brief of evidence*) that are listed as electives in the qualification.

The revision of the existing units used by this sector have been updated to reflect current industry and community expectations related to animal welfare, including the use of low stress handling techniques when restraining, handling, transporting and caring for animals in animal regulation and management work.



## Deletion of Certificate IV in Pet Styling

The existing *ACM40617 Certificate IV in Pet Styling* is proposed for deletion based on advice from the Pet Grooming SMEWG. It has very low enrolments and duplicates many of the outcomes of the Certificate III in Pet Grooming that has been merged into the redesigned *ACM30221 Certificate III in Animal Care Services*. The units of competency that cover the higher level grooming skills in *ACM40617 Certificate IV in Pet Styling* have been included in the new Advanced Dog Grooming Skill Set and Cat Grooming Skill Set that industry consider as better upskilling options for experienced pet groomers.

## Units of Competency proposed for deletion

Based on project consultations, including the WFAs across the four sectors, the following five units are proposed for deletion, because they are no longer required by industry or the outcomes of these units are covered better in other existing units:

- *ACMACR409 Prepare and present animal control and regulation case*
- *ACMCAS301 Work effectively in the companion animal industry*
- *ACMCAS405 Purchase companion animal livestock*
- *ACMCAS408 Manage the operation of a mobile hydro-bathing facility*
- *ACMGRM404 Provide creative styling for dogs*

## Glossary of selected ACM terminology

During the project, it became evident from stakeholder feedback, that there were different interpretations of key terms used in some units, especially in relation to pet grooming, animal behaviour, and animal conditioning and training. To ensure that the terminology used in the ACM units is clear, a Glossary of terms has been added to the *ACM Companion Volume Implementation Guide Version 4.0*.

## Decision being sought

This submission puts forward the Case for Endorsement for the proposed components of the *ACM Animal Care and Management Training Package Version 4.0*.

## Exhibited Animal Care and Marine Wildlife

The draft components submitted for endorsement by the AISC are:

- 1 revised qualification; *ACM30121 Certificate III in Wildlife and Exhibited Animal Care*
- 1 qualification *ACM40217 Certificate IV in Captive Animals* proposed to be superseded by the *ACM40221 Certificate IV in Animal Facility Management*
- 7 new units of competency.
- 27 revised units of competency
- 2 revised skill set (non-endorsed component)
- 8 new skill sets have been developed – 6 for the wildlife/exhibited animal sector, and 2 for the marine wildlife response sector (non-endorsed components)

The proposed Training Package components are listed in **Appendix 1: Components for Endorsement**.

## Pet Care & Animal Training

The draft components submitted for endorsement by the AISC are:

- 6 revised qualifications:
  - *ACM10121 Certificate I in Animal Care Industry Pathways*
  - *ACM20121 Certificate II in Animal Care*

- *ACM40121 Certificate IV in Animal Regulation and Management*
  - *ACM30221 Certificate III in Animal Care Services* that supersedes and replaces the following three qualifications:
    - *ACM30117 Certificate III in Animal Studies*
    - *ACM30417 Certificate III in Companion Animal Services*
    - *ACM30617 Certificate III in Pet Grooming*
  - *ACM40221 Certificate IV in Animal Facility Management* and *ACM40321 Certificate IV in Animal Behaviour and Training* that supersede and replace *ACM40317 Certificate IV in Companion Animal Services*
- 11 new units of competency.
  - 41 revised units of competency (includes 2 units recoded due sector name change)
  - 1 unit of competency that has had a minor update (non-endorsed component)
  - 5 units of competency proposed for deletion
  - 2 revised skill sets (non-endorsed component)
  - 6 new skill sets have been developed (non-endorsed components)

The proposed Training Package components are listed in **Appendix 1: Components for Endorsement**.

## C. Evidence of Industry support

This section provides evidence that the *ACM Animal Care and Management Training Package Version 4.0* is supported by industry.

### Support by IRC(s)

The Animal Care and Management IRC is responsible for the *ACM Animal Care and Management Training Package*. IRC members supported the SMEWG's recommendation to put forward the proposed training package products to the AISC for endorsement. Please refer to **Section I. IRC support** for written evidence of support.

### Consultation with stakeholders

During development of the training package products, the following communication strategies were used for consultation with stakeholders:

- A project page was set up on the Skills Impact website at the start of each of the projects, containing information about the project together with progress updates. Project pages remained on the website throughout the duration of the project. Website visitors were invited to register their interest to receive email alerts about the project including notification and registration for public consultation workshops and opportunities to provide feedback on draft materials.
  - Exhibited Animal Care & Marine Wildlife project page:  
<https://www.skillsimpact.com.au/animal-care/training-package-projects/exhibited-animal-care-marine-wildlife-project/>
  - Pet Care & Animal Training project page:  
<https://www.skillsimpact.com.au/animal-care/training-package-projects/pet-care-animal-training-project/>
- IRC member communications with their industry networks
- Draft materials were hosted on the Skills Impact website for a minimum four-week period. Final drafts were hosted for an additional minimum two-week period for validation of final drafts
- Stakeholders provided feedback via the Skills Impact Feedback Hub, online questionnaires/surveys, emails or telephone calls, or during consultation workshops
- Emails and newsletters were sent to state and territory training authorities, VET regulators, industry training advisory bodies (ITABs) and other stakeholders to keep them informed of the project's progress
- Face-to-face meetings and video/teleconferences were held with key industry stakeholders, registered training providers and SMEWG members.

Please refer to **Appendix 2: Industry support** for a list of activities conducted, organisations and individuals consulted, together with letters of support.

In addition to these activities, the following specific stakeholder engagements took place for each project.

### Exhibited Animal Care and Marine Wildlife

- The Exhibited Animal Care SMEWG was formed to provide input, advice and feedback throughout all stages of project development. The initial SMEWG included a WFA to ascertain scope of work roles and settings.
- Two sector-specific SMEWGs were also created at the beginning of the project to provide technical advice and included marine animal response experts and experts in promoting mental health and wellbeing for animal care workers.
- Ten public face-to-face consultation workshops were held in Sydney, Darwin, Brisbane, Cairns, Adelaide, Perth, Bunbury WA, Hobart, Melbourne and Canberra. Workshops were scheduled and

promoted for all locations and a total of 52 stakeholders attended during November – December 2019.

- One consultation webinar was held to cater for people who could not attend any of the face-to-face regional consultation workshops and a total of 16 stakeholders attended.
- Eleven site visits were held to provide context around the different work settings and work roles in zoos, aquariums, wildlife parks and wildlife sanctuaries across all states/territories.
- All stakeholders identified as potentially having an interest in the project were contacted via phone, email and/or webinars at the start of the project in August 2019 and continuously throughout project development. Additional feedback was gathered from stakeholders via face-to-face meetings, teleconferences, emails and telephone calls.
- Draft materials were hosted on the Skills Impact website for online public validation in April and May 2020. Six validation meetings were held on 19 and 20 May 2020 with SMEWG members to provide advice on feedback received during the two-week public validation period and to review and validate final drafts.
- Additional feedback on the *Native Wildlife Rehabilitation, Orphan Native Wildlife Carer and Exhibited Animal Behaviour and Training Skill Sets* was circulated to SMEWG for their feedback. The drafts were revised and supported by the SMEWG.
- Key stakeholders from the Exhibited Animal Care project were also invited to attend consultation webinars held under the Pet Care & Animal Training Project to provide advice and feedback on training and conditioning animals in the exhibited animal work context.

## Pet Care & Animal Training

- Skills Impact presented the two upcoming ACM projects at the Industry Advisory Group in Perth on 27 August 2019 and invited stakeholders to provide feedback.
- Major industry associations were advised via face to face meetings, telephone calls and emails prior to the commencement of the project and invited to nominate representatives for SMEWGs and provide feedback as drafts were released during the project. The associations contacted cover the following sectors - Pet Care, Pet Grooming, Veterinary Services, Pet Boarding and Kennels, Animal Shelters, Animal Welfare, Pet Product Retailers, and Animal Regulation and Management, including remote and Indigenous locations.
- Skills Impact presented the ACM projects at the Victorian Animal Care and Management Training Providers in Melbourne three times during the projects between October 2019 and May 2020
- After an initial Pet Care and Animal Training SMEWG meeting this project was undertaken as four smaller projects covering Pet Grooming, General Animal Care, Animal Behaviour and Training, and Animal Regulation and Management, each with its own SMEWG to provide technical advice on the project components.
- Thirty SMEs from various states/territories and organisations (including industry associations, animal welfare organisations, government and RTOs) were involved, spread across the four SMEWGs. Each SMEWG meet face to face or via webinar at least four times between October 2019 and July 2020. A total of 20 formal SMEWG meetings were held, with several other communications held in between meetings to seek SME advice on the components being developed.
- Detailed WFA was undertaken in the initial SMEWG meetings to identify typical job roles and job tasks within each sector, that led proposal for the redevelopment of the components in the projects. The proposal was released in a Discussion Paper between 17 December 2019 and 17 January 2020, and the feedback collected used to inform the development of the first drafts.
- 111 RTOs with ACM qualifications and units covered by the project were emailed on 10 December and invited to register their interest in the project and be kept informed and advised of opportunities to provide feedback.
- The first drafts were released on Skills Impact website for broader stakeholder feedback between 10 February and 16 April, and during this period, stakeholders that have registered an interest in the project were notified on six separate occasions requesting their feedback on the drafts.

- 145 stakeholders attended the 23 face-to-face consultation workshops were held across the capital city in each state and territory during February 2020
- 53 stakeholders participated across six national consultation webinars conducted during February 2020.
- All ACM Training Package stakeholders registered with Skills Impact to receive news about the were contacted at the commencement of the project and asked to provide feedback on the existing drafts available on TGA, as well as to nominate as SMEs. These stakeholders were emailed with project updates and invitations to provide feedback on the development proposal released in December 2019, the first drafts releases in February 2020 and the validation drafts released in June 2020.
- Skills Impact presented the draft *Certificate IV in Animal Behaviour and Training* to 90 stakeholders at the national Animal Assisted Therapies Conference held in Melbourne on 21 February 2020.
- A questionnaire sent in April 2020 to all 10 RTOs with the Certificate I on their scope of registration to seek more information about the learners, the qualification outcomes and the proposed changes.
- Draft materials were hosted on the Skills Impact website for online public validation from 24 June – 8 July 2020.
- The Australian Institute of Animal Rangers and the Western Australian Rangers Association were contacted by email and telephone during July 2020 and invited to provide feedback on the validation drafts.
- From 29 June to 22 July 2020, Skills Impact also conducted 12 industry validation forums (via webinar) that attracted 86 participants to review and provide feedback on the final drafts. Every project component was validated during these forums and written submissions with feedback were received from most participants.

## State/Territory and key stakeholder engagement

A wide range of stakeholders were engaged across Australia and from all states and territories. Stakeholders included national and state-based industry associations, government departments, unions, enterprises, key training providers and a range of individuals considered to be subject matter experts. Please refer to **Appendix 2: Industry support** for a list of activities conducted, together with organisations and individuals consulted.

## Reports by exception

There are no reports by exception.

## D. Industry expectations about training delivery

This section explains the advice provided in the Companion Volume Implementation Guide for the *ACM Animal Care and Management Training Package Version 4.0*, together with recommendations for delivery of qualifications as traineeships/apprenticeships.

### Companion Volume Implementation Guide

The companion volume details information that covers key industry expectations about:

- qualifications suitable for vocational education and training delivered to secondary students
- qualifications suitable for delivery as apprenticeships or traineeships
- amount of training/volume of learning requirements to ensure that the individual can gain the necessary skills and knowledge
- key legislative requirements
- essential knowledge requirements.

### Delivery as apprenticeship/traineeship

The Animal Care & Management IRC recommends that each qualification listed in the following table could be the basis for a traineeship or apprenticeship.

Qualification	Delivery recommendation
ACM30121 Certificate III in Wildlife and Exhibited Animal Care	Apprenticeship or traineeship
ACM30221 Certificate III in Animal Care Services	Apprenticeship or traineeship
ACM40321 Certificate IV in Animal Behaviour and Training	Apprenticeship or traineeship

## E. Implementation of the training package components

This section explains how the training package meets occupational and/or licensing requirements and identifies particular implementation issues and strategies to manage these issues.

### How training package components meet occupation and licensing requirements

#### Exhibited Animal Care and Marine Wildlife

There are no occupational licensing requirements for the majority of training components for this project. As such, the following line is stated in most components:

- No licensing, legislative or certification requirements apply to this unit at the time of publication.

Wildlife carers may require licences and permits to hold or foster wildlife species depending on their state or territory therefore the following statements are in the native wildlife units where people may be fostering wildlife

- ACMEXH306 Rehabilitate native wildlife  
Regulatory requirements apply to rehabilitating native wildlife but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority.
- ACMEXH307 Release native wildlife to the natural environment  
Regulatory requirements apply to releasing native wildlife but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority.

The following statements are in the native wildlife skill sets (non-endorsed) where people may be fostering wildlife

- ACMSS00026 Orphan Native Wildlife Carer Skill Set  
Regulatory requirements apply to caring and rehabilitating native wildlife but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority.
- ACMSS00022 Native Wildlife Rehabilitation Skill Set  
Regulatory requirements apply to rehabilitation and release of native wildlife but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority.

#### Pet Care & Animal Training

There are no occupational licensing requirements for qualifications and units of competency developed by this project.

### Implementation issues and management strategies

#### Exhibited Animal Care and Marine Wildlife

It is envisaged that there will be more industry support for the qualifications, units of competency and skill sets now that the components have been reviewed, are updated to meet current industry practices and terminology, are now fit-for-purpose with regard to job roles and that the new units have been developed to address emerging knowledge and skill gaps.

The key implementation issue for the wildlife and exhibited animal sector is ensuring learners have access to a workplace to gain practical skills. RTOs will need to ensure learners have access to suitable work placements to undertake the practical aspects of the program. The *ACM30121 Certificate III in Wildlife and Exhibited Animal Care* qualification is suitable for a traineeship/apprenticeship pathway.

RTOs will need to review all units and update their assessments to meet the updated performance and knowledge evidence requirements.



Industry expectations for the *ACM30121 Certificate III in Wildlife and Exhibited Animal Care* is that the qualification is delivered primarily in the workplace to provide practical experience to learners.

There are limited opportunities for accessing suitable workplaces with wildlife/exhibited animal species. Simulating an environment to reflect real workplace conditions is difficult without access to suitable live animal species. RTOs will need to negotiate arrangements for on and off-the-job training with suitable employers.

It is industry's expectation that assessors assessing the newly developed unit *ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces* must provide evidence that they have undertaken a mental health first aid program or hold equivalent related qualifications. Industry and RTO feedback endorsed this specific assessor requirement given that this unit could pose a potential risk to learners examining any past stressful or emotional challenges they had personally experienced. It was therefore strongly recommended that assessment should only be completed by a person with suitable mental health knowledge and skills to be able to recognise and provide support to learners if this situation occurred. More information is included in the *ACM Companion Volume Implementation Guide Version 4.0*.

## Pet Care & Animal Training Request for Transition Period Extension and Implementation Advice

Due to volume and complexity of changes, Skills Impact recommends the AISC requests ASQA to increase the transition period from the standard 12 months to 24 months for the following qualifications in order for RTOs to have additional time to develop training and assessment tools, and to apply for the components to be put onto scope that are either 'new' or 'superseded not equivalent'. This will also allow existing learners additional time to complete their training in the current qualifications. The following additional support for the transition period to be extended to 24 months has been received from both the Victorian and NSW STAs:

### NSW Feedback

- 'The NSW STA wanted to acknowledge that one of our stakeholders prefers a longer transition period (to November 2022) to accommodate the schedules of secondary school students taking VET courses. We'd appreciate if you could give some consideration to this.'
- 'NSW Education Standards Authority (NESA) currently offers pathways to the Certificate I, Certificate II and Certificate III in Animal Studies. We note the proposed changes and will monitor progress to ensure our courses remain current.'

Once again, the release date will be of great significance to us as the learner transition will likely pose difficulties for our students. Many will commence a 2-year program of study in January/February 2021, with a finish date of October/November 2022. Transitioning students mid-way through their course into new qualifications can be complex and potentially disadvantageous. We would hope that extending learner transition (to 25 November 2022) for RTOs delivering to NSW secondary school students might be considered.'

### Vic Feedback

'ACM40317 Certificate IV in Companion Animal Services – transition period

- The current qualification ACM40317 Certificate IV in Companion Animal Services is currently delivered by Box Hill Institute and Bendigo Kangan Institute as a pathway course into the industry for those from VCE or mature/career changer entrants. Following the addition of new Entry Requirements for the superseding qualification ACM40221 Certificate IV in Animal Facility Management, I am advised that Box Hill Institute (BHI) report the previous duplication between ACM30117 Certificate III in Animal Studies was an attractive proposition for students wishing to enter the current ACM40317 Certificate IV in Companion Animal Services. BHI report that the new Entry Requirements for ACM40317 Certificate IV in Companion Animal Services means that students entering the superseding course (ACM40221 Certificate IV in Animal Facility Management) will not meet the Entry Requirements, however, an alternative would be ACM30121 Certificate III in Animal Care Services. Eligibility requirements may affect enrolments in Victoria as learners are required to upskill to receive government funding. I understand the new Entry Requirements also allow for demonstration of equivalent skills and



knowledge where the learner does not hold a Certificate III qualification (or higher) relating to animal care.

Students who are currently enrolled in the ACM40317 program will need to complete their qualification within the transition period as mapping between the two non-equivalent courses is problematic and likely to disadvantage students. The RTOs have a number of part-time students enrolled over 2 years and Skills Impact should consider an application for an extended transition period for new ACM40317 students enrolling in 2021. ACMV4.0 endorsement with the AISC is expected Feb 2021 at the earliest.'

<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>• ACM30117 Certificate III in Animal Studies</li> <li>• ACM30417 Certificate III in Companion Animal Services</li> <li>• ACM30617 Certificate III in Pet Grooming</li> </ul>	ACM30221 Certificate III in Animal Care Services	<ul style="list-style-type: none"> <li>• Redesigned qualification that includes content from three existing qualifications</li> <li>• New units and elective specialisations added</li> <li>• Not equivalent</li> </ul>
<ul style="list-style-type: none"> <li>• ACM40217 Certificate IV in Captive Animals</li> <li>• ACM40317 Certificate IV in Companion Animal Services</li> </ul>	ACM40221 Certificate IV in Animal Facility Management	<ul style="list-style-type: none"> <li>• Redesigned qualification that includes content from two existing qualifications</li> <li>• Entry requirements, new units and elective specialisations added</li> <li>• Not equivalent</li> </ul>
<ul style="list-style-type: none"> <li>• ACM40317 Certificate IV in Companion Animal Services</li> </ul>	ACM40321 Certificate IV in Animal Behaviour and Training	<ul style="list-style-type: none"> <li>• Redesigned qualification with a greater focus on animal training.</li> <li>• Number of units required to achieve the qualification increased from 13 to 16</li> <li>• Changes to packaging rules, core and elective units</li> <li>• Not equivalent</li> </ul>

Based on industry advice, the Performance Evidence has been written to include valid tasks that provide sufficient volume and frequency of evidence to make sound decisions on an individual's competency. The Performance Evidence and related Assessment Conditions in many of the revised and new units now require live animals and animal care facility resources for the demonstration of skills. Some exceptions have been catered for – for example where access to or interaction with specific animals may lead to animal welfare and safety issues.

RTOs that want to deliver these units of competency will need to consider the complexity and investment required of such an undertaking, including the ongoing care and welfare of live animals. It is envisaged that some RTOs may choose to auspice or partner with other RTOs that specialise in Animal Care and Management, or partner with suitable animal care workplaces for the training and assessment of these units. The *ACM Companion Volume Implementation Guide Version 4.0* provides further advice on industry expectations regarding the implementation of the qualifications covered by this project.

## F. Quality assurance reports

Skills Impact declares that the proposed components of the *ACM Animal Care and Management Training Package Version 4.0* meet the requirements of the *Standards for Training Packages 2012* and the *Training Package Development and Endorsement Process Policy*.

The table provides a statement of evidence that the components meet the Training Package Quality Principles.

### Exhibited Animal Care and Marine Wildlife

Principle	Evidenced by:
1. Reflect identified workforce outcomes	<ul style="list-style-type: none"> <li>Changes demonstrate a clear link back to relevant AISC decisions commissioning the work, the IRC Skills Forecast and Proposed Schedule of Work, National Review Schedule and/or Case for Change, or demonstrate other evidence of industry needs.</li> <li>Training package components are compliant with the Standards for Training Packages 2012, the Training Package Products Policy and the Training Package Development and Endorsement Process Policy 2019</li> <li>Evidence that the training package components respond to Ministers' policy initiatives, in particular the CISC 2015 training package reforms</li> <li>Open and inclusive consultation and validation commensurate with scope and impact has been conducted</li> </ul>
2. Support portability of skills and competencies including reflecting licensing and regulatory requirements	<ul style="list-style-type: none"> <li>Packaging rules, qualifications framework, and pathways support movement within and across sectors</li> <li>Identification of skill sets that respond to client needs</li> <li>Other national and international standards for skills are considered</li> <li>Solutions to incorporate licensing and regulatory requirements are brokered and there is clear evidence of support from licensing and industry regulatory bodies</li> </ul>
3. Reflect national agreement about the core transferable skills and core job-specific skills required for job roles as identified by industry	<ul style="list-style-type: none"> <li>Active engagement across industry has sought to achieve a national consensus about the advice being provided to the AISC.</li> <li>Best use is made of cross-industry and work and participation bank units</li> </ul>
4. Be flexible to meet the diversity of individual and employer needs, including the capacity to adapt to changing job roles and workplaces	<ul style="list-style-type: none"> <li>Provide flexible qualifications that enable application in different contexts</li> <li>Provide multiple entry and exit points</li> <li>Pre-requisite units of competency are used only when required</li> </ul>
5. Facilitate recognition of an individual's skills and knowledge and support movement between the school, vocational education and higher education sectors	<ul style="list-style-type: none"> <li>Provide pathways from entry and preparatory level as appropriate to facilitate movement between schools and VET, from entry level into work, and between VET and higher education qualifications</li> </ul>
6. Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements	<ul style="list-style-type: none"> <li>Industry advice about delivery is provided via a Companion Volume Implementation Guide ready for publication at the same time as the Training Package</li> <li>Units of competency and their associated assessment requirements are clearly written and have consistent breadth and depth</li> <li>Compliance with the TGA/National Register requirements for publication</li> <li>Implementation advice is provided in a Companion Volume Implementation Guide that is ready for publication at the same time as the Training Package</li> </ul>

The declaration and statement of evidence is confirmed by the independent Quality Report which is provided in **Appendix 5: Quality Report**.

The *ACM Animal Care and Management Training Package Companion Volume Implementation Guide* has been quality assured through Skills Impact's quality processes and is available.

## G. Implementation of COAG Industry Skills Council reforms to training packages

The decision being sought from the AISC would support the COAG Industry and Skills Council reforms to training packages.

### Removal of obsolete or duplicated components

- One existing qualification and five existing units of competency are proposed for deletion as industry has advised these are no longer required.
- 12 units of competency have been merged to create six revised units

### Improved qualification design and improved efficiencies in the training system

- *ACM30121 Certificate III in Wildlife and Exhibited Animal Care* comprises a broad range of units relating to general animal care, and native and exotic wildlife care. The inclusion of general animal units (coded general (GEN), species specific (SPE) or behaviour (BEH) enables individuals to transfer skills to other animal care sectors and workplaces and to gain credit for units in a range of ACM qualifications.
- *ACM30221 Certificate III in Animal Care Services* merges and replaces three existing qualifications, which removes duplication and provides enhanced carer pathways and mobility for animal care workers, as well greater efficiencies for RTOs, employers and workers.
- *ACM40321 Certificate IV in Animal Behaviour and Training* has core units that apply to a broad range of species enabling the qualification to be relevant to a range of contexts, roles and workplaces. The electives also provide options for individuals wanting to work in a range of sectors, including animal-assisted services, animal rehoming/adoption, rehabilitation, exhibited animal facilities, and conditioning or training different species.
- *ACM40221 Certificate IV in Animal Facility Management* merges two existing qualifications (*ACM40217 Certificate IV in Captive Animals* and *ACM40317 Certificate IV in Companion Animal Services*) *ACM40217* was considered by industry to not be fit for purpose and contained considerable duplication of units within *ACM30317 Certificate III in Captive Animals*. The redesigned qualification reduces duplication and provides pathways for existing trade qualified animal care workers to up skill or to move across animal care sectors. It allows the option to specialise in either companion animal or exhibited animal facilities, which provides individuals with skills to work and move across a range of animal care workplaces.
- The units in this project have been reviewed and or developed to enable use by multiple industry sectors within the ACM Training Package. Where possible, units developed in the General Animal Care (GEN), Behaviour and Training (BEH) and Species Specific (SPE) unit sectors were designed with flexibility so they can be used in both companion animal and exhibited animal workplaces.
- The qualifications covered by the projects has used many units imported from other training packages to ensure that there is no duplication of existing units, and to enable the recognition of skills for workers transitioning from other industries into the animal care and management industry and between sectors in the industry.
- 14 new skill sets have been developed to enable acquisition of specific skill requirements of the industry whilst providing specialisation pathways into and from a broad range of animal care and management qualifications.

## H. Evidence of completion

Skills Impact confirms that the proposed components of the *ACM Animal Care and Management Training Package Version 4.0* have been completing according to the work assigned by the AISC in the Case for Change and the subsequent Activity Order.

The developed training package components are listed in **Appendix 1: Components for Endorsement**. Full copies of the listed training package components are provided with this Case for Endorsement.

### **Evidence that training package component(s) are prepared for publication.**

The Quality Report provides confirmation that the draft components meet the *Standards for Training Packages 2012*.

All components have been created to comply with the National Register requirements for publication. The **Mapping Summary** and **Training Package Modification History** provided in **Appendix 1 Components for endorsement** provide details of the changes to the training package components that are required to allow them to be published on the National Register.

## I. IRC support

The Animal Care and Management IRC supports the submission of the training package components detailed in this Case for Endorsement.

Signed for and on behalf of the Animal Care and Management IRC by its appointed Chair.

Name of Chair:

Dr Julia Crawford

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Signature of Chair:



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Date:

Monday 18 January 2021

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## Appendix 1: Components for endorsement

### a. List of qualification titles and codes

ACM Animal Care and Management Training Package <i>Version No 4.0</i> Qualifications	
Code	Title
ACM10121	Certificate I in Animal Care Industry Pathways
ACM20121	Certificate II in Animal Care
ACM30121	Certificate III in Wildlife and Exhibited Animal Care
ACM30221	Certificate III in Animal Care Services
ACM40121	Certificate IV in Animal Regulation and Management
ACM40221	Certificate IV in Animal Facility Management
ACM40321	Certificate IV in Animal Behaviour and Training

### b. List of unit titles and codes and associated assessment requirements

ACM Animal Care and Management Training Package <i>Version No 4.0</i> Units of competency	
Code	Title
ACMAAS401	Manage animals and facilitate human-animal interaction in animal-assisted services
ACMASS402	Apply disability awareness to animal assisted services
ACMAIM203	Assist at wildlife events
ACMAIM307	Participate in large whale disentanglement operations
ACMAIM308	Respond to marine wildlife stranding
ACMAIM309	Respond to marine wildlife welfare
ACMAIM310	Participate in marine wildlife pollution event
ACMARM301	Support veterinary activities in remote communities
ACMARM401	Administer animal management and regulatory requirements
ACMARM402	Assess and impound animals
ACMARM403	Identify and respond to animal behaviour in an animal regulation and management environment
ACMARM404	Manage conflict situations in an animal regulation and management environment
ACMARM405	Assist with the euthanasia of animals
ACMARM406	Carry out animal holding facility procedures
ACMARM407	Conduct community awareness programs
ACMARM408	Coordinate seizure of animals
ACMARM409	Plan and monitor remote community animal management activities
ACMARM410	Develop and implement animal management initiatives
ACMBEH301	Identify behaviours and interact safely with animals
ACMBEH302	Provide enrichment for animals
ACMBEH401	Develop, monitor and review behavioural husbandry strategies
ACMBEH402	Develop, implement and monitor enrichment strategies for animals
ACMBEH403	Evaluate animal and training methodology and program design

<b>ACM Animal Care and Management Training Package Version No 4.0</b>	
<b>Units of competency</b>	
<b>Code</b>	<b>Title</b>
ACMBEH404	Condition animal behaviour
ACMBEH405	Provide individual advice on animal behaviour management and training
ACMBEH406	Conduct group training classes for animal owners or carers
ACMBEH407	Conduct animal behavioural assessments
ACMBEH501	Work collaboratively to manage complex animal behaviour
ACMEXH301	Work within a zoological facility
ACMEXH302	Support species population planning and management
ACMEXH303	Prepare and maintain animal habitats
ACMEXH304	Assist with capturing, restraining and moving animals
ACMEXH305	Monitor animal reproduction
ACMEXH306	Rehabilitate native wildlife
ACMEXH307	Release native wildlife to the natural environment
ACMEXH308	Develop husbandry guidelines
ACMEXH309	Contribute to exhibit design and renovation planning
ACMEXH401	Implement species population planning and management
ACMEXH402	Oversee enclosure or exhibit operations
ACMEXH403	Design and evaluate interpretive and learning programs
ACMEXH404	Assist in establishing and maintaining a zoological plantation or plant production system
ACMGEN101	Explore job opportunities in animal care and related industries
ACMGEN102	Approach and handle a range of calm animals
ACMGEN103	Assist in the care of animals
ACMGEN201	Work in the animal care industry
ACMGEN202	Complete animal care hygiene routines
ACMGEN203	Feed and water animals
ACMGEN204	Assist in health care of animals
ACMGEN205	Source and provide information for animal care needs
ACMGEN301	Prepare and present information to the public
ACMGEN302	Care for young animals
ACMGEN303	Assess the welfare status of an animal
ACMGEN304	Promote positive wellbeing in self and others in animal care workplaces
ACMGEN305	Provide advice on companion animal selection and general care
ACMGEN306	Provide advice on aquatic animal selection and general care
ACMGEN307	Maintain aquariums and/or aquascapes and aquatic animals
ACMGEN308	Walk and exercise dogs
ACMGEN309	Provide basic animal first aid
ACMGEN310	Provide reception services for an animal care facility
ACMGEN311	Maintain and monitor animal health and wellbeing
ACMGEN312	Provide nutritional requirements for animals
ACMGEN313	Carry out simple breeding procedures
ACMGEN314	Identify animal anatomy and physiology for animal care work
ACMGEN315	Communicate effectively with clients and team members
ACMGEN401	Develop animal diets
ACMGEN402	Advise on animal industry compliance and practice



<b>ACM Animal Care and Management Training Package Version No 4.0</b>	
<b>Units of competency</b>	
<b>Code</b>	<b>Title</b>
ACMGEN403	Manage and maintain avian housing
ACMGEN404	Design, construct and maintain aquascapes
ACMGEN405	Manage companion animal breeding
ACMGRM201	Bath, dry and brush domestic dogs
ACMGRM303	Provide sanitary and hygiene grooms for companion animals
ACMGRM304	Perform grooms on cross breed dogs
ACMGRM305	Groom dogs to meet breed style and coat requirements
ACMGRM401	Carry out advanced grooming to dog breed standards
ACMGRM402	Groom cats of different breeds and coat types
ACMGRM403	Enhance companion animal coat and skin condition
ACMSPE313	Provide general care of amphibians
ACMSPE314	Provide general care of birds
ACMSPE315	Provide general care of common native mammals
ACMSPE316	Provide general care of domestic dogs
ACMSPE317	Provide general care of domestic cats
ACMSPE318	Provide general care of fish
ACMSPE319	Provide general care of invertebrates
ACMSPE320	Provide general care of mammals
ACMSPE321	Provide general care of non-venomous reptiles
ACMSPE322	Provide general care of rodents or rabbits

### c. Mapping information

Mapping of qualifications

<b>Mapping of qualifications between</b>			
<b>ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title</b> <b>ACM V3.0</b>	<b>Code and title</b> <b>ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
ACM10117 Certificate I in Animal Studies	ACM10121 Certificate I in Animal Care Industry Pathways	Title and qualification description changed to reflect pathways outcome ACMGAS202 Participate in workplace communications removed from the core and replaced with FSKOCM002 Engage in short and simple spoken exchanges at work Elective units listed in the qualification	Equivalent
ACM20117 Certificate II in Animal Studies	ACM20121 Certificate II in Animal Care	Title changed Changes to packaging rules, core and elective units	Not equivalent
ACM30117 Certificate III in Animal Studies	ACM30221 Certificate III in Animal Care Services	Redesigned qualification that includes content from three existing qualifications	Not equivalent

<b>Mapping of qualifications between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
		New units and elective specialisations added	
ACM30317 Certificate III in Captive Animals	ACM30121 Certificate III in Wildlife and Exhibited Animal Care	Changed title and code Changed packaging rules Changed core units Additional electives and group headings added	Not equivalent
ACM30417 Certificate III in Companion Animal Services	ACM30221 Certificate III in Animal Care Services	Redesigned qualification that includes content from three existing qualifications New units and elective specialisations added	Not equivalent
ACM30617 Certificate III in Pet Grooming	ACM30221 Certificate III in Animal Care Services	Redesigned qualification that includes content from three existing qualifications New units and elective specialisations added	Not equivalent
ACM40117 Certificate IV in Animal Control and Regulation	ACM40121 Certificate IV in Animal Regulation and Management	Title changed Changes to packaging rules, core and electives units	Not equivalent
ACM40217 Certificate IV in Captive Animals	ACM40221 Certificate IV in Animal Facility Management	Redesigned qualification that includes content from two existing qualifications Entry requirements, new units and elective specialisations added	No equivalent
ACM40317 Certificate IV in Companion Animal Services	ACM40221 Certificate IV in Animal Facility Management	Redesigned qualification that includes content from two existing qualifications Entry requirements, new units and elective specialisations added	Not equivalent
ACM40317 Certificate IV in Companion Animal Services	ACM40321 Certificate IV in Animal Behaviour and Training	Redesigned qualification with a greater focus on animal training. Title changed Number of units required to achieve the qualification increased from 13 to 16 Changes to packaging rules, core and elective units.	Not equivalent
ACM40617 Certificate IV in Pet Styling	Not applicable	The qualification is deleted as the skill or occupational outcome is no longer required by industry	Deleted

## Mapping of units of competency

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
Not applicable	ACMAAS401 Manage animals and facilitate human-animal interaction in animal- assisted services	Unit created to address an emerging skill required by industry	Newly created
Not applicable	ACMAAS402 Apply disability awareness to animal assisted services	Unit created to address an emerging skill required by industry	Newly created
ACMACR401 Comply with animal control and regulation requirements	ACMARM401 Administer animal management and regulatory requirements	Title changed Minor changes to terminology for clarity and consistency Assessment requirements updated	Equivalent
ACMACR402 Assess and impound animals	ACMARM402 Assess and impound animals	Performance criteria and assessment requirements updated for clarity	Equivalent
ACMACR403 Identify and respond to animal behaviour	ACMARM403 Identify and respond to animal behaviour in an animal regulation and management environment	Title changed Performance criteria reordered and updated for industry currency and clarity Assessment requirements updated	Not equivalent
ACMACR404 Manage conflict situations in an animal control and regulation environment	ACMARM404 Manage conflict situations in an animal regulation and management environment	Title changed Minor changes to performance criteria for clarity and industry currency Assessment requirements updated	Equivalent
ACMACR405 Assist with the Euthanasia of sick, injured or unwanted pound animals	ACMARM405 Assist with the euthanasia of animals	Title changed Minor changes to and reordering of some performance criteria Assessment requirements updated	Equivalent
ACMACR406 Carry out pound procedures	ACMARM406 Carry out animal holding facility procedures	Title changed Minor changes to performance criteria for clarity	Equivalent
ACMACR407 Conduct community awareness programs	ACMARM407 Conduct community awareness programs	Changes to performance criteria for clarity and industry currency Assessment requirements updated	Not equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
ACMACR408 Coordinate seizure of animals	ACMARM408 Coordinate seizure of animals	Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMACR409 Prepare and present animal control and regulation case	Not applicable	Outcomes of this unit are covered by existing PSP units of competency	Deleted
Not applicable	ACMAIM203 Assist at wildlife events	The unit has been created to address an emerging skill or task required by industry	Newly created
Not applicable	ACMAIM307 Participate in large whale disentanglement operations	The unit has been created to address an emerging skill or task required by industry	Newly created
Not applicable	ACMAIM308 Respond to marine wildlife stranding	The unit has been created to address an emerging skill or task required by industry	Newly created
Not applicable	ACMAIM309 Respond to marine wildlife welfare	The unit has been created to address an emerging skill or task required by industry	Newly created
Not applicable	ACMAIM310 Participate in marine wildlife pollution event	The unit has been created to address an emerging skill or task required by industry	Newly created
Not applicable	ACMARM301 Support veterinary activities in remote communities	The unit has been created to address a skill or task required by industry that is not covered by an existing unit	Newly created
Not applicable	ACMARM409 Plan and monitor remote community animal management activities	This unit has been created to address a skill or task required by industry that is not covered by an existing unit	Newly created
Not applicable	ACMARM410 Develop and implement animal management initiatives	This unit has been created to address a skill or task required by industry that is not covered by an existing unit	Newly created
Not applicable	ACMBEH301	Unit created to address an emerging skill required by industry	Newly created

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
	Identify behaviours and interact safely with animals		
Not applicable	ACMBEH403 Evaluate animal conditioning methodology and program design	Unit created to address an emerging skill required by industry	Newly created
Not applicable	ACMBEH407 Conduct animal behavioural assessments	Unit created to address an emerging skill required by industry	Newly created
Not applicable	ACMBEH501 Work collaboratively to manage complex animal behaviour	Unit created to address an emerging skill required by industry	Newly created
ACMCAN301 Work within a captive animal facility	ACMEXH301 Work within a zoological facility	Title changed Reordered and updated performance criteria for clarity Foundation skills table updated Assessment requirements updated	Equivalent
ACMCAN302 Prepare and present information to the public	ACMGEN301 Prepare and present information to the public	Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMCAN303 Support collection management	ACMEXH302 Support species population planning and management	Title changed Terminology updated throughout unit Reordered elements and reworded and new performance criteria for clarity Assessment requirements updated	Not equivalent
ACMCAN304 Prepare and maintain animal housing	ACMEXH303 Prepare and maintain animal habitats	Changed title Minor changes to performance criteria and assessment requirements for clarity	Equivalent
ACMCAN305 Assist with capturing, restraining and moving animals	ACMEXH304 Assist with capturing, restraining and moving animals	Minor changes to performance criteria for clarity Assessment requirements updated.	Equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
ACMCAN306 Monitor animal reproduction	ACMEXH305 Monitor animal reproduction	Expanded content in Elements 1 and 2 Assessment requirements updated	Not equivalent
ACMCAN307 Rehabilitate native wildlife	ACMEXH306 Rehabilitate native wildlife	Performance criteria updated for clarity Assessment requirements updated	Equivalent
ACMCAN308 Release native animals to natural environment	ACMEXH307 Release native wildlife to the natural environment	Changed title Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMCAN309 Develop institutional husbandry guideline	ACMEXH308 Develop husbandry guidelines	Changed title Terminology updated (institution to facility) for consistency Reordered performance criteria for clarity Assessment requirements updated	Equivalent
ACMCAN310 Assist with exhibit design and renovation planning	ACMEXH309 Contribute to exhibit design and renovation planning	Changed title Minor edits to performance criteria for clarity	Equivalent
ACMCAN311 Care for young animals	ACMGEN302 Care for young animals	Expanded elements and performance criteria for clarity Assessment requirements updated	Not equivalent
ACMCAN401 Implement collection management	ACMEXH401 Implement species population planning and management	Redesigned unit merging ACMCAN401 Implement collection management and ACMCAN502 Develop and monitor collection management to reduce duplication Content updated to reflect industry practices	Not equivalent
ACMCAN402 Manage enclosures and exhibits	ACMEXH402 Oversee enclosure or exhibit operations	Redesigned unit merging ACMCAN401 Implement collection management and ACMCAN502 Develop and monitor collection management to reduce duplication Content updated to reflect industry practices	Not equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
ACMCAN403 Develop animal diets	ACMGEN401 Develop animal diets	Minor changes to performance criteria and assessment requirements for clarity	Equivalent
ACMCAN404 Develop, monitor and review behavioural management strategies	ACMBEH401 Develop, monitor and review behavioural husbandry strategies	Changed title Minor changes to performance criteria for clarity Assessment Requirements updated	Equivalent
ACMCAN405 Design and evaluate interpretive and learning programs	ACMEXH403 Design and evaluate interpretive and learning programs	Minor changes to performance criteria for clarity Assessment Requirements updated	Equivalent
ACMCAN406 Assist in establishing and maintaining a plantation	ACMEXH404 Assist in establishing and maintaining a zoological plantation or plant production system	Changed title Expanded performance criteria to include plant production system Assessment requirements updated	Not equivalent
ACMCAN501 Contribute to enclosure and exhibit design or renovation projects	ACMEXH402 Oversee enclosure or exhibit operations	Redesigned unit merging ACMCAN402 Manage enclosures and exhibits and ACMCAN501 Contribute to enclosure and exhibit design or renovation projects to reduce duplication Content updated to reflect industry practices	Not equivalent
ACMCAN502 Develop and monitor collection management	ACMEXH401 Implement species population planning and management	Redesigned unit merging ACMCAN402 Manage enclosures and exhibits and ACMCAN501 Contribute to enclosure and exhibit design or renovation projects to reduce duplication Content updated to reflect industry practices	Not equivalent
ACMCAS301 Work effectively in the companion animal industry	Not applicable	The unit is deleted as the outcomes are embedded in many other ACM units	Deleted
ACMCAS302 Provide advice on companion animal selection and general care	ACMGEN305 Provide advice on companion animal selection and general care	Changes to performance criteria for clarity Updated assessment requirements	Equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
ACMCAS303 Provide advice on selection and care of aquatic animals	ACMGEN306 Provide advice on aquatic animal selection and general care	Title changed Minor changes to element and performance criteria for clarity Assessment requirements updated	Equivalent
ACMCAS304 Capture, handle and transport companion animals	ACMEXH304 Assist with capturing, restraining and moving animals	Some content is covered in this revised unit	Not equivalent
ACMCAS305 Maintain aquascapes and aquatic animals	ACMGEN307 Maintain aquariums and/or aquascapes and aquatic animals	Title changed Changes to elements and performance criteria for clarity Assessment requirements updated	Equivalent
ACMCAS306 Provide grooming services for companion animal comfort	ACMGRM303 Provide sanitary and hygiene grooms for companion animals	Title changed Recoded to reflect grooming sector Changes to performance criteria for clarity and to reflect current industry practice Assessment requirements updated	Not equivalent
ACMCAS307 Provide companion animal hydro-bathing services	ACMGRM201 Bath, dry and brush domestic dogs	Some content is covered in this redesigned unit	Not equivalent
Not applicable	ACMGEN308 Walk and exercise dogs	Unit created to address an emerging skill required by industry	Newly created
ACMCAS401 Manage compliance in the companion animal industry	ACMGEN402 Advise on animal industry compliance and practice	Title changed Changes to application, elements and performance criteria to ensure applicability to companion animals and other animal sectors Assessment requirements updated	Not equivalent
ACMCAS402 Manage and maintain aviaries and bird rooms	ACMGEN403 Manage and maintain avian housing	Title changed Changes to performance criteria and clarity Assessment requirements updated	Equivalent
ACMCAS403	ACMGEN404	Minor changes to performance criteria for clarity	Equivalent



<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
Design, construct and maintain aquascapes	Design, construct and maintain aquascapes	Assessment requirements updated	
ACMCAS404 Development enrichment strategies for companion animals	ACMBEH402 Develop, implement and monitor enrichment strategies for animals	Title and code updated Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMCAS405 Purchase companion animal livestock	Not applicable	The unit is deleted as the skill or task is no longer required by industry	Deleted
ACMCAS406 Manage companion animal breeding	ACMGEN405 Manage companion animal breeding	Changes to application, elements and performance criteria for clarity and to emphasise animal welfare and ethics New performance criteria added Assessment requirements updated	Not equivalent
ACMCAS407 Provide professional companion animal grooming services	ACMGRM304 Perform grooms on cross breed dogs	Some content is included in ACMGRM304 Perform grooms on cross breed dogs and ACMGRM305 Groom dogs to meet breed style and coat requirements	Not equivalent
ACMCAS407 Provide professional companion animal grooming services	ACMGRM305 Groom dogs to meet breed style and coat	Some content is included in ACMGRM305 Groom dogs to meet breed style and coat requirements and ACMGRM304 Perform grooms on cross breed dogs	Not equivalent
ACMCAS408 Manage the operation of a mobile hydro-bathing facility	Not applicable	The unit is deleted as the skill or task is no longer required by industry	Deleted
ACMCAS409 Provide training advice to companion animal owners	ACMBEH405 Provide individual advice on animal behaviour management and training	Title changed Elements 4 and 5 merged Changes to performance criteria for clarity New performance criteria added	Not equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
		Assessment requirements updated	
ACMCAS410 Conduct companion animal training classes	ACMBEH406 Conduct group training classes for animal owners or carers	Title changed Changes to elements and performance criteria to reflect current industry practice and for clarity Assessment requirements updated	Not equivalent
ACMGAS101 Investigate job opportunities in animal care and related industries	ACMGEN101 Explore job opportunities in animal care and related industries	Title changed Element 2 and 3 merged Changes to performance criteria for clarity Assessment requirements updated	Not equivalent
ACMGAS102 Catch and handle a range of quiet animals	ACMGEN102 Approach and handle a range of calm animals	Titled changed Elements 3, 4 and 5 merged Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMGAS103 Assist in the care of animals	ACMGEN103 Assist in the care of animals	Elements 3 and 4 merged Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMGAS201 Work in the animal care industry	ACMGEN201 Work in the animal care industry	Minor edits to performance criteria for clarity New element 2 to cover species and breed identification and characteristics Element 4 removed, and outcomes added to Foundation Skills Assessment requirements updated	Not equivalent
ACMGAS203 Complete animal care hygiene routines	ACMGEN202 Complete animal care hygiene routines	Changes to performance criteria for clarity, including merger of some performance criteria Assessment requirements updated	Equivalent
ACMGAS204 Feed and water animals	ACMGEN203 Feed and water animals	Minor changes to performance criteria for clarity	Equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
		Assessment requirements updated	
ACMGAS205 Assist in health care of animals	ACMGEN204 Assist in health care of animals	Minor changes to performance criteria for clarity and to reflect current industry practice Assessment requirements updated	Equivalent
ACMGAS206 Provide basic first aid for animals	ACMGEN309 Provide basic animal first aid	Redesigned unit that includes content from ACMGAS206 Provide basic first aid for animals and ACMGAS305 Rescue animals and apply basic first aid	Not equivalent
ACMGAS207 Provide reception services for an animal care facility	ACMGEN310 Provide reception services for an animal care facility	Minor changes to application, element and performance criteria for clarity Unit code AQF identifier changed to reflect work outcomes Assessment requirements updated	Equivalent
ACMGAS208 Source information for animal care needs	ACMGEN205 Source and provide information for animal care needs	Redesigned unit merging the outcomes of ACMGAS208 Source information for animal care needs and ACMGAS209 Provide information on companion animals, products and services	Not equivalent
ACMGAS209 Provide information on companion animals, products and services	ACMGEN205 Source and provide information for animal care needs	Redesigned unit merging the outcomes of ACMGAS208 Source information for animal care needs and ACMGAS209 Provide information on companion animals, products and services	Not equivalent
ACMGAS210 Prepare for and conduct a tour or presentation	ACMGEN301 Prepare and present information to the public	Some content is covered in this revised unit	Not equivalent
ACMGAS301 Maintain and monitor animal health and wellbeing	ACMGEN311 Maintain and monitor animal health and wellbeing	Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
ACMGAS302 Provide enrichment for animals	ACMBEH302 Provide enrichment for animals	Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMGAS303 Plan for and provide nutritional requirements for animals	ACMGEN312 Provide nutritional requirements for animals	Title changed Changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMGAS304 Carry out simple breeding procedures	ACMGEN313 Carry out simple breeding procedures	Changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMGAS305 Rescue animals and apply basic first aid	ACMGEN309 Provide basic animal first aid	Redesigned unit that includes content from ACMGAS206 Provide basic first aid for animals and ACMGAS305 Rescue animals and apply basic first aid	Not equivalent
ACMGAS306 Assist with conditioning animals	ACMBEH404 Condition animal behaviour	Code and title changed to reflect AQF alignment Performance criteria and assessment requirements updated to reflect work function	Not equivalent
ACMGAS307 Identify animal anatomy and physiology for animal care work	ACMGEN314 Identify animal anatomy and physiology for animal care work	Unit sector changed to better reflect work outcomes Minor change to knowledge evidence for clarity	Equivalent
ACMGAS308 Communicate effectively with clients and team members	ACMGEN315 Communicate effectively with clients and team members	Unit sector changed to better reflect work outcomes Foundation skills updated Minor change to performance evidence for clarity	Equivalent
Not applicable	ACMGEN303 Assess the welfare status of an animal	The unit has been created to address an emerging skill or task required by industry	Newly created
Not applicable	ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces	The unit has been created to address an emerging skill or task required by industry	Newly created
ACMGRM301	ACMGRM305	Title changed Prerequisites updated	Not equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
Perform dog grooms on different coat types	Groom dogs to meet breed style and coat requirements	Reordered, new and revised performance criteria for clarity Performance evidence, knowledge evidence and assessment requirements expanded	
ACMGRM302 Perform a cross breed clip	ACMGRM304 Perform grooms on cross breed dogs	Title changed Prerequisites removed Changes to element and performance criteria wording and order for clarity New element 7 Assessment requirements updated.	Not equivalent
ACMGRM404 Provide creative styling for dogs	Not applicable	The unit is deleted as the task does not reflect industry requirements	Deleted
ACMGRM405 Carry out styling on cats of different breeds and coat types	ACMGRM402 Groom cats of different breeds and coat types	Title changed Prerequisites updated Changes to performance criteria and assessment requirements for clarity and consistency and to reflect current industry practice	Equivalent
ACMGRM406 Carry out breed standard styling on dog breed groups	ACMGRM401 Carry out advanced grooming to dog breed standards	Title changed Prerequisites updated Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
Not applicable	ACMGRM403 Enhance companion animal coat and skin condition	Unit created to address an emerging skill required by industry	Newly created
ACMSPE301 Provide basic care of amphibians	ACMSPE313 Provide general care of amphibians	Changed title Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMSPE302 Provide basic care of birds	ACMSPE314 Provide general care of birds	Changed title Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMSPE303	ACMSPE315	Changed title	Equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
Provide basic care of common native mammals	Provide general care of common native mammals	Minor changes to performance criteria for clarity Assessment requirements updated	
ACMSPE304 Provide basic care of domestic dogs	ACMSPE316 Provide general care of domestic dogs	Changed title Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMSPE305 Provide basic care of domestic cats	ACMSPE317 Provide general care of domestic cats	Changed title Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMSPE306 Provide basic care of marine fish	ACMSPE318 Provide general care of fish	Redesigned unit ACMSPE306 Provide basic care of marine fish and ACMSPE307 Provide basic care of freshwater fish merged Minor changes to make content generic to fish Assessment requirements updated to address marine and freshwater fish	Equivalent
ACMSPE307 Provide basic care of freshwater fish	ACMSPE318 Provide general care of fish	Redesigned unit ACMSPE306 Provide basic care of marine fish and ACMSPE307 Provide basic care of freshwater fish merged Minor changes to make content generic to fish Assessment requirements updated to address marine and freshwater fish	Equivalent
ACMSPE308 Provide basic care of marine aquatic invertebrates	ACMSPE319 Provide general care of invertebrates	Redesigned unit ACMSPE308 Provide basic care of marine invertebrates and ACMSPE309 Provide basic care of terrestrial and freshwater invertebrates merged	Equivalent

<b>Mapping of units of competency between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
		Minor changes to make content generic to invertebrates Updated assessment requirements to address terrestrial, marine and freshwater invertebrates	
ACMSPE309 Provide basic care of terrestrial and freshwater invertebrates	ACMSPE319 Provide general care of invertebrates	Redesigned unit ACMSPE308 Provide basic care of marine invertebrates and ACMSPE309 Provide basic care of terrestrial and freshwater invertebrates merged Minor changes to make content generic to invertebrates Updated assessment requirements to address terrestrial, marine and freshwater invertebrates	Equivalent
ACMSPE310 Provide basic care of mammals	ACMSPE320 Provide general care of mammals	Changed title Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMSPE311 Provide basic care of non-venomous reptiles	ACMSPE321 Provide general care of non-venomous reptiles	Changed title Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMSPE312 Provide basic care of rodents and rabbits	ACMSPE322 Provide general care of rodents or rabbits	Minor changes to performance criteria for clarity Assessment requirements updated	Equivalent
ACMVET411 Prepare, deliver and review animal care education programs (Release 1)	ACMVET411 Prepare, deliver and review animal care education programs (Release 2)	Minor update Application statement and assessment conditions broadened for use in other ACM sectors	Equivalent

#### d. Credit arrangements

Credit arrangements for ACM Animal Care and Management Training Package <i>Version 4.0</i>		
Qualification Code	Qualification Title	Credit Arrangement Details
ACM10121	Certificate I in Animal Care Industry Pathways	At the time of endorsement of this training package, no national credit arrangements exist.
ACM20121	Certificate II in Animal Care	At the time of endorsement of this training package, no national credit arrangements exist.
ACM30121	Certificate III in Wildlife and Exhibited Animal Care	At the time of endorsement of this training package, no national credit arrangements exist.
ACM30221	Certificate III in Animal Care Services	At the time of endorsement of this training package, no national credit arrangements exist.
ACM40121	Certificate IV in Animal Regulation and Management	At the time of endorsement of this training package, no national credit arrangements exist.
ACM40221	Certificate IV in Animal Facility Management	At the time of endorsement of this training package, no national credit arrangements exist.
ACM40321	Certificate IV in Animal Behaviour and Training	At the time of endorsement of this training package, no national credit arrangements exist.



## Appendix 2: Industry support

### a. Consultation activities

A range of strategies were used for consultation with stakeholders during development of the *ACM Animal Care and Management Training Package Version 4.0*.

#### Exhibited Animal Care and Marine Wildlife

Consultation activities included:

- News articles and stories in Skills Impact newsletters throughout the project
- SMEWG and functional analysis workshop – 29 August 2019
- Site visits and face-to-face meetings – 30 May – 10 December 2019
- Consultation draft 1 – feedback hub, face-to-face workshops, webinars – 8 November – 19 December 2019
- Validation survey and validation meetings – 6 April – 20 May 2020.

Stakeholders engaged during the project are described in the matrix below, with a full list of all engaged stakeholders available below. Skills Impact reached out to RTOs who were delivering existing qualifications for their input.

	ACT	NSW	NT	Qld	SA	Tas	Vic	WA	National
<b>Industry (employer / employee)</b>									
<b>Industry association</b>									*
<b>Union</b>									**
<b>Registered Training Organisation (RTO)</b>			***						
<b>Government department</b>									

\* Zoos and wildlife parks that are Zoo and Aquarium Association (the National association) accredited members were consulted in ACT, Qld, SA, Tas and Vic.

\*\*Note: Representatives from state-based and national unions (United Workers Union, Public Services Union and Community and Public Sector Union) were informed of the project throughout its progress.

\*\*\* Note: Feedback received from a national industry association and an Industry Training Advisory Body confirmed few to no relevant RTOs in the Northern Territory.

#### Project page on the Skills Impact website

A project page was set up on the Skills Impact website at the start of the project with information about the project together with progress updates. The project page remained on the website throughout the project. Visitors were invited to register their interest to receive email alerts about the project including notification and registration for public consultation workshops and opportunities to provide feedback on draft materials.

Exhibited Animal Care & Marine Wildlife project page: <https://www.skillsimpact.com.au/animal-care/training-package-projects/exhibited-animal-care-marine-wildlife-project/>

#### Publications

As part of communication activities to inform stakeholders of the project's progress and opportunities for input and feedback, news articles, social media posts and newsletters were published. Skills Impact newsletters and website news articles were published on the Skills Impact website and distributed to the database of subscribers.

### *Skills Impact newsletters and website news articles*

Distributed to the Skills Impact database of subscribers in both the newsletter and on the Skills Impact website as news articles and were shared on the Skills Impact Twitter and LinkedIn accounts.

#### Industry News Alerts:

- New Animal Care & Management Projects - 28 October 2019
- Help define national skills standards for exhibited animal care & marine wildlife – 8 November 2019
- Still time to feedback on exhibited animals & marine wildlife skills standards – 17 December 2019
- Final Draft Skills Standards for Exhibited Animal Care & Marine Wildlife on the Way – 10 February 2020
- Stay Tuned for Final Draft Skills Standards for Exhibited Animal Care & Marine Wildlife – 26 March 2020
- Next Steps for Exhibited Animal Care & Marine Wildlife Skills Standards – 24 June 2020
- Next Steps for Exhibited Animal Care & Marine Wildlife Skills Standards – 6 July 2020
- Opportunity to Validate Skills Standards for Exhibited Animal Care & Marine Wildlife – 6 April 2020.

In addition to these publications, an *Update on Skills Impact Projects* Newsletter was distributed to State and Territory Training Authorities, Industry Training Advisory Boards and Councils, Victorian Curriculum Maintenance Manager and TAFE NSW Industry Liaison people each month, providing updates on all Skills Impact projects, including the Exhibited Animal Care and Marine Wildlife project.

### *External publications*

- Horse SA E-news - 'Public Consultation [new draft Certificate IV in Animal Care Facility Management]' - 13 March 2020
- VETinfoNews – 'Exhibited Animal Care and Marine Wildlife Project' – November 2020.
- The Exhibited Animal Care SMEWG was formed to provide input on the development of draft materials. This group also provided advice and feedback throughout all stages of project development.
- The initial SMEWG meeting held in Melbourne where a Workforce Functional Analysis was undertaken to scope the range of business sizes, work roles, work settings and current training arrangements. This group was also consulted via teleconference and ongoing emails and telephone calls.
- Specialist SME groups were established and consulted via face-to-face meetings, webinars, email and phone as necessary. These included industry, training providers and state/territory authorities involved in marine animal responses and a small working group with expertise in promoting mental health and wellbeing for animal care workers.
- Ten public face-to-face consultation workshops were held in Sydney, Darwin, Brisbane, Cairns, Adelaide, Perth, Bunbury WA, Hobart, Melbourne and Canberra. Workshops were scheduled and promoted for all locations; and a total of 52 stakeholders attended.
- One consultation webinar was held to cater for people who could not attend any of the face-to-face regional consultation workshops and a total of 16 stakeholders attended.
- Site visits were held at 11 key industry stakeholder's workplaces to provide context around the different work settings and work roles in zoos, aquariums, wildlife parks and wildlife sanctuaries across all states/territories. These visits provided the opportunity for project managers and developers to observe work tasks being performed and to ask workers about their work roles and satisfaction with their current training and qualifications.

- All stakeholders that were identified as potentially having an interest in the project were contacted via phone, email and/or webinars at the start of the project in August 2019 and continuously throughout project development.
- Additional feedback was gathered from stakeholders via face-to-face meetings, teleconferences, emails and telephone calls.
- Draft materials were hosted on the Skills Impact website for online public validation in April/May 2020. Validation meetings were held via 6 webinars on 19 and 20 May 2020 with SMEWG members to provide advice on feedback received during the two-week public validation period and to review and validate final drafts.
- Additional feedback on the *Native Wildlife Rehabilitation, Orphan Native Wildlife Carer and Exhibited Animal Behaviour and Training Skill Sets* was received after validation was circulated out to SMEWG for their feedback. The drafts were revised and supported by the SMEWG.
- Key stakeholders from the Exhibited Animal Care project were also invited to attend consultation webinars held under the Pet Care & Animal Training Project to provide advice and feedback on training and conditioning animals in the exhibited animal work context.

## Pet Care and Animal Training

Consultation activities included:

- News articles and stories in Skills Impact newsletters throughout the project
- 20 SMEWG meetings (including functional analysis workshops) between 22 October 2019 – 24 July 2020
- Discussion Paper with the draft development proposal for qualifications released for feedback on Skills Impact’s website between 12 December 2019 and 17 January 2020,
- Consultation draft 1 – feedback hub, 23 face-to-face workshops and 6 webinars were held during February 2020
- RTO Questionnaire sent to all 10 RTOs with Certificate I in Animal Studies on scope – April – May 2020
- Validation survey and 12 validation webinars during June – July 2020.

Stakeholders engaged during the project are described in the matrix below, with a full list of all engaged stakeholders available below. Skills Impact reached out to RTOs who were delivering existing qualifications for their input.

	ACT	NSW	NT	Qld	SA	Tas	Vic	WA	National
<b>Industry (employer / employee)</b>									
<b>Industry association</b>									
<b>Registered Training Organisation (RTO)</b>			*						
<b>Government department</b>									

\* Note: Feedback received from a national industry association and an Industry Training Advisory Body confirmed there are no relevant RTOs in the Northern Territory.

## Project page on the Skills Impact website

A project page was set up on the Skills Impact website at the start of the project with information about the project together with progress updates. The project page remained on the website throughout the project. Visitors were invited to register their interest to receive email alerts about the project including notification and registration for public consultation workshops and opportunities to provide feedback on draft materials.

Exhibited Animal Care & Marine Wildlife project page: <https://www.skillsimpact.com.au/animal-care/training-package-projects/exhibited-animal-care-marine-wildlife-project/>

## Publications

As part of communication activities to inform stakeholders of the project's progress and opportunities for input and feedback, news articles, social media posts and newsletters were published. Skills Impact newsletters and website news articles were published on the Skills Impact website and distributed to the database of subscribers.

### ***Skills Impact newsletters and website news articles***

Distributed to the Skills Impact database of subscribers in both the newsletter and on the Skills Impact website as news articles and were shared on the Skills Impact Twitter and LinkedIn accounts.

Industry News Alerts or Skills Impact Newsletters:

- New Animal Care & Management Projects - 28 October 2019
- Draft skills standards for pet care & animal training coming soon– 8 November 2019
- Feedback on Proposed Changes to Pet Care & Animal Training Qualifications – 12 December 2019
- Feedback on Proposed Changes to Pet Care & Animal Training Qualifications – 12 December 2019
- Feedback on Pet Care & Animal Training Skills Standards 10 February 2020
- Still Time to Feedback on Pet Care & Animal Training Skills – 26 March 2020
- Still Time to Feedback on Pet Care & Animal Training Skills – 6 April 2020
- Feedback Sought on Draft Skills Standards for Pet Care and Animal Training – 9 April 2020
- Opportunity to Validate Skills Standards for Pet Care & Animal Training – 26 June 2020
- Reminder: Skills Standards for Pet Care & Animal Training Available for Validation – 6 July 2020
- Still Time to Have Your Say on Pet Care & Animal Training Skills Standards – 6 July 2020

In addition to these publications, an *Update on Skills Impact Projects* Newsletter was distributed to State and Territory Training Authorities, Industry Training Advisory Boards and Councils, Victorian Curriculum Maintenance Managers and TAFE NSW Industry Liaison people each month, providing updates on all Skills Impact projects, including the Exhibited Animal Care and Marine Wildlife project.

## Stakeholders engaged in Exhibited Animal Care and Marine Wildlife

### Subject Matter Expert Working Group – 29 August 2019 – Melbourne

Name	Organisation	Position	Organisation Type / Size	State
Andrew Irvine	Taronga Zoo	Marine Mammal Supervisor	Industry / Large	NSW
Anthony Molyneux	Currumbin Sanctuary	Wildlife Manager	Industry / Medium	QLD
Bali Forbes	Melbourne Zoo/Taronga Training Institute	Support Officer – Taronga Training Institute – Human Resources	RTO / Medium	NAT
Bronte Stray	Alice Springs Desert Park	Zookeeper	Industry / Small	NT
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW
Dr David Blyde	Sea World Marine Park Queensland	Veterinarian	Industry / Large	QLD
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO / Small	VIC
Dr Duane March	Dolphin Marine Rescue	Veterinarian	Industry / Small	NSW
Greg Irons	Bonorong Wildlife Sanctuary	Director	Industry / Small	TAS
James Biggs	Zoo and Aquarium Association	ZAA Executive Officer	Industry Association / Large	NAT
Lisa Tuthill	Moonlit Sanctuary Wildlife Conservation Park	Life Sciences Manager	Industry / Small	VIC
Luke Hammond	Zoos Victoria	Human Resources Advisor	Industry / Large	VIC
Melissa Gard	Bonorong Wildlife Sanctuary	Co-Head Keeper	Industry / Small	TAS
Paul Whitehorn	National Zoo & Aquarium	General Manager – Wildlife & Facilities	Industry / Medium	ACT
Robert Johnson	Australian Veterinary Association (AVA)	Member of the Management Committee	Industry Association / Large	NAT

Roxanne Monahan	Taronga Zoo/Taronga Training Institute	TTI trainer/assessor & Senior Exotics Keeper	RTO / Medium	NAT
Susan Crocetti	NSW National Parks & Wildlife Service	Marine Wildlife Team Leader – Conservation Branch	Government department / Large	NSW

**Subject Matter Expert Working Group – 25 October 2019 – Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Elly Neumann	Taronga Zoo	Senior Keeper / IRC member	Industry / Large	NSW
Rebecca Coventry	TAFE NSW	Veterinary Nursing Co-ordinator	RTO / Large	NSW

**Subject Matter Expert Working Group – 11 February 2020 – Adelaide**

Name	Organisation	Position	Organisation Type / Size	State
Anthony Molyneux	Currumbin Sanctuary	Wildlife Manager	Industry / Medium	QLD
Chad Crittle	Zoos SA	Senior Keeper Birds/Herpetofauna	Industry / Medium	SA
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW
Dr David Blyde	Sea World Marine Park Queensland	Veterinarian	Industry / Large	QLD
Dr Duane March	Dolphin Marine Rescue	Veterinarian	Industry / Small	NSW
Greg Irons	Bonorong Wildlife Sanctuary	Director	Industry / Small	TAS
James Biggs	Zoo and Aquarium Association	ZAA Executive Officer	Industry Association / Large	NAT
John Lemon	Perth Zoo	Curator Operations	Industry / Medium	WA
Melissa Gard	Bonorong Wildlife Sanctuary	Co-Head Keeper	Industry / Small	TAS
Melissa Gregorace	TAFE SA	Lecturer	RTO / Large	SA

Paula Porter	TAFE SA	Lecturer, Coordinator Diploma in Animal Technology	RTO / Large	SA
Robert Johnson	Australian Veterinary Association (AVA)	Member of the Management Committee	Industry Association / Large	NAT
Roxanne Monahan	Taronga Zoo/Taronga Training Institute	TTI trainer/assessor & Senior Exotics Keeper	RTO / Medium	NAT

**Specialist Subject Matter Expert Working Group – Promote positive welfare – 11  
October 2019 Sydney**

Name	Organisation	Position	Organisation Type / Size	State
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW
James Biggs	Zoo and Aquarium Association	ZAA Executive Officer	Industry Association / Large	NAT
Michelle Durkan	Taronga Zoo/Taronga Training Institute	Institute Manager	RTO / Medium	NAT

**Specialist Subject Matter Expert Working Group – Promote positive welfare – 18  
October 2019 Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO / Small	VIC
Megan Dietze	Australian Veterinary Association (AVA)	Head of Program Bachelor of Veterinary Nursing	Industry Association / Large	NAT
Paula Porter	TAFE SA	Lecturer, Coordinator Diploma in Animal Technology	RTO / Large	SA
Rebekah Scotney	University of Queensland	Academic Program Coordinator	RTO / Large	QLD

**Specialist Subject Matter Expert Working Group – Marine Wildlife Response – 22  
October 2019 – Webinar**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Dr Duane March	Dolphin Marine Rescue	Veterinarian	Industry / Small	NSW
Mick Armstrong	NSW National Parks & Wildlife Service	Senior Training Officer	Government department / Large	NSW
Rachel Hannan	NSW National Parks & Wildlife Service		Government department / Large	NSW
Susan Crocetti	NSW National Parks & Wildlife Service	Marine Wildlife Team Leader-Conservation Branch	Government department / Large	NSW
Wendy Blair	NSW National Parks & Wildlife Service	Senior Consultant - ERTO Manager	Government department / Large	NSW

**Consultation Webinar Participants – 6 December 2019 – Melbourne**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Amanda Embury	Zoos Victoria	Senior Manager Animal Welfare & Life Sciences	Industry / Large	VIC
Celia Thomson	TAFE NSW	Head Teacher	RTO / Large	NSW
Christine Filipczyk	TAFE NSW	Veterinary nurse/teacher	RTO / Large	NSW
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW
Debbie Pritchard	TAFE NSW	Teacher – Animal Care & Management	RTO / Large	NSW
Di Palmer	University of Queensland	Program Manager	RTO / Large	QLD
Jenny O'Donnell	TAFE NSW	Head Teacher	RTO / Large	NSW
Maria-Magdaleena Marchidan	Australian College of Applied Animal Studies	Student	RTO / Small	VIC
Michelle Durkan	Taronga Zoo/Taronga Training Institute	Institute Manager	RTO / Medium	NAT



Phoebe Donovan	TAFE NSW - Skillspoint	Product specialist	RTO / Large	NSW
Rebecca Hanson	TAFE NSW	Technical Assistant	RTO / Large	NSW
Roxanne Monahan	Taronga Zoo/Taronga Training Institute	TTI trainer/assessor & Senior Exotics Keeper	RTO / Medium	NAT
Sandra Wesselink	TAFE NSW	Nursing Manager – Equine Clinic	RTO / Large	NSW
Sarah Silcocks	Melbourne Zoo	Keeper – Ectotherms – Life Sciences	Industry / Large	VIC
Sherryn Page	TAFE NSW	Teacher in Charge	RTO / Large	NSW
Sue Jaensch	Zoos Victoria	Animal Behaviour Specialist	Industry / Large	VIC

#### Consultation Workshop Participants – 15 November 2019 – Darwin

Name	Organisation	Position	Organisation Type / Size	State
Donna Jensen	Territory Wildlife Park	Curator	Industry / Medium	NT
Neda Aleksic	Industry Skills Advisory Council, NT	Industry Skills Advisory Council	Industry Association / Small	NT

#### Consultation Workshop Participants – 20 November 2019 – Sydney

Name	Organisation	Position	Organisation Type / Size	State
Darek Figa	TAFENSW	Teacher – Animal Science	RTO / Large	NSW
Linda Skauge	Australian Small Animal Veterinarians	ASAV Executive Officer	Industry Association /Small	NSW
Michelle Durkan	Taronga Zoo/Taronga Training Institute	Institute Manager	RTO / Medium	NAT

### Consultation Workshop Participants – 21 November 2019 – Brisbane

Name	Organisation	Position	Organisation Type / Size	State
Di Palmer	University of Queensland	Program Manager	RTO / Large	QLD
Michele Meier	University of Queensland	Trainer/Assessor	RTO / Large	QLD
Suzanne Cassidy	QIMR Berghofer	Facility Manager	Industry / Medium	QLD

### Consultation Workshop Participants – 22 November 2019 – Cairns

Name	Organisation	Position	Organisation Type / Size	State
Melissa van der Boom	Careers Training Centre	Trainer and Assessor / Administration Coordinator	RTO / Small	QLD

### Consultation Workshop Participants – 26 November 2019 – Adelaide

Name	Organisation	Position	Organisation Type / Size	State
Helen Sheldon	TAFE SA	Lecturer/Coordinator	RTO / Large	SA
Ian Hough	Clelands Wildlife Park	Senior Veterinarian	Industry / Small	SA
Melissa Gregorace	TAFE SA	Lecturer	RTO / Large	SA
Paula Porter	TAFE SA	Lecturer, Coordinator Diploma in Animal Technology	RTO / Large	SA

### Consultation Workshop Participants – 27 November 2019 – Perth

Name	Organisation	Position	Organisation Type / Size	State
Erica Honey	Private citizen	Vet nursing, Masters Emergency Response	Industry / NA	WA

Helen Riley	Kanyana Wildlife Rehabilitation Centre	Chairperson	Industry / Small	WA
Jessica Hankinson	Caversham Wildlife Park	Supervisor	Industry / Small	WA
Paul Etheredge	Food, Fibre & Timber Industries Training Council WA	Project Manager	Industry Association / Small	WA

#### Consultation Workshop Participants – 28 November 2019 – Bunbury

Name	Organisation	Position	Organisation Type / Size	State
Amanda Engstrom	Bunbury Wildlife Park	Senior Wildlife Officer	Industry / Small	WA
Chloe Rawling	Bunbury Wildlife Park	Wildlife Park Officer	Industry / Small	WA
Vicki Newman	Fostering and Assistance for Wildlife Needing Aid (FAWNA) WA	Wildlife Carer – South West WA	Industry / Small	WA

#### Consultation Workshop Participants – 3 December 2019 – Hobart

Name	Organisation	Position	Organisation Type / Size	State
Kellie Lovell	Department of Primary Industries, Parks, Water and Environment (DPIPWE)	Project Officer - Injured and Orphaned Wildlife Coordinator	Government Department / Small	TAS
Kris Carlyon	Department of Primary Industries, Parks, Water and Environment (DPIPWE)	A/Section Head - Marine Conservation Program	Government Department / Small	TAS

#### Consultation Workshop Participants – 4 December Melbourne – VIC

Name	Organisation	Position	Organisation Type / Size	State
Anne Wiltshire	Melbourne Polytechnic	Primary Industries Curriculum Maintenance Manager	RTO / Large	VIC

Bali Forbes	Melbourne Zoo/Taronga Training Institute	Support Officer – Taronga Training Institute – Human Resources	RTO / Medium	NAT
Bronwyn Hookey	Box Hill Institute	Trainer/Assessor	RTO / Large	VIC
Damian Lewis	Zoos Victoria	Animal Carer	Industry / Large	VIC
Deb Dyson	Zoos Victoria	Zookeeper/Teacher	Industry / Large	VIC
Louise O’Gorman	Private citizen	Wildlife Carer	Industry / Small	VIC
Lynda Green	Australian Apprenticeships and Traineeships Information Service (AATIS)	Training Package Content Officer	Government Department / Small	VIC
Michaela Brown	Box Hill Institute	Trainer	RTO / Large	VIC
Peter Tiong	Kangan Institute	Lead Educator	RTO / Large	VIC
Tim Michau	TAG Consulting Arbor	Owner	Industry / Small	VIC

**Consultation Workshop Participants – 9 December 2019 – Canberra**

Name	Organisation	Position	Organisation Type / Size	State
Luke Robbie	ACT Wildlife	Committee Member	Industry /Small	ACT
Paul Whitehorn	National Zoo & Aquarium	General Manager – Wildlife & Facilities	Industry / Medium	ACT
Peter Child	Canberra Reptile Zoo	Owner/Managing Director	Industry / Small	ACT
Sophie Dentrinos	National Zoo & Aquarium	Senior Wildlife Keeper/Supervisor	Industry /Medium	ACT

**Consultation Draft Feedback Contributors 8 November – 19 December 2019 Online/Email**

Name	Organisation	Position	Organisation Type / Size	State
Adele Lindley	Personal Assistance Dog Solutions NSW	Director	Industry / Small	NSW

Alison Richards	Ingham Institute NSW	Research Support Officer	RTO / Small	NSW
Amanda Embury	Zoos Victoria	Senior Manager Animal Welfare & Life Sciences	Industry / Large	VIC
Belinda Watson	Melbourne Polytechnic	Teacher and CMM Project Officer	RTO / Large	VIC
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW
Darek Figa	TAFE NSW	Teacher – Animal Science	RTO / Large	NSW
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO / Small	VIC
Debbie Pritchard	TAFE NSW	Teacher – Animal Care and Management	RTO / Large	NSW
Dr Cathy Warburton	Make Headway	Principal Trainer	Industry / Small	NAT
Elly Neumann	Taronga Zoo	Senior Keeper / IRC member	Industry / Large	NSW
Helen Woolward	TAS TAFE	Animal Studies Co-ordinator	RTO / Small	TAS
Jennifer O'Donnell	TAFE NSW Northern Illawarra Veterinary Hospital		RTO / Large	NSW
Jenny O'Donnell	TAFE NSW	Head Teacher	RTO / Large	NSW
Katrina Geary	UQ Biological Resources	Training and Compliance Co-ordinator	Industry / Small	QLD
Kaye Hargreaves	Wagging School	Principal	Industry / Small	VIC
Kim Hewitt	Kids Research – Transgenic Facility NSW Department of Health	Transgenic Facility Manager	Government department /	NSW
Leigh Mansfield	Organisation for the Rescue and Research of Cetaceans in Australia (ORRCA) NSW	Rescue Manager	Industry / Small	NSW
Melissa van der Boom	Careers Training Centre	Trainer and Assessor / Administration Coordinator	RTO / Small	QLD

Michael Mikitis	Department Agriculture and Fisheries QLD	Assistant Manager	Government department / Large	QLD
Michele Meier	University of Queensland	Trainer/Assessor	RTO / Large	QLD
Michelle Durkan	Taronga Zoo/Taronga Training Institute	Institute Manager	RTO / Medium	NAT
Nell Thompson	Australian Institute of Animal Management	Coordinator/secretary	Industry / Medium	WA
Peter Tiong	Kangan Institute	Lead Educator	RTO / Large	VIC
Phoebe Donovan	TAFE NSW - Skillspoint	Product specialist	RTO / Large	NSW
Rebecca Hanson	TAFE NSW	Technical Assistant	RTO / Large	NSW
Rodney Vile	Department of Environment, Land, Water & Planning (DELWP)	Principal Officer Wildlife Emergencies	Government department / Large	VIC
Roxanne Monahan	Taronga Zoo/Taronga Training Institute	TTI trainer/assessor & Senior Exotics Keeper	RTO / Medium	NAT
Sarah Silcocks	Melbourne Zoo	Keeper – Ectotherms – Life Sciences	Industry / Large	VIC
Sue Bain	Applied Vocational Training Australia	General Manager	RTO / Small	WA
Sylvana Maas	Department of Environment and Energy	Assistant Director Migratory Species Section Biodiversity Conservation Division	Government department / Large	NAT

#### Validation Draft Feedback Contributors 6 April – 1 August 2020 – Online/Emails

Name	Organisation	Position	Organisation Type / Size	State
Anna Meredith	Melbourne Veterinary School	Head	RTO / Medium	VIC
Anne Wiltshire	Melbourne Polytechnic	Primary Industries Curriculum Maintenance Manager	RTO / Large	VIC
Belinda Watson	Melbourne Polytechnic	Teacher and CMM Project Officer	RTO / Large	VIC

Bronte Stray	Alice Springs Desert Park	Zookeeper	Industry / Small	NT
Bruce Macpherson	TAFE Gippsland	Program Manager Rural Sciences, Forestry and Maritime	RTO / Medium	VIC
Celia Thomson	TAFE NSW	Head Teacher – Animal Care & Management	RTO / Large	NSW
Chad Crittle	Zoos SA	Senior Keeper Birds/Herpetofauna	Industry / Medium	SA
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO / Small	VIC
Debbie Pritchard	TAFE NSW	Teacher – Animal Care and Management	RTO / Large	NSW
Dr Cathy Warburton	Make Headway	Veterinary wellbeing consultant and coach	Industry / Small	VIC
Dr David Blyde	Sea World Marine Park Queensland	Veterinarian	Industry / Large	QLD
Dr Duane March	Dolphin Marine Rescue	Veterinarian	Industry / Small	NSW
Elly Neumann	Taronga Zoo	Senior Keeper / IRC member	Industry / Large	NSW
Helen Riley	Kanyana Wildlife Rehabilitation Centre	Chairperson	Industry / Small	WA
John Lemon	Perth Zoo	Curator Operations	Industry / Medium	WA
Melissa van der Boom	Careers Training Centre	Trainer and Assessor / Administration Coordinator	RTO / Small	QLD
Paul Whitehorn	National Zoo & Aquarium	General Manager – Wildlife & Facilities	Industry / Medium	ACT
Paula Porter	TAFE SA	Lecturer, Coordinator Diploma in Animal Technology	RTO / Large	SA
Rodney Vile	Department of Environment, Land, Water & Planning (DELWP)	Principal Officer Wildlife Emergencies	Government department / Large	VIC
Roxanne Monahan	Taronga Zoo/Taronga Training Institute	TTI trainer/assessor & Senior Exotics Keeper	RTO / Medium	NAT

Luke Hammond	Zoos Victoria	Human Resources Advisor	Industry / Large	VIC
Marg Peachey	ACT Wildlife	President	Industry / Small	ACT
Jenn Rhodes	Wildlife Information Rescue & Education Service (WIRES)	Training Manager	Industry / Large	NAT
Helen Riley	Kanyana Wildlife Rehabilitation Centre	Chairperson	Industry / Small	WA
Greg Irons	Bonorong Wildlife Sanctuary	Director	Industry / Small	TAS
Mandy Hall	Independent Carer	Independent Carer	Industry / Small	NT

#### Validation Webinar Participants – 19 – 20 May 2020

Name	Organisation	Position	Organisation Type / Size	State
Bruce Macpherson	TAFE Gippsland	Program Manager Rural Sciences, Forestry and Maritime	RTO / Medium	VIC
Dr Cathy Warburton	Make Headway	Veterinary wellbeing consultant and coach	Industry / Small	VIC
Chad Crittle	Zoos SA	Senior Keeper Birds/Herpetofauna	Industry / Medium	SA
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW
Dr David Blyde	Sea World Marine Park Queensland	Veterinarian	Industry / Large	QLD
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO / Small	VIC
Dr Duane March	Dolphin Marine Rescue	Veterinarian	Industry / Small	NSW
Elly Neumann	Taronga Zoo	Senior Keeper / IRC member	Industry / Large	NSW
Paula Porter	TAFE SA	Lecturer, Coordinator Diploma in Animal Technology	RTO / Large	SA
Rodney Vile	Department of Environment, Land,	Principal Officer Wildlife Emergencies	Government department / Large	VIC



	Water & Planning (DELWP)			
Susan Crocetti	NSW National Parks & Wildlife Service	Marine Wildlife Team Leader – Conservation Branch	Government department / Large	NSW

### Other Participants

In addition to the meetings and consultation above, the following key stakeholders were also contacted, engaged and/or consulted throughout the duration of this project

Name	Organisation	Position	Organisation Type / Size	State
Aaron Marchado	Australian Marine Wildlife Research and Rescue Organisation (AMWRRO)	President/Founder	Industry / Small	SA
Carol Palmer	Northern Territory Department of Environment and Natural Resources	Senior Scientist – Dolphins and Whales (Cetaceans)	Government department / Medium	NT
Damien Stanioch	Department of Tourism, Sport and Culture NT	Wildlife Ranger, Wildlife Operations	Government department / Medium	NT
Dr Rona Barugahare	University of Queensland	Senior Manager Translational Research Institute Biological Research Animal Facility	Medical Research Centre	QLD
Dr Vanessa Rohlf	Dr Vanessa Rohlf	Consultant/Therapist/ Educator	Industry / Small	NAT
Emma Pollard	Taronga Conservation Society Australia	Governance Manager	Industry / Large	NAT
Jessie Rice	Werribee Open Range Zoo	Veterinary Nurse	Industry / Medium	VIC
John Edwards	Department of Biodiversity Conservation and Attractions (DBCA)	Senior Marine Operations Officer	Government department / Large	WA
Kate Serafin	Department of Agriculture and Fisheries QLD	Senior Scientist, Exhibited Animals	Government department / Large	QLD
Leigh Mansfield	Organisation for the Rescue and Research of Cetaceans in Australia (ORRCA) NSW	Rescue Manager	Industry / Small	NSW

Lottie Servin	University of Adelaide	AHMS Team Leader: Biomedical Research Facility	RTO / Large	SA
Mark Grove	TAFE NSW	Head of SkillsPoint – Agribusiness	RTO / Large	NSW
Mark Keenan	Melbourne Zoo	Marine Response Unit Co-ordinator	Industry / Medium	VIC
Mathew Salzone	The Florey Institute of Neuroscience and Mental Health	KMB Facility Manager	Medical Research Centre	VIC
Nadine Hamilton	Positive Psych Solutions	Psychologist	Industry / Small	QLD
Rosie Booth	Australia Zoo	AZWH Director	Industry / Medium	QLD
Suzanne Fowler	Australian National University	Senior Veterinarian – Research Services	RTO / Large	ACT
General contact	Community and Public Sector Union	Administration	Union	WA
General contact	United Workers Union	Administration in all states and territories	Union	NAT
General contact	Public Services Union	Administration	Union	NAT

### Site visits

Name	Organisation	Position	Organisation Type / Size	State	Date
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO / Small	VIC	30 May 2019
Lisa Tuthill	Moonlit Sanctuary Wildlife Conservation Park	Life Sciences Manager	Industry / Small	VIC	30 May 2019
Jeni Brown	Shoalhaven Zoo	Park Manager	Industry / Small	NSW	5 Jul 2019
Donna Jensen	Territory Wildlife Park	Curator	Industry / Medium	NT	15 Nov 2019

Melissa van der Boom	Cairns Zoom & Wildlife Dome	Trainer and Assessor / Administration Coordinator	Industry / Small	QLD	22 Nov 2019
Jan Tierney	Dolphin Discovery Centre	Aquarist	Industry / Small	WA	28 Nov 2019
Bradley Holland	Peel Zoo	Owner	Industry / Small	WA	28 Nov 2019
John Lemon	Perth Zoo	Curator Operations	Industry / Medium	WA	29 Nov 2019
Maria Finnigan	Perth Zoo	Director Life Sciences	Industry / Medium	WA	29 Nov 2019
Ric Dunlop	Perth Zoo	Life Sciences Project Officer	Industry / Medium	WA	29 Nov 2019
Greg Irons	Bonorong Wildlife Sanctuary	Director	Industry / Small	TAS	2 Dec 2019
Peter Child	Canberra Reptile Zoo	Owner/Managing Director	Industry / Small	ACT	9 Dec 2019
Paul Whitehorn	National Zoo & Aquarium	General Manager - Wildlife & Facilities	Industry / Medium	ACT	10 Dec 2019
Sophie Dentrinos	National Zoo & Aquarium	Senior Wildlife Keeper/Supervisor	Industry / Medium	ACT	10 Dec 2019

### Other Meetings

In addition to regular email and telephone contact with relevant stakeholders and Subject Matter Experts, the following face-to-face consultation activities have taken place as part of this project.

Name	Organisation	Position	Organisation Type / Size	State	Date
Bali Forbes	Melbourne Zoo/Taronga Training Institute	Support Officer – Taronga Training Institute – Human Resources	RTO / Medium	NAT	21 Jun 2019
Rodney Vile	Department of Environment, Land, Water & Planning (DELWP)	Principal Officer Wildlife Emergencies	Government department / Large	VIC	11 Sept 2019
National Oiled Wildlife Working Group	Various	Various	Industry working group/Government departments	NAT	23 Sept 2019

Leonie Murphy	Zoos SA	Director People and Performance	Industry / Medium	SA	24 Sept 2019
Paula Porter	TAFE SA	Lecturer, Coordinator Diploma in Animal Technology	RTO / Large	SA	24 Sept 2019
James Biggs	Zoo and Aquarium Association	ZAA Executive Officer	Industry Association / Large	NAT	10 Oct 2019
Michelle Durkan	Taronga Zoo/Taronga Training Institute	Institute Manager	RTO / Medium	NAT	10 Oct 2019
Elly Neumann	Taronga Zoo	Senior Keeper / IRC member	Industry / Large	NSW	25 Oct 2019
Rebecca Coventry	TAFE NSW	Veterinary Nursing Co-ordinator	RTO / Large	NSW	25 Oct 2019
Verity Gibbs	Department for Environment and Water	Marine Parks Protection Officer	Government department / Large	SA	27 Feb 2020
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW	18 June 2020
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO / Small	VIC	18 June 2020

## Stakeholders engaged in Pet Care and Animal Training

### Subject Matter Expert Working Group – Pet Care and Animal Training Workshop – 22 October 2019 – Melbourne

Name	Organisation	Position	Organisation Type / Size	State
Brenton Myatt	Animal Magic Holdings Pty Ltd	CEO	Commercial Business/ Medium	QLD
Brett Wild	Hunter Pet Hotel	CEO	Commercial Business/ Large	NSW
Cheri Allanby	True Trails Learning Assistance	Programs Manager	Commercial Business/Small	TAS
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private/Large	NSW
Colleen O'Dea	Manners 'n' more	Owner	Commercial Business/Small	WA
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	Commercial business & RTO Private/Medium	VIC
Di Palmer	University of Queensland	Program Manager	RTO Public/Large	QLD
Gaille Perry	Delta Institute	Director of studies	RTO Private/Large	National/ NSW
Janet Murray	South Metropolitan TAFE	Lecturer	RTO Public	WA
Kaye Hargreaves	Wagging School	Owner	Commercial Business/Small	VIC
Lynda Campbell	Greencross Ltd (Petbarn)	Grooming Development Manager, Pet Services	Commercial Business/Large	National
Michelle Durkan	Taronga Zoo	Institute Manager	Commercial Business/ Large	NSW
Natalie West	Dog Diversity	CEO	Commercial Business/Medium	VIC
Rosanna Keet	Dog Groomers Association of Western Australia Inc.	Vice President	Industry Association/Large	WA

Sarah De Greef	Animal Welfare League	Head Veterinarian	Commercial Business/ Industry Association / Large	SA
Wendy Coombe	Animal Therapies Ltd	Founder	Industry Association/Large	National/ QLD

**Subject Matter Expert Working Group – Pet Care and Animal Training SME Workshop – 23  
October 2019 – Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Brett Wild	Hunter Pet Hotel	CEO	Commercial Business/ Large	NSW
Cheri Allanby	True Trails Learning Assistance	Programs Manager	Commercial Business/ Small	TAS
Colleen O'Dea	Manners 'n' more	Owner	Commercial Business/Small	WA
Gaille Perry	Delta Institute	Director of studies	RTO Private/ Large	National / NSW
Janet Murray	South Metropolitan TAFE	Lecturer	RTO Public/ Large	WA
Kaye Hargreaves	Wagging School	Owner	Commercial Business/ Small	VIC
Pauleen Bennett	La Trobe University	Professor and Head of Department, Psychology and Counselling	University	VIC
Wendy Coombe	Animal Therapies Ltd	Founder	Industry Association	QLD
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private	NSW

**Subject Matter Expert Working Group – Certificate IV in Animal Regulation and Management –  
13 November 2019 – Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Bonny Cumming	Animal Management in Rural and Remote Indigenous Communities (AMRRIC)	Program Manager - Strategic Delivery	Industry Association	NT and WA

Carolyn Cluderay	University of Queensland	Academic and Trainer Veterinary Science, Medicine & UQ Skills	RTO Public	QLD
Elke Tapley	East Gippsland Shire Council	Regulatory Project Officer	Local Government / Medium	VIC
Jacqueline Benito	Blacktown City Council	Animal Education Officer	Local Government / Large	NSW
Michael Butcher	Animal Pest Management Services	Managing Director	Commercial Business/medium	WA / QLD
Sarah Leaney	Warner Institute	Curriculum & Content Manager	RTO Private/Medium	VIC
Sharon McTaggart	Shire of Augusta Margaret River	Coordinator Ranger Services	Local Government / Medium	WA

**Subject Matter Expert Working Group – Pet Grooming – 18 November 2019 – Melbourne**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Brenton Myatt	Animal Magic Holdings Pty Ltd	CEO	Commercial Business / Medium	QLD
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Public / Large	NSW
Emily Myatt	Animal Magic Holdings Pty Ltd	Owner/stylist	Commercial Business / Medium	Qld
Joanne Sillince	Pets Australia	CEO	Industry Association / Medium	National / NSW
Lynda Campbell	Greencross Ltd (Petbarn)	Grooming Development Manager, Pet Services	Commercial Business/Large	National
Michelle Auld	Darwin Pet Spa	Proprietor	Commercial Business / Medium	NT
Natalie West	Dog Diversity	CEO	Commercial Business / Medium	None
Rosanna Keet	Dog Groomers Association of Western Australia Inc.	Vice President	Industry Association / Large	WA
Vanessa Rodgers	Dogue Retail Group & Pet Industry Association of Australia	Dog Groomer Trainer	Commercial Business / Industry Association / Large	National / VIC

**Subject Matter Expert Working Group – Pet Care and Animal Training – 29 November 2019 – Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Brett Wild	Hunter Pet Hotel	CEO	Commercial Business / Large	NSW
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Colleen O'Dea	Manners 'n' more	Managing Director	Commercial Business / Small	WA
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Janet Murray	South Metropolitan TAFE	Lecturer	RTO Public	WA
Michelle Durkan	Taronga Zoo	Institute Manager-HAS LEFT THIS ROLE 6/2/2020	Commercial Business / Large	NSW
Pauleen Bennett	La Trobe University	Professor and Head of Department, Psychology and Counselling	University	VIC
Wendy Coombe	Animal Therapies Ltd	Founder	Industry Association / Large	National
Brenton Myatt	Animal Magic Holdings Pty Ltd	CEO	Commercial Business / Medium	QLD

**Subject Matter Expert Working Group – Pet Grooming – 28 January 2020 – Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Brenton Myatt	Animal Magic Holdings Pty Ltd	CEO	Commercial Business / Medium	QLD
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Emily Myatt	Animal Magic Holdings Pty Ltd	Owner and stylist	Commercial Business / Medium	Qld
Joanne Sillince	Pets Australia	CEO	Industry Association / Medium	National / NSW



Lynda Campbell	Greencross Ltd (Petbarn)	Grooming Development Manager, Pet Services	Commercial Business/Large	National
Michelle Auld	Darwin Pet Spa	Proprietor	Commercial Business / Medium	NT
Natalie West	Dog Diversity	CEO	Commercial Business/Medium	VIC
Rosanna Keet	Dog Groomers Association of Western Australia Inc.	Vice President	Industry Association / Large	WA

**Subject Matter Expert Working Group – General Animal Care – 29 January 2020 – Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Colleen O'Dea	Manners 'n' more	Managing Director	Commercial Business / Small	WA
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO Private / Medium	VIC
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Janet Murray	South Metropolitan TAFE	Lecturer	RTO Public	WA
Pauleen Bennett	La Trobe University	Professor and Head of Department, Psychology and Counselling	University	VIC
Sarah De Greef	Animal Welfare League	Head Veterinarian	Commercial Business / Large	SA
Zoe Black	Happy Paws Happy Hearts Ltd	Co-Founder & CEO	Commercial Business / Medium	QLD

**Subject Matter Expert Working Group – Animal Behaviour and Training – 30 January 2020 – Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Cheri Allanby	True Trails Learning Assistance	Programs Manager	Commercial Business / Small	TAS

Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Colleen O'Dea	Manners 'n' more	Managing Director	Commercial Business / Small	WA
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Pauleen Bennett	La Trobe University	Professor and Head of Department, Psychology and Counselling	University	VIC
Wendy Coombe	Animal Therapies Ltd	Founder	Industry Association / Large	National
Zoe Black	Happy Paws Happy Hearts Ltd	Co-Founder & CEO	Commercial Business / Medium	QLD

**Subject Matter Expert Working Group – Animal Regulation and Management – 31 January 2020  
– Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Carolyn Cluderay	University of Queensland	Academic and Trainer - Veterinary Science, Medicine & UQ Skills	RTO Public / Large	QLD
Jacqueline Benito	Blacktown City Council	Animal Education Officer	Local Government / Large	NSW
Michael Butcher	Animal Pest Management Services	Managing Director	Commercial Business/medium	WA / QLD
Mykel Smith	City of Gold Coast	Coordinator Animal Management at City of Gold Coast	Local Government / Large	Qld
Sarah Leaney	Warner Institute	Curriculum & Content Manager	RTO Private / Medium	VIC
Sharon McTaggart	Shire of Augusta Margaret River	Coordinator Ranger Services	Local Government / Medium	WA

### Animal Trainers and Animal-Assisted Services Consultation Webinar – 12 February 2020

Name	Organisation	Position	Organisation Type / Size	State
Kaylene Dore	Waratah Puppies Pty Ltd	Owner	Commercial Business / Small	NSW
Julie Evans	Ruff Mutts	Trainer	Commercial Business / Small	NSW
Kylie Gilbert	Pet Professionals Australia	National Education Manager	RTO Private / Small	Multi
Liz Leighton	Ian Leighton Horsemanship	Owner	Commercial Business / Small	TAS
Debra Millikan	Canine Behavioural School Inc.	Dog Trainer & Behaviour Consultant	Commercial Business / Small	SA
Sherryn Page	TAFE NSW	Teacher in Charge	RTO / Large	NSW
Kathy Reidy	Petucation / TAFE NSW	Owner/ Part time Teacher	Commercial Business / Small & RTO Public / Large	NSW
Himali Sondhi	Puppy Professor	Owner	Commercial Business / Small	VIC
Celia Thomson	TAFE NSW	Head Teacher – Animal Care & Management	RTO / Large	NSW
Lila Tillman	Delta Institute	Course coordinator	RTO Private / Large	National
Angela Hervey-Tennyson	K9 Nose Fun	Dog Trainer	Commercial Business / Small	VIC
Stakeholder	Name withheld	Details withheld	Details withheld	VIC

### Animal Regulators Consultation Webinar – 12 February 2020

Name	Organisation	Position	Organisation Type / Size	State
Kia Bailey	RSPCA NSW	Training and Outreach Officer	Industry Association / Large	NSW
Kylie Gilbert	Pet Professionals Australia	National Education Manager	RTO Private / Small	Multi
Tina Martin	Cairns Regional Council	Supervisor Animal Management Local Laws   Regulatory Services	Local Government / Large	QLD
Craig McClanahan	Wodonga Council	Team Leader Compliance	Local Government / Large	VIC
Sherryn Page	TAFE NSW	Teacher in Charge	RTO / Large	NSW
Kathy Reidy	Petucation / TAFE NSW	Owner/ Part time Teacher	Commercial Business / Small & RTO Public / Large	NSW
Suzanne Turnbull	TAFE NSW	Head Teacher	RTO / Large	NSW
Stakeholder	Name withheld	Details withheld	Details withheld	VIC

### Animal Carers/Retailers & Pet Groomers Consultation Webinar – 12 February 2020

Name	Organisation	Position	Organisation Type / Size	State
Kia Bailey	RSPCA NSW	Training and Outreach Officer	Industry Association / Large	NSW
Sue Bathis	Tafe NSW	Teacher	RTO Public / Large	NSW
Nicole Bourne	Pets Galore	Managing Director	Commercial business / Large	QLD
Shai-Marie Cheyne	South Metropolitan TAFE	Lecturer	RTO Public / Large	WA
Kaylene Dore	Waratah Puppies Pty Ltd	Owner	Commercial Business / Small	NSW
Rachael Gaynes	Taronga Institute	Trainer & Assessor	RTO Private / Large	NSW
Kylie Gilbert	Pet Professionals Australia	National Education Manager	RTO Private / Small	Multi

Brenton Myatt	Animal Magic Holdings Pty Ltd	CEO	Commercial Business/ Medium	QLD
Jenny O'Donnell	TAFE NSW	Head Teacher	RTO / Large	NSW
Sherryn Page	TAFE NSW	Teacher in Charge	RTO / Large	NSW
Kathy Reidy	Petucation / TAFE NSW	Owner/ Part time Teacher	Commercial Business / Small & RTO Public / Large	NSW
Celia Thomson	TAFE NSW	Head Teacher – Animal Care & Management	RTO / Large	NSW
Jeanie Verri	TAFE SA	Teacher	RTO Public / Large	SA
Rachel Milne	TAFE NSW	Head Teacher	RTO / Large	NSW

#### **Animal Trainers and Animal-Assisted Services Consultation Webinar – 24 February 2020**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Rhiannon Beach	Pups4Fun	Business Manager	Commercial Business / Medium	ACT
Phoebe Donovan	TAFE NSW - Skillspoint	Product specialist	RTO / Large	NSW
Amanda Embury	Zoos Victoria	Senior Manager Animal Welfare & Life Sciences	Industry / Large	VIC
Eileen Fletcher	MindDog Australia	Assessor	Industry / Large	QLD
Kerrie Haynes-Lovell	Delta Institute	Teacher/Assessor, animal trainer	RTO Private / Large	National
Adele Lindley	Personal Assistance Dog Solutions NSW	Director	Industry / Small	NSW
Claudette Merrick	Currumbin Wildlife Sanctuary	Education and Encounters Manager	Wildlife Park / Large	QLD
Sarah Rutten	The Canine Perspective	Owner	Industry / Small	NSW
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW

### Animal Regulators Consultation Webinar – 24 February 2020

Name	Organisation	Position	Organisation Type / Size	State
Yvette Butterfield	Shire of Coolgardie	Ranger	Government / Medium	WA
Adele Lindley	Personal Assistance Dog Solutions NSW	Director	Industry / Small	NSW
Brent Stein	Shire of East Pilbara	Manager Community Safety	Government / Medium	WA

### Animal Carers/Retailers & Pet Groomers Consultation Webinar – 24 February 2020

Name	Organisation	Position	Organisation Type / Size	State
Nicole Bourne	Pets Galore	Managing Director	Commercial business / Large	QLD
Kylie Gilbert	Pet Professionals Australia	National Education Manager	RTO Private / Small	Multi
Alexandra Goldsmith	Lexie's Dog and Cat Grooming	Owner	Commercial Business/Medium	WA
Julie Jamieson	Royal Academy of Dog Grooming		Industry / Small	WA
Adele Lindley	Personal Assistance Dog Solutions NSW	Director	Industry / Small	NSW
Caroline Pittard	Dog Groomers Association of Western Australia Inc.		Industry Association / Large	WA
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO / Large	NSW
Mia Wagner	The Floreat Vet	Groomer	Commercial Business / Small	WA

### Consultation draft feedback providers via feedback hub or email

Name	Organisation	Position	Organisation Type / Size	State
Lianne Hulse	Applied Vocational Training PTY LTD	<b>Director</b>	RTO Private / Medium	WA

Adele Lindley	PADS-Personal Assistance Dog Solutions	Owner	Commercial Business / Small	NSW
Natalie West	Dog Diversity	CEO	Commercial Business/Medium	VIC
Carolyn Cluderay	University of Queensland	Academic and Trainer - Veterinary Science, Medicine & UQ Skills	RTO Public / Large	QLD
Anne Wiltshire	Melbourne Polytechnic	Primary Industries Curriculum Maintenance Manager	RTO Public	VIC
Nell Thompson	Australian Institute of Animal Management (AIAM)	Secretary	Industry Association / Large	National
Alexandra Goldsmith	Lexie's Dog and Cat Grooming	Owner	Commercial Business/Medium	WA
Colleen O'Dea	Manners 'n' more	Managing Director	Commercial Business / Small	WA
Debra Millikan	Canine Behavioural School Inc.	Dog Trainer & Behaviour Consultant	Commercial Business / Small	SA
Di Evans	RSPCA	Senior Scientific Officer	Industry Association / Large	National
Diana Rayment	Greyhound Racing Victoria	Senior Greyhound Behaviour Assessor	Industry Regulator	VIC
Evie Verdini Fensom	TAFE SA	Lecturer	RTO Public / Large	SA
Jacqueline Benito	Blacktown City Council	Animal Education Officer	Local Government / Large	NSW
Julia Delaforce	Animal Assisted Education Australia	Co-Founder	Commercial Business / Small	Qld
Lily Sakulovska (DEDJTR)	Victoria State Government Economic Development and Programs	Officer Animal Welfare	Local Government / Large	VIC
Linda Welch	Name withheld	Details withheld	Details withheld	VIC
Nanda Ten Grotenhuis	RSPCA QLD	Animal Care Manager	Industry Association / Large	QLD
Rhys Davies	Heiniger Australia	Chief Financial Officer	RTO Private / Medium	National / WA

Ruth Elliott	Formal Dogs	Principal Educator	Commercial Business / Small	VIC
Sonya McDowall	School of Animal and Veterinary Science - University of Adelaide	Honours Student	University	SA
Samantha King	Therapy Dogs Australia	Owner	Commercial Business / Small	Qld
Adam Farrugia	RSPCA Australia Inc	Training and Outreach Manager	Industry Association / Large	National
Alison Richards	Ingham Institute	Research support officer	Research Organisation	NSW
Belinda Watson	Melbourne Polytechnic	Teacher and CMM Project Officer	RTO Public / Large	VIC
Blake De Bruin	Samford Pet Resort	Director / Vice President	Commercial Business / Large	QLD
Brenton Myatt	Animal Magic Holdings Pty Ltd	CEO	Commercial Business / Medium	QLD
Daniella Russo	TAFE SA	Lecturer	RTO Public / Large	SA
Darek Figa	TAFE NSW	teacher	RTO Public / Large	NSW
Harrie Phillips	Australian College of Veterinary Nursing (VNS)	Managing Director	RTO Private / Small	VIC
Helen Sheldon	TAFE SA	Lecturer/Coordinator	RTO Public / Large	SA
Janelle Irvin	Scholars in Collars	Dog Trainer & Behaviour Consultant	Commercial Business / Small	SA
Jennifer Buttress	Melbourne Polytechnic	Program Leader Animal Studies	RTO Public / Large	VIC
Jenny O'Donnell	TAFE NSW	Head Teacher	RTO Public / Large	NSW
Julie Evans	Ruff Mutts	Trainer	Commercial Business / Small	NSW
Kathy Reidy	Petucation / TAFE NSW	Owner/ Part time Teacher	Commercial Business / Small & RTO Public / Large	NSW
Katie Rutherford	Box Hill Institute	Coordinator of Animal studies	RTO Public / Large	VIC



Katrina Geary	UQBR	Training and Compliance Co-ordinator	RTO Public / Large	QLD
Kerrie Haynes-Lovell	Delta Institute	Teacher/Assessor, animal trainer	RTO Private / Large	National
Kia Bailey	RSPCA NSW	Trainer	Industry Association / Large	NSW
Kylie Mackay	Northshore Pet Resort	Director	Commercial Business / Large	QLD
Lesley Richards	Pawfect Style Academy	Trainer/Owner/Groomer	Commercial Business	QLD
Louise Newman	Pet Professional Guild of Australia	Vice President	Industry Association / Large	National
Paul Etheredge	Food, Fibre & Timber Industries Training Council (WA)	Project Manager	Government Agency	WA
Phoebe Donovan	TAFE - Skillspoint	Product specialist	RTO Public / Large	NSW
Shai-Marie Cheyne	South Metropolitan TAFE	Lecturer	RTO Public / Large	WA
Sophie Corkhill	Pups4Fun	Salon Supervisor	Commercial Business / Medium	ACT
Sue Bain	AVT	General Manager	RTO Private / Medium	WA
Sue Jaensch	Zoos Victoria	Animal Behaviour Specialist	Commercial Business / Large	VIC

#### Subject Matter Expert Working Group – Pet Grooming – 18 May 2020 – Webinar

Name	Organisation	Position	Organisation Type / Size	State
Brenton Myatt	Animal Magic Holdings Pty Ltd	CEO	Commercial Business / Medium	QLD
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Emily Myatt	Animal Magic Holdings Pty Ltd	Owner/stylist	Commercial Business / Medium	Qld
Joanne Sillince	Pets Australia	CEO	Industry Association / Medium	National / NSW

Lynda Campbell	Greencross Ltd (Petbarn)	Grooming Development Manager, Pet Services	Commercial Business/Large	National
Natalie West	Dog Diversity	CEO	Commercial Business/Medium	VIC
Shai-Marie Cheyne	South Metropolitan TAFE	Lecturer	RTO Public / Large	WA

**Subject Matter Expert Working Group – Animal Regulation and Management – 22 May 2020 – Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Bonny Cumming	Animal Management in Rural and Remote Indigenous Communities (AMRRIC)	Program Manager - Strategic Delivery	Industry Association / Medium	NT
Carolyn Cluderay	University of Queensland	Academic and Trainer - Veterinary Science, Medicine & UQ Skills	RTO Public / Large	QLD
Jacqueline Benito	Blacktown City Council	Animal Education Officer	Local Government / Large	NSW
Michael Butcher	Animal Pest Management Services	Managing Director	Commercial Business/medium	WA / QLD
Sarah Leaney	Warner Institute	Curriculum & Content Manager	RTO Private / Medium	VIC
Sean Sloan	City Services   Transport Canberra and City Services Directorate   ACT Government	Snr Director	Local Government / Large	ACT
Sharon McTaggart	Shire of Augusta Margaret River	Coordinator Ranger Services	Local Government / Medium	WA

**Subject Matter Expert Working Group – General Animal Care – 26 May 2020 - Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Adam Farrugia	RSPCA Australia Inc	Training and Outreach Manager	Industry Association / Large	National
Brett Wild	Hunter Pet Hotel	CEO	Commercial Business/ Large	NSW

Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO Private / Medium	VIC
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Sarah De Greef	Animal Welfare League	Head Veterinarian	Commercial Business / Large	SA

**Subject Matter Expert Working Group – Animal Behaviour and Training – 27 May 2020 – Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Cheri Allanby	True Trails Learning Assistance	Programs Manager	Commercial Business / Small	TAS
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Colleen O'Dea	Manners 'n' more	Managing Director	Commercial Business / Small	WA
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Pauleen Bennett	La Trobe University	Professor and Head of Department, Psychology and Counselling	University	VIC
Wendy Coombe	Animal Therapies Ltd	Founder	Industry Association / Large	National
Zoe Black	Happy Paws Happy Hearts Ltd	Co-Founder & CEO	Commercial Business / Medium	QLD

**Subject Matter Expert Working Group – General Animal Care – 28 May 2020 – Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Adam Farrugia	RSPCA Australia Inc	Training and Outreach Manager	Industry Association / Large	National
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW

Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO Private / Medium	VIC
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW

**Subject Matter Expert Working Group – Animal Behaviour and Training – 28 May 2020 – Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Colleen O'Dea	Manners 'n' more	Managing Director	Commercial Business / Small	WA
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW

**Subject Matter Expert Working Group – Animal Training and Behaviour – 13 July 2020 - Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Chad Crittle	Zoos SA	Senior Keeper Birds/Herpetofauna	Commercial Business / Large	SA
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Colleen O'Dea	Manners 'n' more	Managing Director	Commercial Business / Small	WA
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Pauleen Bennett	La Trobe University	Professor and Head of Department, Psychology and Counselling	University	VIC
Wendy Coombe	Animal Therapies Ltd	Founder	Industry Association / Large	National

**Subject Matter Expert Working Group – Pet Grooming – 22 July 2020 – Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Brenton Myatt	Animal Magic Holdings Pty Ltd	CEO	Commercial Business / Medium	QLD
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Emily Myatt	Animal Magic Holdings Pty Ltd	Owner/stylist	Commercial Business / Medium	Qld
Lynda Campbell	Greencross Ltd (Petbarn)	Grooming Development Manager, Pet Services	Commercial Business/Large	National
Natalie West	Dog Diversity	CEO	Commercial Business/Medium	VIC
Shai-Marie Cheyne	South Metropolitan TAFE	Lecturer	RTO Public / Large	WA

**Subject Matter Expert Working Group – Animal Regulation and Management – 24 May 2020 – Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Bonny Cumming	Animal Management in Rural and Remote Indigenous Communities (AMRRIC)	Program Manager - Strategic Delivery	Industry Association / Medium	NT
Carolyn Cluderay	University of Queensland	Academic and Trainer - Veterinary Science, Medicine & UQ Skills	RTO Public / Large	QLD
Jacqueline Benito	Blacktown City Council	Animal Education Officer	Local Government / Large	NSW
Michael Butcher	Animal Pest Management Services	Managing Director	Commercial Business/medium	WA / QLD
Sarah Leaney	Warner Institute	Curriculum & Content Manager	RTO Private / Medium	VIC
Sean Sloan	City Services   Transport Canberra and City Services Directorate   ACT Government	Snr Director	Local Government / Large	ACT

Sharon McTaggart	Shire of Augusta Margaret River	Coordinator Ranger Services	Local Government / Medium	WA
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**Subject Matter Expert Working Group – General Animal Care – 28 July 2020 – Webinar**

Name	Organisation	Position	Organisation Type / Size	State
Adam Farrugia	RSPCA Australia Inc	Training and Outreach Manager	Industry Association / Large	National
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO Private / Medium	VIC
Di Palmer	University of Queensland	Program Manager	RTO Public / Large	QLD
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Jodie Maguire	Taronga Training Institute / Taronga Zoo	action triggered	Commercial Business / Large	NSW
Sarah De Greef	Animal Welfare League	Head Veterinarian	Commercial Business / Large	SA

**Consultation Workshop Participants – Animal Care & Pet Grooming – 12 February 2020 – Canberra**

Name	Organisation	Position	Organisation Type / Size	State
Debbie Hart	BarkRoyal Dog Day Spa & Day Care	Owner	Commercial Business / Medium	ACT
Dianne Perry	Benora Boarding Kennels & Cat Flats	Kennel Manager	Commercial Business / Small	ACT
Emily Stewart-Reed	Canberra Institute of Technology	Teacher	RTO Public / Large	ACT
Luke Perry		Animal Assistant	Commercial Business / Small	ACT

**Consultation Workshop Participants – Animal Behaviour & Training – 12 February 2020 - Canberra**

Name	Organisation	Position	Organisation Type / Size	State
Emily Stewart-Reed	Canberra Institute of Technology	Teacher	RTO Public / Large	ACT
Kerry Deans	ACT companion Dog Club Inc	Member	Industry Association / Small	ACT

**Consultation Workshop Participants – Animal Regulation & Management – 12 February 2020 – Canberra**

Name	Organisation	Position	Organisation Type / Size	State
Emily Stewart-Reed	Canberra Institute of Technology	Teacher	RTO Public / Large	ACT

**Consultation Workshop Participants – Animal Care & Pet Grooming– 13 February 2020 - Hobart**

Name	Organisation	Position	Organisation Type / Size	State
Gilda Taurian	Lead the Way Dog Training and Pet Services	Dog Trainer	Commercial Business / Small	TAS
Melissa Fraser	Dogs' Homes of Tasmania	Project Officer	Commercial Business / Large	TAS
Michelle Jones	Dogs' Homes of Tasmania	Senior vet nurse and dog behaviourist	Commercial Business / Large	TAS
Leichelle McMahon	Pet Supersavers	Manager	Commercial Business / Small	ACT

**Consultation Workshop Participants – Animal Behaviour & Training – 13 February 2020 - Hobart**

Name	Organisation	Position	Organisation Type / Size	State
Cheri Allanby	True Trails Learning Assistance	Programs Manager	Commercial Business / Small	TAS

Gilda Taurian	Lead the Way Dog Training and Pet Services	Dog Trainer	Commercial Business / Small	TAS
Karina Harper	Inspire Connections	Owner	Commercial Business / Small	TAS
Lynn Murfet	Greencross Ltd (Petbarn)	Grooming Development Manager, Pet Services	Commercial Business/Large	TAS
Melissa Fraser	Dogs' Homes of Tasmania	Project Officer	Commercial Business / Large	TAS
Michelle Jones	Dogs' Home of Tasmania	Senior vet nurse and dog behaviourist	Commercial Business / Large	TAS

**Consultation Workshop Participants – Animal Regulation & Management – 13 February 2020 - Hobart**

Name	Organisation	Position	Organisation Type / Size	State
Melissa Fraser	Dogs' Homes of Tasmania	Project Officer	Commercial Business / Large	TAS
Michelle Jones	Dogs' Homes of Tasmania	Senior vet nurse and dog behaviourist	Commercial Business / Large	TAS

**Consultation Workshop Participants – Animal Care & Pet Grooming – 16 February 2020 - Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Amy Hope	PETstock	Learning and Development Consultant	Commercial Business / Large	National
Anne Wiltshire	Melbourne Polytechnic	Primary Industries Curriculum Maintenance Manager	RTO Public	VIC
Belinda Watson	Melbourne Polytechnic	Teacher and CMM Project Officer	RTO Public	VIC
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO Private / Medium	VIC
Emma Lanera	Bendigo Kangan Institute	Teacher - Animal Studies	RTO Public / Large	VIC



James Goodridge	Healesville Sanctuary	Keeper	Commercial Business / Large	VIC
Jane Mitrovich	Melbourne Polytechnic	Teacher	RTO Public / Large	VIC
Jennifer Buttress	Melbourne Polytechnic	Program Leader Animal Studies	RTO Public / Large	VIC
Katie Rutherford	Box Hill Institute	Coordinator of Animal studies	RTO Public / Large	VIC
Natalie West	Dog Diversity	CEO	Commercial Business/Medium	VIC
Nell Thompson	G2Z/AIAM	Coordinator/Secretary	Industry Association / Large	National
Peter Tiong	Kangan Institute	Lead Educator	RTO Public / Large	VIC
Robyn Megna	Box Hill Institute	Coordinator of Science	RTO Public / Large	VIC
Sherryn Smith	Goulburn Ovens Institute of TAFE	Veterinary Nursing Trainer	RTO Public / Large	VIC

**Consultation Workshop Participants – Animal Behaviour & Training – 16 February 2020 – Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Anne Wiltshire	Melbourne Polytechnic	Primary Industries Curriculum Maintenance Manager	RTO Public	VIC
Belinda Watson	Melbourne Polytechnic	Teacher and CMM Project Officer	RTO Public	VIC
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO Private / Medium	VIC
Emma Lanera	Bendigo Kangan Institute	Teacher - Animal Studies	RTO Public / Large	VIC
Jane Mitrovich	Melbourne Polytechnic	Teacher	RTO Public / Large	VIC
Jennifer Buttress	Melbourne Polytechnic	Program Leader Animal Studies	RTO Public / Large	VIC
Katie Rutherford	Box Hill Institute	Coordinator of Animal studies	RTO Public / Large	VIC
Kerryn Martin	K9 Manners	Trainer	Commercial Business / Small	VIC

Lorraine Van Orsouw	Belgrave South Veterinary Clinic	Canine Behaviour Trainer	Commercial Business / Small	VIC
Meg Hannan	Teacher's Pet Dog Training	Owner	Commercial Business / Small	VIC
Nell Thompson	G2Z/AIAM	Coordinator/Secretary	Industry Association / Large	National
Peter Tiong	Kangan Institute	Lead Educator	RTO Public / Large	VIC
Robyn Megna	Box Hill Institute	Coordinator of Science	RTO Public / Large	VIC

**Consultation Workshop Participants – Animal Regulation & Management – 16 February 2020 - Melbourne**

Name	Organisation	Position	Organisation Type / Size	State
Anne Wiltshire	Melbourne Polytechnic	Primary Industries Curriculum Maintenance Manager	RTO Public	VIC
Nell Thompson	G2Z/AIAM	Coordinator/Secretary	Industry Association / Large	National
Peter Shelton	Warner Institute	Program Manager & Education, Learning and Support Coordinator	RTO Private / Medium	VIC

**Consultation Workshop Participants – Animal Care & Pet Grooming – 17 February 2020 - Brisbane**

Name	Organisation	Position	Organisation Type / Size	State
Blake De Bruin	Samford Pet Resort & The Association of Pet Boarding & Grooming	Director / Vice President	Commercial Business / Large & Industry Association / Medium	National / Qld
Hayley Kennington	RSPCA QLD	South Ops Lead	Industry Association / Large	Qld
Jared Barker	Mayday Dog Training	Manager	Commercial Business / Small	
Julia Delaforce	Animal Assisted Education Australia	Co-Founder	Commercial Business / Small	Qld
Kayla Eickenloff	Best Friends	Puppy Pre-School Instructor/Sales Assistant	Commercial Business / Large	QLD

Kevin Delaforce	Animal Assisted Education Australia	Co-Founder & CEO	Commercial Business / Small	Qld
Kirsty Nalvarte	RSPCA QLD	Behaviour Team Coordinator	Industry Association / Large	Qld
Nanda Ten Grotenhuis	RSPCA QLD	Animal Care Manager	Industry Association / Large	QLD

**Consultation Workshop Participants – Animal Behaviour & Training – 17 February 2020 – Brisbane**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Donna Wallace	Calm Companions	Practice Manager	Commercial Business / Small	QLD
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Julia Delaforce	Animal Assisted Education Australia	Co-Founder	Commercial Business / Small	Qld
Kayla Eickenloff	Best Friends	Puppy Pre-School Instructor/Sales Assistant	Commercial Business / Large	QLD
Kevin Delaforce	Animal Assisted Education Australia	Co-Founder & CEO	Commercial Business / Small	Qld
Kirsty Nalvarte	RSPCA QLD	Behaviour Team Coordinator	Industry Association / Large	Qld
Lia Scott	Canine Journeys	Owner	Commercial Business / Small	QLD
Lisa Robinson	Dog Breeder	Dog Breeder	Commercial Business / Small	QLD
Liz Jackman	Whiskey's Wish	Co-Founder	Commercial Business / Small	QLD
Marietta Noest	TAFE Queensland Brisbane	Teacher	RTO Public / Large	QLD
Nanda Ten Grotenhuis	RSPCA QLD	Animal Care Manager	Industry Association / Large	QLD
Nela Graham	Calm Companions	Behaviour Veterinarian	Commercial Business / Small	QLD
Simone Fleming	Whiskey's Wish	Community Engagement Officer	Commercial Business / Small	QLD

**Consultation Workshop Participants – Animal Care & Pet Grooming – 18 February 2020 – Sydney**

Name	Organisation	Position	Organisation Type / Size	State
Adam Farrugia	RSPCA Australia Inc	Training and Outreach Manager	Industry Association / Large	National
Darek Figa	TAFE NSW	teacher	RTO Public / Large	NSW
Elizabeth Grace Figa	Tafe NSW	Teacher	RTO Public / Large	NSW
Erica Steppat	The Animal Referral Hospital	Emergency Veterinarian	Commercial business / large	NSW
Jodie Maguire	Taronga Training Institute	Institute Manager	Commercial Business / Large	NSW

**Consultation Workshop Participants – Animal Behaviour & Training –18 February 2020 – Sydney**

Name	Organisation	Position	Organisation Type / Size	State
Cath Phillips	MindDog	Founder	Non for profit	National
Darek Figa	TAFE NSW	teacher	RTO Public / Large	NSW
Erica Steppat	The Animal Referral Hospital	Emergency Veterinarian	Commercial business / large	NSW
Jodie Maguire	Taronga Training Institute	Institute Manager	Commercial Business / Large	NSW
Lila Tillman	Delta Institute	course coordinator	RTO Private / Large	National
Louise Newman	Let's Go Fido	Behaviour Trainer	Commercial Business / Small	NSW
Melinda Farrell	Delta Therapy Dogs	CEO	RTO Private / Large	National
Sarah Forge	Miss Behaviour Dog Training Services	Owner	Commercial Business	NSW

**Consultation Workshop Participants – Animal Regulation & Management – 18 February 2020 – Sydney**

Name	Organisation	Position	Organisation Type / Size	State
Erica Steppat	The Animal Referral Hospital	Emergency Veterinarian	Commercial business / large	NSW
Jacqueline Benito	Blacktown City Council	Animal Education Officer	Local Government / Large	NSW
Jodie Maguire	Taronga Training Institute	Institute Manager	Commercial Business / Large	NSW
Marika Taylor	City of Sydney	Companion Animal Liaison Officer	Local Government / Large	NSW
Slaus Kukh	City of Sydney	Quality Co-Ordinator	Local Government / Large	NSW

**Consultation Workshop Participants – Animal Care & Pet Grooming – 24 February 2020 – Darwin**

Name	Organisation	Position	Organisation Type / Size	State
Michelle Auld	Darwin Pet Spa	Proprietor	Commercial Business / Medium	NT
Neda Aleksic	Industry Skills Advisory Council, NT ISACNT	Training Package Development	State Government Agency	NT
Norene Lahring	Helgas Pet Resort	Owner	Commercial Business	NT

**Consultation Workshop Participants – Animal Behaviour & Training – 24 February 2020 – Darwin**

Name	Organisation	Position	Organisation Type / Size	State
Dean Kliendienst	Good Dog	Dog Handler	Commercial Business / Small	NT
Hannah Ruess	Pawsitive K9 Behaviour	Founder	Commercial Business / Small	NT
Hannah Taino-Spick	Good Dog AAI	Owner	Commercial Business / Small	NT

Maree Weeks	PAWS Darwin	Shelter Manager	Commercial Business / Small	NT
Michael Spick	Good Dog AAI	Training Manager	Commercial Business / Small	NT
Neda Aleksic	Industry Skills Advisory Council, NT ISACNT	Training Package Development	State Government Agency	NT

**Consultation Workshop Participants – Animal Care & Pet Grooming – 25 February 2020 – Perth**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Alexandra Minett	Paw Print Lane	Senior Stylist	Commercial Business / Small	WA
Angela Eyre	Loving Paws	Owner	Commercial Business / Medium	WA
Annette Ford	Ruff Diamonds Dog Grooming	Owner	Commercial Business / Small	WA
Christine Webb	Bark Complete Canine Care	Founder	Commercial Business / Medium	WA
Chuckie Lund	Pimp my Pet	Owner	Commercial Business / Small	WA
Deborah Lavery	South Metro TAFE	Lecturer	RTO Public / Large	WA
Julie Ogle	South Metropolitan TAFE	Portfolio Manager	RTO Public / Large	WA
Naomi Ligovich	Murdoch University	Student	Not applicable	WA
Paul Etheredge	Food, Fibre & Timber Industries Training Council (WA)	Project Manager	State Government Agency	WA
Robert Baldwin	k9 playtime	Owner	Commercial Business / Small all	WA
Rosanna Keet	Dog Groomers Association of Western Australia Inc.	Vice President	Industry Association / Large	WA

**Consultation Workshop Participants – Animal Behaviour & Training – 25 February 2020 – Perth**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Alexandra Minett	Paw Print Lane	Pet Stylist and Instructor	Commercial Business / Small	WA
Christine Webb	Bark Complete Canine Care	Groomer and Owner	Commercial Business / Small	WA
Chuckie Lund	Pimpy Pet	Owner/Operator	Commercial Business / Small	WA
Annette Ford	Ruff Diamonds	Owner/Operator	Commercial Business / Small	WA
Naomi Ligovich	Naomi's Pet Grooming	Owner/Operator	Commercial Business / Small	WA
Deborah Lavery	South Metro TAFE	Lecturer	RTO Public/Large	WA
Lianne Hulse	Applied Vocational Training	Director	Commercial Business / Small	WA
Sue Bain	Applied Vocational Training	General Manager	Commercial Business / Small	WA
Rhys Davies	Heiniger	Director	RTO/Small	WA
John Mitchell	Off the Edge Dog Breeders	Director	Commercial Business / Small	WA
Claire Mitchell	Off the Edge Dog Breeders	Director	Commercial Business / Small	WA
Shai Marie Cheyne	South Metropolitan TAFE	Lecturer	RTO Public/Large	WA
Monica Matthews	Classy Clips Salon	Owner/Manager	Commercial Business / Small	WA
Emily Slevin	Aussie Pooch Mobile	Owner/State Manager	Commercial Business / Small	WA
Janine Lister	Janine's Classy Grooming	Owner	Commercial Business / Small	WA
Angela Eyre	Loving Paws	Owner/Operator	Commercial Business / Small	WA
Julie Ogle	South Metropolitan TAFE	Portfolio Manager	RTO Private	WA

Deborah Lavery	South Metropolitan TAFE	Lecturer	RTO Public/Large	WA
Robert Baldwin	k9 playtime	Owner	Commercial Business / Small	WA
Rosanna Keet	Dog Groomers Association of Western Australia Inc.	Vice President	Industry Association / Large	WA
Paul Etheredge	Food, Fibre & Timber Industries Training Council (WA)	Project Manager	State Government Agency	WA
Janet Murray	South Metropolitan TAFE	Lecturer	RTO Public/Large	WA

**Consultation Workshop Participants – Animal Regulation & Management – 25 February 2020 – Perth**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Paul Etheredge	Food, Fibre & Timber Industries Training Council (WA)	Project Manager	State Government Agency	WA

**Consultation Workshop Participants – Animal Care & Pet Grooming – 26 February 2020 – Adelaide**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Paul Frost	Department for Innovation and Skills SA	Senior Skills Consultant	State Government Agency	SA
Daniella Russo	TAFE SA	Course coordinator	RTO Public / Large	SA
Helen Sheldon	TAFE SA	Lecturer/Coordinator	RTO Public / Large	SA
Evie Verdini Fensom	TAFE SA	Lecturer	RTO Public / Large	SA
Kristina Smith	Kare4Petz Adelaide	Owner	Commercial Business / Small	SA
Julie Drechsler	Adelaide Pet Sitters	Owner	Commercial Business / Small	SA
Jocelyn Powell	TAFE SA	Principal Lecturer	RTO Public / Large	SA



**Consultation Workshop Participants – Animal Behaviour & Training – 26 February 2020 – Adelaide**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Daniella Russo	TAFE SA	Course coordinator	RTO Public / Large	SA
Helen Sheldon	TAFE SA	Lecturer/Coordinator	RTO Public / Large	SA
Janelle Irvin	Scholars in Collars	Dog Trainer & Behaviour Consultant	Commercial Business / Small	SA
Sonya McDowall	School of Animal and Veterinary Science - University of Adelaide	Honours Student	University	SA
Tamara Di Santo	Best Friend Dog Care	Principle	Commercial Business / Small	SA

**Consultation Workshop Participants – Animal Regulation & Management – 26 February 2020 – Adelaide**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Jocelyn Powell	TAFE SA	Principal Lecturer	RTO Public / Large	SA
Paul Frost	Department for Innovation and Skills SA	Senior Skills Consultant	State Government Agency	SA

**Validation Webinar Participants – General Animal Care Group 1 – 28 June 2020**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Blake De Bruin	Samford Pet Resort & The Association of Pet Boarding & Grooming	Director / Vice President	Commercial Business / Large & Industry Association / Medium	National / Qld
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Dallas Burkevics	Pups4Fun Dog Grooming	Operations Manager	Commercial Business / Large	ACT
Kylie Mackay	Northshore Pet Resort	Director	Commercial Business / Large	QLD

Leah Perry	Centenary Heights State High School	Teacher	Research Organisation	QLD
Michelle Hankins	Tewantin Vets	Not supplied	Commercial Business / Medium	QLD
Neda Aleksic	Industry Skills Advisory Council, NT ISACNT	Training Package Development	State Government Agency	NT

### Validation Webinar Participants – General Animal Care Group 2 – 29 June 2020

Name	Organisation	Position	Organisation Type / Size	State
Adam Farrugia	RSPCA Australia Inc	Training and Outreach Manager	Industry Association / Large	National
Alison Campbell	RSPCA NSW	Training and outreach officer	Commercial Business / Large	NSW
Blake De Bruin	Samford Pet Resort & The Association of Pet Boarding & Grooming	Director / Vice President	Commercial Business / Large & Industry Association / Medium	National / Qld
Charleyne Scott	University of Sydney	Veterinary Nurse	University / Large	NSW
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Dallas Burkevics	Pups4Fun Dog Grooming	Operations Manager	Commercial Business / Large	ACT
Kia Bailey	RSPCA NSW	Training and Outreach Officer	Industry Association / Large	NSW
Kylie Mackay	Northshore Pet Resort	Director	Commercial Business / Large	QLD
Marie Tufo	TAFE SA	Lecturer -Primary Industries, Animal & Laboratory Sciences	RTO Public / Large	SA
Rhiannon Beach	Pups4Fun	Business Manager	Commercial Business / Medium	ACT

### Validation Webinar Participants – General Animal Care Group 3 – 29 June 2020

Name	Organisation	Position	Organisation Type / Size	State
Alison Campbell	RSPCA NSW	Training and outreach officer	Commercial Business / Large	NSW
Andrew Burgin	Veterinary Nurses Council of Australia (VNCA)	Chair VNCA NSW	Industry Association / Large	National
Blake De Bruin	Samford Pet Resort & The Association of Pet Boarding & Grooming	Director / Vice President	Commercial Business / Large & Industry Association / Medium	National / Qld
Deahnn Johnson	Australian College of Applied Animal Studies	Director of Training	RTO Private / Medium	VIC
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Helen Barnard	Animal Welfare League	Learning and Development Co-ordinator	Commercial Business	SA
Jenny O'Donnell	Northern Illawarra Veterinary Hospital	Veterinarian	Commercial Business / Medium	NSW
Kia Bailey	RSPCA NSW	Training and Outreach Officer	Industry Association / Large	NSW
Kylie Mackay	Northshore Pet Resort	Director	Commercial Business / Large	QLD
Rhiannon Beach	Pups4Fun	Business Manager	Commercial Business / Medium	ACT
Samantha Kempster	The University of Queensland	Manager - UQ Vets - Clinical Studies Centre	University	QLD

### Validation Webinar Participants – General Animal Care Group 4 – 30 June 2020

Name	Organisation	Position	Organisation Type / Size	State
Adam Farrugia	RSPCA Australia Inc	Training and Outreach Manager	Industry Association / Large	National
Eliza Walker	Companion Care & Compliance	Owner	Commercial Business / Small	National

Kia Bailey	RSPCA NSW	Training and Outreach Officer	Industry Association / Large	NSW
Nell Thompson	G2Z/AIAM	Coordinator/Secretary	Industry Association / Large	National
Renee Thompson	TAFE Gippsland	Teacher	RTO Public / Large	VIC
Janet Murray	South Metropolitan TAFE	Lecturer	RTO Public	WA
Robert Jones	The Aquarium Vet	Veterinarian	Commercial Business / Large	National

### Validation Webinar Participants – Animal Behaviour & Training Group 1 –3 July 2020

Name	Organisation	Position	Organisation Type / Size	State
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Jules Pearson	Dogs United Training Academy	Dog trainer	Commercial Business / Small	WA
Kathy Reidy	Petucation	Owner	Commercial Business / Small	NSW
Kerrie Haynes-Lovell	Delta Institute	Teacher/Assessor, animal trainer	RTO Private / Large	National / NSW
Kylie Gilbert	Pet Professionals Australia	National Education Manager	RTO Private / Small	Multi
Lisa Ackerman	Veterinary & Companion Animal Behaviour Service (VCABS)	Director	Commercial Business / Small	QLD
Maree McGlynn	Gordon Institute of TAFE	Teacher	RTO Public / Large	VIC
Marietta Noest	TAFE Queensland Brisbane	Teacher	RTO Public / Large	QLD
Sarah Forge	Miss Behaviour Dog Training Services	Owner	Commercial Business	NSW
Susan Hazel	University of Adelaide	Program Coordinator BSc (Animal Behaviour)	University	SA

### Validation Webinar Participants – Animal Behaviour & Training Group 2 –3 July 2020

Name	Organisation	Position	Organisation Type / Size	State
Colleen O'Dea	Manners 'n' more	Managing Director	Commercial Business / Small	WA
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Jennifer Wilcox	Paw Behaviour Dog Training	Owner	Commercial Business / Small	VIC
Kathy Reidy	Petucation	Owner	Commercial Business / Small	NSW
Kerrie Haynes-Lovell	Delta Institute	Teacher/Assessor, animal trainer	RTO Private /Large	National / NSW
Kylie Gersh	Vision Australia	Instructor, National Programs	Commercial Business	National
Lisa Ackerman	Veterinary & Companion Animal Behaviour Service (VCABS)	Director	Commercial Business / Small	QLD
Marietta Noest	TAFE Queensland Brisbane	Teacher	RTO Public / Large	QLD
Natalie Watson	What a Dog Needs	Owner	Commercial Business	NSW
Sarah Forge	Miss Behaviour Dog Training Services	Owner	Commercial Business	NSW

### Validation Webinar Participants – Animal Behaviour & Training Group 3 – 5 July 2020

Name	Organisation	Position	Organisation Type / Size	State
Cheri Allanby	True Trails Learning Assistance	Programs Manager	Commercial Business / Small	TAS
Colin Emonson	Horses for Hope	Director	Commercial Business / Small	VIC
Gayl O'Grady	Ruf Comfort Coats / ASDOG Australian Support Dogs	Owner / Trainer	Commercial Business / Small - Non for Profit / Small	NSW
Kathy Reidy	Petucation	Owner	Commercial Business / Small	NSW

Kylie Gersh	Vision Australia	Instructor, National Programs	Commercial Business	National
Lisa Ackerman	Veterinary & Companion Animal Behaviour Service (VCABS)	Director	Commercial Business / Small	QLD
Maree McGlynn	Gordon Institute of TAFE	Teacher	RTO Public / Large	VIC
Pauleen Bennett	La Trobe University	Professor and Head of Department, Psychology and Counselling	University	VIC
Susan Hazel	University of Adelaide	Program Coordinator BSc (Animal Behaviour)	University	SA

#### Validation Webinar Participants – Pet Grooming – 15 July 2020

Name	Organisation	Position	Organisation Type / Size	State
Alana Treagus	Pop a Collar Dog Salon	Owner	Commercial Business / Small	NT
Amanda White	Dashing Designer Dogs	Owner	Commercial Business / Medium	VIC
Brenton Myatt	Animal Magic Holdings Pty Ltd	CEO	Commercial Business / Medium	QLD
Celeste Meier	Dashing Designer Dogs	Owner	Commercial Business / Medium	VIC
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Emily Myatt	Animal Magic Holdings Pty Ltd	Owner/stylist	Commercial Business / Medium	Qld
Jo Marsden	The Dog Whiskerer	Owner	Commercial Business / Small	VIC
Michelle Auld	Darwin Pet Spa	Proprietor	Commercial Business / Medium	NT
Rhiannon Beach	Pups4Fun	Business Manager	Commercial Business / Medium	ACT
Shai-Marie Cheyne	South Metropolitan TAFE	Lecturer	RTO Public / Large	WA

**Validation Webinar Participants – Animal Regulation & Management Validation Forum – Group 1 – 20 July 2020**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Mykel Smith	City of Gold Coast	Coordinator Animal Management at City of Gold Coast	Local Government / Large	Qld
Peter Shelton	Warner Institute	Program Manager & Education, Learning and Support Coordinator	RTO Private / Medium	VIC
Sean Sloan	City Services   Transport Canberra and City Services Directorate   ACT Government	Senior Director	Local Government / Large	ACT
Sharon McTaggart	Shire of Augusta Margaret River	Coordinator Ranger Services	Local Government / Medium	WA
Susan Hazel	University of Adelaide	Program Coordinator BSc (Animal Behaviour)	University	SA

**Validation Webinar Participants – Animal Regulation & Management – Group 2 – 20 July 2020**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Stakeholder	Name withheld	Details withheld	Details withheld	VIC
Nell Thompson	G2Z/AIAM	Coordinator/Secretary	Industry Association / Large	National
Peter Shelton	Warner Institute	Program Manager & Education, Learning and Support Coordinator	RTO Private / Medium	VIC
Sean Sloan	City Services   Transport Canberra and City Services Directorate   ACT Government	Senior Director	Local Government / Large	ACT
Susan Hazel	University of Adelaide	Program Coordinator BSc (Animal Behaviour)	University	SA
Tina Martin	Cairns Regional Council	Supervisor Animal Management Local Laws   Regulatory Services	Local Government / Large	QLD

**Validation Webinar Participants – Animal Regulation & Management – Group 3 – 22 July 2020**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Stakeholder	Name withheld	Details withheld	Details withheld	VIC

**Consultation Draft Feedback Contributors – 10 February – 16 April 2020 – Online/Email**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Lianne Hulse	Applied Vocational Training PTY LTD	Director	RTO Private / Medium	WA
Adele Lindley	PADS-Personal Assistance Dog Solutions	Owner	Commercial Business / Small	NSW
Natalie West	Dog Diversity	CEO	Commercial Business/Medium	VIC
Carolyn Cluderay	University of Queensland	Academic and Trainer - Veterinary Science, Medicine & UQ Skills	RTO Public / Large	QLD
Anne Wiltshire	Melbourne Polytechnic	Primary Industries Curriculum Maintenance Manager	RTO Public	VIC
Nell Thompson	Australian Institute of Animal Management (AIAM)	Secretary	Industry Association / Large	National
Alexandra Goldsmith	Lexie's Dog and Cat Grooming	Owner	Commercial Business/Medium	WA
Colleen O'Dea	Manners 'n' more	Managing Director	Commercial Business / Small	WA
Debra Millikan	Canine Behavioural School Inc.	Dog Trainer & Behaviour Consultant	Commercial Business / Small	SA
Di Evans	RSPCA	Senior Scientific Officer	Industry Association / Large	National
Diana Rayment	Greyhound Racing Victoria	Senior Greyhound Behaviour Assessor	Industry Regulator	VIC
Evie Verdini Fensom	Tafe SA	Lecturer	RTO Public / Large	SA



Jacqueline Benito	Blacktown City Council	Animal Education Officer	Local Government / Large	NSW
Julia Delaforce	Animal Assisted Education Australia	Co-Founder	Commercial Business / Small	Qld
Lily Sakulovska (DEDJTR)	Victoria State Government Economic Development and Programs	Governance Officer Animal Welfare	Local Government / Large	VIC
Nanda Ten Grotenhuis	RSPCA QLD	Animal Care Manager	Industry Association / Large	QLD
Rhys Davies	Heiniger Australia	Chief Financial Officer	RTO Private / Medium	National / WA
Ruth Elliott	Formal Dogs	Principal Educator	Commercial Business / Small	VIC
Sonya McDowall	School of Animal and Veterinary Science - University of Adelaide	Honours Student	University	SA
Samantha King	Therapy Dogs Australia	Owner	Commercial Business / Small	Qld
Stakeholder	Name withheld	Details withheld	Details withheld	VIC

**Validation Draft Feedback Contributors – 24 June – 22 July 2020 – Online/Email**

<b>Name</b>	<b>Organisation</b>	<b>Position</b>	<b>Organisation Type / Size</b>	<b>State</b>
Chad Crittle	Zoos SA	Senior Keeper Birds/Herpetofauna	Commercial Business / Large	SA
Elly Neumann	Taronga Zoo	Senior Keeper/IRC Member	Commercial Business / Large	NSW
Alana Treagus	Pop a Collar Dog Salon	Owner	Commercial Business / Small	NT
Michelle Auld	Darwin Pet Spa	Proprietor	Commercial Business / Medium	NT
Jo Marsden	The Dog Whiskerer	Owner	Commercial Business / Small	VIC
Amanda White	Dashing Designer Dogs	Owner	Commercial Business / Medium	VIC
Sarah Forge	Miss Behaviour Dog Training Services	Owner	Commercial Business	NSW

Marietta Noest	TAFE Queensland Brisbane	Teacher	RTO Public / Large	QLD
Maree McGlynn	Gordon Institute of TAFE	Teacher	RTO Public / Large	VIC
Tim Mather	Veterinary Advisory Services & Animal Care & Management Industry reference committee	Veterinarian	Commercial Business / Small	Multi-state
Tina Martin	Cairns Regional Council	Supervisor Animal Management Local Laws   Regulatory Services	Local Government / Large	QLD
Lucinda Pita	Department of Training and Workforce Development	Senior Program Officer	Local Government / Large	WA
Kylie Mackay	Northshore Pet Resort	Director	Commercial Business / Large	QLD
Blake De Bruin	Samford Pet Resort	Director / Vice President	Commercial Business / Large	QLD
Emily Myatt	Animal Magic Holdings Pty Ltd	Owner/stylist	Commercial Business / Medium	Qld
Stakeholder	Name withheld	Details withheld	Details withheld	VIC
Debra Millikan	Canine Behavioural School Inc.	Dog Trainer & Behaviour Consultant	Commercial Business / Small	SA
Anne Wiltshire	Melbourne Polytechnic	Primary Industries Curriculum Maintenance Manager	RTO Public	VIC
Susan Hazel	University of Adelaide	Program Coordinator BSc (Animal Behaviour)	University	SA
Rhiannon Beach	Pups4Fun	Business Manager	Commercial Business / Medium	ACT
Shai-Marie Cheyne	South Metropolitan TAFE	Lecturer	RTO Public / Large	WA
Celeste Meier	Dashing Designer Dogs	Owner	Commercial Business / Medium	VIC
Christine Sercombe	TAFE NSW	Industry Relationship Lead	RTO Private / Large	NSW
Emily Myatt	Animal Magic Holdings Pty Ltd	Owner/stylist	Commercial Business / Medium	Qld

Lisa Ackerman	Veterinary & Companion Animal Behaviour Service (VCABS)	Director	Commercial Business / Small	QLD
Cheri Allanby	True Trails Learning Assistance	Programs Manager	Commercial Business / Small	TAS
Gaille Perry	Delta Institute	Director of studies	RTO Private / Large	National / NSW
Jennifer Wilcox	Paw Behaviour Dog Training	Owner	Commercial Business / Small	VIC
Kathy Reidy	Petucation	Owner	Commercial Business / Small	NSW
Kerrie Haynes-Lovell	Delta Institute	Teacher/Assessor, animal trainer	RTO Private / Large	National / NSW
Kylie Gilbert	pet professionals Australia	National Education Manager	RTO Private / Small	Multi
Jules Pearson	Dogs United Training Academy	Dog trainer	Commercial Business / Small	WA
Adam Farrugia	RSPCA Australia Inc	Training and Outreach Manager	Industry Association / Large	National
Eliza Walker	Companion Care & Compliance	Owner	Commercial Business / Small	National
Kia Bailey	RSPCA NSW	Training and Outreach Officer	Industry Association / Large	NSW
Nell Thompson	G2Z/AIAM	Coordinator/Secretary	Industry Association / Large	National
Renee Thompson	Tafe Gippsland	Teacher	RTO Public / Large	VIC
Alison Campbell	RSPCA NSW	Training and outreach officer	Commercial Business / Large	NSW
Andrew Burgin	Veterinary Nurses Council of Australia (VNCA)	Chair VNCA NSW	Industry Association / Large	National
Helen Barnard	Animal Welfare League	Learning and Development Co-ordinator	Commercial Business	SA
Samantha Kempster	The University of Queensland	Manager - UQ Vets - Clinical Studies Centre	University	QLD

Marie Tufo	TAFE SA	Lecturer -Primary Industries, Animal & Laboratory Sciences	RTO Public / Large	SA
Charleyne Scott	University of Sydney	Veterinary Nurse	University /Large	NSW
Michelle Hankins	Tewantin Vets	Not supplied	Commercial Business / Medium	QLD

## b. Letters of Support

### Exhibited Animal Care and Marine Wildlife

#### General



To Whom It May Concern,

I have been involved from the onset, with the Wildlife and Exhibited Animals Project that has been managed and delivered by Skills Impact. The entire process has been consultative, informative, collaborative and professional the entire way through. A broad cross-section of 'subject matter experts' were involved and each and every one was afforded the chance to 'have their say' and offer their viewpoint at every opportunity.

A training course/qualification such as what the Wildlife and Exhibited Animals Project will ultimately deliver, needs regular oversight as societies opinions evolve and the captive animal industry evolves in unison. The new and updated components will no doubt allow the students undertaking this qualification to obtain a far better opportunity and insight into the captive animal industry. In turn, this will make them more employable due to the appropriate and improved quality of the components, soon to be delivered.

The staff that we dealt from Skills Impact that delivered the project were a pleasure to work with and always allowed the subject matter experts the ability to communicate freely and were well supported with materials, timely communication and relevant feedback.

The time I have committed to this process has been well spent and rewarding. This is mostly due to the quality of the project run by Skills Impact and the very supportive nature of the staff/consultants involved.

A handwritten signature in black ink, appearing to read 'Anthony Molyneux', with a long horizontal flourish extending to the right.

Anthony Molyneux  
Wildlife Manager  
Currumbin Wildlife Sanctuary

27<sup>th</sup> August 2020

Hi Rebecca,

Please find attached the signed validation forms for the Exhibited Animal Care and Marine Wildlife Project.

Thank you for allowing me to be part of such a worthwhile and necessary project. I have been very impressed with the degree of industry consultation Skills Impact have done during this process and am extremely comfortable that the outcomes will have a significant impact on the industry in years to come. This has been a long time coming and I believe the changes and review have been very necessary. I am more than happy to fully endorse and validate all the outcomes from this project.

Regards

Paul

**Paul Whitehorn**

**General Manager- Wildlife & Facilities**

RMB 999 Lady Denman Drive,

Weston Creek, ACT 2611

**P:** 0447782805

**E:** [paulwhitehorn@nationalzoo.com.au](mailto:paulwhitehorn@nationalzoo.com.au)

**W:** [www.nationalzoo.com.au](http://www.nationalzoo.com.au)

or [www.jamala.com.au](http://www.jamala.com.au)

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*Holidays with Kids Magazine*

• **Best Deluxe Accommodation**

*AHA National Awards for Excellence 2017*

• **Best Unique Accommodation**

*Canberra Region Tourism Awards 2017*

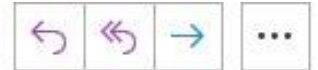
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*London Daily Mail and Luxury Launches and Spa Awards*





John Lemon <[john.lemon@dbca.wa.gov.au](mailto:john.lemon@dbca.wa.gov.au)>  
To Rebecca Ford  
Cc John Lemon



Tue 4/08

Tracked To Dynamics 365

Good afternoon Rebecca

Firstly what a mammoth task, well done!

I went through this in detail and I am happy that the new skill sets meet the needs of my industry and happy for them to be finalised.

Thank you for the opportunity to be involved and hope that you and your team feel that it has been rewarding.

Regards  
John

**John Lemon** – Acting Director Life Sciences

t: (08) 9474 0304 | f: (08) 9474 0390 | m: 0418 934 975 e: [john.lemon@dbca.wa.gov.au](mailto:john.lemon@dbca.wa.gov.au)

post: PO Box 489, South Perth, Western Australia 6951 | visit: Perth Zoo, 20 Labouchere Road, South Perth, Western Australia



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To Whom it may concern,

I am writing today to mention my experiences with Skills Impact recently analysing the structure and content of courses falling under the Animal Care banner.

It is a big process to undertake and obviously covers a vast array of content, which in turn is crucial to the correct care and management of animals, ensuring that students and trainees engage in the best practices, to avoid animal welfare issues as well as gain employment skills.

I was very impressed with the team from Skills Impact that we worked with, as well as their engagement in the material and the way they planned the analysis of the topics.

The industry is full of very passionate people, often with differing opinions. Having a number of them together whilst trying to find the path that is best to take in validating and changing the course material is no small task, and I thought the Skills Impact team did that very well.

I was certainly happy with the outcomes of the process.

As someone who also teaches the course material, I am very aware that people that have not before probably do not factor in some of the challenges that arise with delivering such practical based information - keeping in mind that animal welfare must also always be considered in the teaching of the material. I think it is really important to engage with employers on what they want potential employees to have learned to suit their application, but probably suggest that the most valuable people I saw as part of the process were those that not only work or have worked in the industry, at a level that they are responsible for employment choices, but those that also have taught the material and understand the limitations and challenges as well. I think engaging more with these people is of most value after the original chat involving representatives of the industry itself.

I feel what was lost a bit originally but came back strongly in the second section, was the understanding that courses like these need to have material that broadly focuses on all of the basics - not necessarily something that an individual organisation would like people to be taught for just their facility, when it may not be relevant anywhere else. An example of this was someone passionately suggesting everyone should learn how to do a faecal float as part of the course. Whilst this may be beneficial to them, nearly all organisations employing through this training do not require that of their staff - therefore the organisation wanting this should be responsible for this training themselves. A course like this needs to be focussed on the basics and really getting them right. The things that every single organisation would require their staff to know, then the extras your organisation needs is your responsibility after employment. I feel this at times was a sticking point for some of the attendees, but I felt also that the Skills Impact team did a fabulous job of "gently" bringing it back to the basics that were required, and should be commended for that.

No matter which training modules are being analysed, I believe this would be the case, so maybe to make it easier, stating at the very beginning that this should be in everyone's thoughts as the discussion evolves may help, but likely wouldn't once people get passionate.

I believe the outcomes were good and also feel that the Skills Impact representatives should be highly commended for their work in managing this project and the people involved. I thought they were

593 Briggs Road, Brighton, Tasmania, 7030  
Ph: (03) 6268 1184 E: [info@bonorong.com.au](mailto:info@bonorong.com.au) W: [bonorong.com.au](http://bonorong.com.au)





fantastic and did a wonderful job. My hat is off to them all. If I can be of further assistance please do not hesitate to contact me.

Kind Regards,

A handwritten signature in black ink that reads 'Greg Irons'. The signature is written in a cursive style with a large 'G' and 'I'.

Greg Irons

Director

Bonorong Wildlife Sanctuary

## Qualifications



NEVILLE PLACE  
GRIFFITH NSW  
2680 AUSTRALIA

16th July 2020

Rebecca Ford

Industry Skills Standards Specialist

Skills Impact

PO Box 466 North Melbourne VIC 3051

Dear Rebecca,

TAFE NSW is a leading provider of Vocational Education Training in Australia, with industry qualified and experienced staff that bring up-to-date, real-world skills directly to the classroom. With over 130 locations across NSW, TAFE NSW is in the ideal position to deliver current and relevant vocational training to industry.

The ability to engage with Skills Impact to develop consistent skills standards and qualifications, is essential for TAFE NSW to ensure we are delivering industry relevant training.

The TAFE NSW Agribusiness Skills Point is the central contact point for industry consultation and product development, for the Captive Animal Courses delivered by TAFE NSW. We support redesigning the ACM30317 Certificate III in Captive Animals course and replacing it with ACM30X20 Certificate III in Wildlife and Exhibited Animal Care. We agree with the change to the name, packaging rules and added electives, and propose to add this qualification to our Scope of Registration.

We also see the benefit of deleting the current ACM40217 Certificate IV in Captive Animals and replacing it with ACM40X20 Certificate IV in Animal Facility Management. We also support the development of the new Skill Sets in this area, and will be discussing the possibility of adding some of these to our Scope of Registration in the future.

Yours sincerely

A handwritten signature in blue ink that reads 'Mark Grove'.

Mark Grove

Head of SkillsPoint - Agribusiness

## Marine Wildlife Response

M: 0431182961  
E: [dmarch@dolphinmarinerescue.org](mailto:dmarch@dolphinmarinerescue.org)  
[www.dolphinmarinerescue.org](http://www.dolphinmarinerescue.org)



ABN: 49974310425

19<sup>th</sup> May 2020

To whom it may concern,

I would like to commend the Skills Impact team on the professional and comprehensive development of content for training packages to assist at Marine Fauna events.

Proactive engagement with industry during this process has resulted in courses that will be highly relevant to government and non-government personnel.

Kind regards

Dr Duane March

Operations Manager

Dolphin Marine Rescue

Hi Rebecca see attached- congratulations to all involved you have done a great job

Cheers

**Bruce Macpherson**  
Program Manager Rural Sciences, Forestry and Maritime

**TAFE Gippsland**  
PO Box 3279 GMC Morwell VIC 3841  
M 0427556800 | T 0351 504 247  
[bmacpherson@tafegippsland.edu.au](mailto:bmacpherson@tafegippsland.edu.au)  
[www.tafegippsland.edu.au](http://www.tafegippsland.edu.au)

National Provider Number 0417

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**TAFE  
GIPPSLAND**

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## Wildlife Rehabilitation

I support the changes to improve the understanding and improved conditions of training for the future of wildlife

Changes to Western Australian licencing may impact on vacancies available for future learning purpose.

Kind regards

Helen Riley  
Chairperson



120 Gilchrist Road,  
Lesmurdie WA 6076

T: 08 9291 3900

E: [info@kanyanawildlife.org.au](mailto:info@kanyanawildlife.org.au)

[www.kanyanawildlife.org.au](http://www.kanyanawildlife.org.au)



From: Mandy Hall <rdgrp1@gmail.com>

Sent: Tuesday, 21 July 2020 1:20 PM

To: Rebecca Ford <rebecca@skillsimpact.com.au>; dee johnson <djohnson@acaas.vic.edu.au>

Subject: Re: Your feedback on Wildlife Rehab training

Hi Rebecca,

These units look great and teamed up with overall experience and mentor support they certainly would meet the needs of the industry. Wildlife care is an ever evolving process as new medicines, husbandry techniques and education courses become available. I've met some wonderful carers who have had very poor success rates with seabirds because they were simply fed the wrong fish. Now they have the highest success rates. Sharing knowledge and experiences and seeking advice saves animals lives. I would like to see wildlife carers do some basic medical treatments in their training though, for example providing fluids- Many animals are suffering a degree of shock or starvation and a simple dose of fluids is key to give them a good start. Many carers currently rely on Vets and nurses to do this for them. 'Basic first aid for wildlife' would make a great accredited course.

I have applied for an Animal welfare grant to contribute to training costs, but finding certified trainers are another thing.

Kindest Regards,  
Mandy Hall

**From:** Luke Hammond <LHammond@zoo.org.au>  
**Sent:** Monday, 3 August 2020 5:04 PM  
**To:** Rebecca Ford <rebecca@skillsimpact.com.au>  
**Subject:** Re: 3 New Skill Sets for your approval

Hi Rebecca,

We are satisfied these new Skill Sets will meet the needs of our industry/sector/workplace and are happy for you to proceed/finalise.

Regards,

Luke

**Luke Hammond** | HR Manager  
Human Resources  
Zoos Victoria | Elliott Avenue, Parkville VIC 3052  
P: +61 3 9340 2712  
[LHammond@zoo.org.au](mailto:LHammond@zoo.org.au) | [zoo.org.au](http://zoo.org.au)



We acknowledge the Traditional Custodians of the land on which we live and work, and pay our respects to Elders, both past and present.



# ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces



Tara Donnellan <tara.donnellan@adelaide.edu.au>

To: Rebecca Ford

Cc: Paula Porter

↩ Reply

↩ Reply All

→ Forward



Wed 3/06/2020 1:47 PM

Good afternoon Rebecca,

I am emailing you to give support and endorsement towards the new unit: **ACMNEW3X2 Promote wellbeing in self and others in animal care workplaces**, into the Animal Care and Management Training Package. Over the last 5-6years I have been either studying to be an animal technician or working in the field specifically, and know that compassion fatigue is a serious work health and safety risk to our animal care staff and furthermore our researchers. This course will help support all who are working with research animals and provide them with the best training available.

Tara –

**ANZLAA's South Australian State Representative**

Kind regards,

*Tara Donnellan*

Animal Technician

Laboratory Animal Services



T: +61 08 8313 5340 | F: +61 08 8313 4342

E: [tara.donnellan@adelaide.edu.au](mailto:tara.donnellan@adelaide.edu.au) W: [www.adelaide.edu.au/animal-services/](http://www.adelaide.edu.au/animal-services/)

ANZLAA  
Australian and New Zealand  
Laboratory Animal Association

Suite 154,  
16 Beenleigh Redland Bay  
Road  
Loganholme, QLD, 4129

E membership@anzlaa.org  
W www.anzlaa.org

Dear Skills Impact,

The ANZLAA executive committee wishes to confirm our support for the unit ACMNEW3X2 Promote wellbeing in self and others in animal care workplaces, to be endorsed in the Animal Care and Management Training Package. Compassion Fatigue is a work health and safety risk in our industry, and we support the ability for training to be provided in wellbeing and resilience for all those working with research animals. The unit has been created in a way to be versatile and contextualised to suit many animal industries, and it will most definitely be an asset for those working in our industry.

We thank you for your consideration and look forward to the opportunity for our members to take up this training once it is endorsed and delivered.

Kind regards,

Paula Porter

On behalf of the ANZLAA Executive Committee





Hi Rebecca,

The bad and good news out of COVID is that I am quieter without face to face work and so have had time to review the material for the unit on well-being.

It is a great unit and I am excited that it will be used across different courses that utilize animals.

The group has managed to achieve the balance between promoting positive mental health and considering/responding to the factors which lead to negative mental health. I am glad it moved on from being a unit about compassion fatigue 😊

I have made a few comments on the attached document which I think would add a little more awesomeness to the unit.

And I have registered for the 19<sup>th</sup> May.

Regards,

Cathy

**Dr Cathy Warburton**

*Well-Being Consultant and Coach*



Mobile: 0457 024 733

Email: [cathy@makeheadway.com.au](mailto:cathy@makeheadway.com.au)

[www.makeheadway.com.au](http://www.makeheadway.com.au)




Mathew Salzone <mathew.salzone@florey.edu.au>

To Rebecca Ford



22/05/2020

Tracked To Dynamics 365

 Follow up. Start by Friday, 22 May 2020. Due by Friday, 22 May 2020.

Hi Rebecca,

Sorry I was not able to be part of the initial consultation for this but the Florey Neuroscience institute supports the endorsement of ACMNEW3X2 'Promote wellbeing in self and others in animal care workplaces, into the Animal Care and Management Training Package'. We understand the importance of this subject for the future generation of animal careers. Cheers,

**Mathew Salzone**  
KMB Facility Manager  
Training Officer

Core Animal Services  
The Florey Institute of Neuroscience  
and Mental Health  
30 Royal Parade, Genetics Lane  
Parkville, Victoria 3010  
Ph: 9035 8475  
Mob: 0411 066 857



Alison Richards (South Western Sydney LHD) <Alison.Richar

To Rebecca Ford

Cc Natalie Stunnell



Wed 27/05/2020 4:09 PM

Hi there

I am emailing to endorse the unit ACMNEW3X2 Promote wellbeing in self and others in animal care workplaces into the Animal Care and Management Training Package.

Thanks this is great and a much needed part of training for all working with animals

Cheers

Alison

[Alison Richards](#)

Research Support Officer, Biological Resources, Ingham Institute

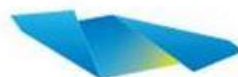
P +61 2 8738 9093

E [Alison.Richards@inghaminstitute.org.au](mailto:Alison.Richards@inghaminstitute.org.au);

1 Campbell Street, Liverpool NSW 2170, Australia



[inghaminstitute.org.au](http://inghaminstitute.org.au)



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Suzanne Fowler <Suzanne.Fowler@anu.edu.au>  
To Rebecca Ford

Reply Reply All Forward ...

Thu 21/05/2020 3:54 PM

Follow up. Start by Thursday, 21 May 2020. Due by Thursday, 21 May 2020.

Hi Rebecca

I am emailing to provide our endorsement of inclusion of the draft unit ACMNEW3X2 Promote wellbeing in self and others in animal care workplaces into the Animal Care and Management Training Package.

This is a very important part of training future animal care staff and managers for work health and safety and community wellbeing. We support the ability for training to be provided in wellbeing and resilience for all those working with research animals.

Regards  
Suzie Fowler

Dr Suzanne Fowler BSc BVMS  
Senior Veterinarian  
Research Services  
The Australian National University  
Geography Building 48A  
Linnaeus Way  
Acton, ACT, 2601  
(02) 6125 5392  
0408 930 551

## Endorsement ACMNEW3X2



Lottie Servin <lottie.servin@adelaide.edu.au>  
To Rebecca Ford

Reply Reply All Forward ...

22/05/2020

Tracked To Dynamics 365

Follow up. Start by Friday, 22 May 2020. Due by Friday, 22 May 2020.

Hi Rebecca,

I am emailing you to support the endorsement of ACMNEW3X2 Promote wellbeing in self and others in animal care workplaces, into the Animal Care and Management Training Package. Compassion Fatigue is a work health and safety risk in our industry, and we support the ability for training to be provided in wellbeing and resilience for all those working with research animals.

Kind regards,  
Lottie

**Lottie Servin** | AHMS Team Leader: Biomedical Research Facility  
Laboratory Animal Services, L7 AHMS Building, Cnr of North Terrace & George St, South Australia 5005  
Phone 08 8313 4372 | Mobile 0435 966 265 | Email [lottie.servin@adelaide.edu.au](mailto:lottie.servin@adelaide.edu.au) | Web  
<https://www.adelaide.edu.au/animal-services/>  
FAQs for Researchers: <https://www.adelaide.edu.au/research/staff-hub/covid-19/frequently-asked-questions>





Lynn Ferris <l.ferris@unsw.edu.au>

To Rebecca Ford  
Cc Veronika Tatarinoff



22/05/2020

Tracked To Dynamics 365

Follow up. Start by Friday, 22 May 2020. Due by Friday, 22 May 2020.

Dear Rebecca Ford

I have had a look at the outline for the ACMNEW3X2 Promote wellbeing in self and others in animal care workplaces Training package. It looks great. It's certainly an area that needs attention in the university research sector. Working with research animals is emotionally difficult for all the social good that comes out of it. It would be very helpful to have training around this to promote awareness and prevention of injury.

Kind regards

Lynn



Katrina Geary <k.geary@uq.edu.au>

To Rebecca Ford



Thu 21/05/2020 4:19 PM

Tracked To Dynamics 365

Follow up. Start by Thursday, 21 May 2020. Due by Thursday, 21 May 2020.

I am emailing to endorse the inclusion of the draft unit ACMNEW3X2 Promote wellbeing in self and others in animal care workplaces into the Animal Care and Management Training package.

This unit covers one of the most critical aspects of working with animals for research purposes and I have been on the frontline of the very real and devastating impact that insufficient training and support on this area can have on my colleagues. I am very pleased to see positive psychology principles embedded in this course which I have done my own research into and found to be effective and evidence based.

I look forward to this unit being included, and I hope it can be offered as a standalone online unit to ensure it is available to as many professionals working in this industry as possible.

Many Thanks,

Katrina

**Katrina Geary**

BAppSc - RLAT  
Training and Regulatory Compliance Co-ordinator

UQ Biological Resources (UQBR)  
The University of Queensland  
Long Pocket Qld 4068 Australia



## Endorsement of ACMNEW3X2 Promote wellbeing in self and others ...



Rona Barugahare <r.barugahare@uq.edu.au>

To Rebecca Ford



21/05/2020

Tracked To Dynamics 365

 Follow up. Start by Thursday, 21 May 2020. Due by Thursday, 21 May 2020.

I am emailing to endorse the inclusion of the draft unit ACMNEW3X2 Promote wellbeing in self and others in animal care workplaces into the Animal Care and Management Training package.

This unit covers one of the most critical aspects of working with animals for research purposes and I have been on the frontline of the very real and devastating impact that insufficient training and support on this area can have on my colleagues. I am very pleased to see positive psychology principles embedded in this course which I have done my own research into and found to be effective and evidence based.

I look forward to this unit being included, and I hope it can be offered as a standalone online unit to ensure it is available to as many professionals working in this industry as possible.

Many thanks,

Dr. Rona Barugahare

Senior Manager

TRI BRF UQBR

Ph: +61 7 3443 7152

[r.barugahare@uq.edu.au](mailto:r.barugahare@uq.edu.au)

## Pet Care and Animal Training

**From:** [Lucinda Pita](#)  
**To:** [Tom Vassallo](#)  
**Cc:** [Frances Parnell](#)  
**Subject:** RE: Pet care and animal training final skills standards available for validation  
**Date:** Tuesday, 7 July 2020 6:30:35 PM

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Good afternoon Tom

Thank you for the opportunity to provide feedback on the validation drafts of the Pet care and Animal Training project.

I understand there has been strong input from WA stakeholders particularly as part of the subject matter experts' group.

Feedback from our stakeholders suggests that the work undertaken on this project has been excellent, and are comfortable with the proposed changes and have no further feedback.

Kind regards

Lucinda Pita  
Senior Program Officer  
Training Curriculum Services  
State Workforce Planning  
Department of Training & Workforce Development  
Optima Centre – Building B  
16 Parkland Road  
OSBORNE PARK WA 6017  
T: (08) 6551 5245  
E: [Lucinda.Pita@dtwd.wa.gov.au](mailto:Lucinda.Pita@dtwd.wa.gov.au)

*Building the workforce to meet the economic and community needs of Western Australia.*

10/9/2020

To whom it may concern,

RSPCA NSW would like to thank Skills Impact for involving us in many aspects of the recent review of the Animal Care Qualifications.

We felt that our expertise was highly sought, in that we received a request to provide staff as well as industry contacts of ours, to be involved in opportunities to provide feedback through many of the feedback forums. We managed to get staff and industry contacts onto many of the feedback forums and their input was accepted and well received.

In personally taking part in the SMEWG meetings, I was satisfied the revised qualifications I was involved in reviewing reflect real job roles and the revised units reflect real work functions carried out across the Animal Care sector

It was pleasing to see that the needs of a wide range of students were taken into account, particularly those with special needs, with support for the Certificate I being redesigned as Certificate I in Animal Industry Pathways / Community involvement.

With all our work based on the improvement of animal and human welfare, it was also pleasing to see that humane and low stress animal handling techniques were included into the revised units and a genuine effort was made to focus revised and new units on animal welfare

The addition of the new Animal Shelter Worker Skills Set, and the new Certificate IV in Animal Facility Management were a great addition, and I feel these empower genuine career pathways for many workers across a range of animal care facilities. I wish there would have been an Animal Facility Management qualification when I was involved in Animal Shelter Management!

It was great to see in the SMEWG meetings a genuine range of industry and RTO representatives from across many aspects of the animal care industry across the country, provide specialist feedback to improve the quality of training outcomes in the revised and new units.

Thank you again for seeking our involvement in this process, we look forward to improved training outcomes for the next generation of animal care workers.

Kind Regards



Adam Farrugia

Senior Manager – Training RSPCA NSW

The Royal Society  
for the Prevention of  
Cruelty to Animals  
New South Wales

ABN 87 000 001 641

Authority to Fundraise  
No CFN11744

Administration

PO Box 34  
Yagoona, NSW 2199

P: (02) 9770 7575  
F: (02) 9770 7577  
E: [mail@rspcansw.org.au](mailto:mail@rspcansw.org.au)  
W: [rspcansw.org.au](http://rspcansw.org.au)

Animal Care Services

Blue Mountains  
121-125 Mart Street  
Katoomba, NSW 2780  
P: (02) 4782 2674

Broken Hill  
South Road  
Broken Hill, NSW 2880  
P: (08) 8087 7753

Central Coast  
Lot 455 Reeves Road  
Sorrento, NSW 2250  
P: (02) 4372 2044

Coffs Harbour  
25 Dowsett Drive  
Coffs Harbour, NSW 2430  
P: (02) 6651 3311

Hunter Region  
6-10 Burlington Place  
Rutherford, NSW 2320  
P: (02) 4929 1555

Illawarra  
54 Industrial Road  
Unanderra, NSW 2526  
P: (02) 4271 3410

Orange  
71 William Street  
Orange, NSW 2800  
P: (02) 6362 6171

Port Macquarie  
10 Karungi Crescent  
Port Macquarie, NSW 2444  
P: (02) 6581 0380

RSPCA Care Centre Tuggerah  
Tuggerah HomeMaker Centre  
Cnr Bryant Drive and  
Wyong Road  
Tuggerah, NSW 2259  
P: (02) 4351 3444

Sydney  
201 Rockwood Road  
Yagoona, NSW 2199  
P: (02) 9770 7575

Tighes Hill Veterinary Hospital  
75 Elizabeth Street  
Tighes Hill, NSW 2297  
P: (02) 4927 6822

Dear Skills Impact,

I support the proposed qualification, units of competencies and skill sets that have been developed as part of the ACM project. I was given opportunities to provide feedback during the project and am generally satisfied the revised qualifications reflect real job roles and the revised units reflect real work functions carried out across the Animal Care sector. I am pleased to see the Certificate I has been redesigned as Cert I in Animal Industry Pathways / Community involvement qualification and it takes into account learners with special needs with the inclusion of foundation skills units and would like this certificate considered for Smart and Skilled.

I was particularly pleased to see that so many of the revised and new units include a focus on animal welfare, humane and low stress animal handling techniques. I consider the redesigned Certificate III in Animal Care Services provides robust specialisations while reduces duplication in the ACM training package.

I have been grateful for the many opportunities to provide advice and review draft documents and provide feedback, especially the industry validation forum.

Cheers  
Jenny



Dr Jenny O'Donnell BVSc MVetClinStud  
Northern Illawarra Veterinary Hospital  
332 Princes Hwy  
Bulli 2515  
NSW  
Ph: 0422 625 136



25<sup>th</sup> August 2020

**RE: Support for endorsement approval of Animal Regulation and Management project managed by Skills Impact**

To whom it may concern,

I write on behalf of AMRRIC (Animal Management in Rural and Remote Indigenous Communities) to express our support for the proposed Animal Regulation and Management qualification, units of competencies and skill sets that have been developed as part of the Animal Care and Management Training package review.

AMRRIC is a not-for-profit organisation that coordinates veterinary and animal-focused education programs in collaboration with remote Indigenous communities nationally. Due to geographic, cultural and socio-economic factors our work is unique; so too is the knowledge and skills required to operate in the remote Indigenous community animal management space. A key focus of AMRRIC's work is to build local community capacity, and hence we are thrilled to have been able to actively participate and contribute to the development of the revised Animal Regulation and Management qualification, units of competencies and skill sets. We are particularly pleased to have collaborated with Skills Impact and other Subject Matter Experts to develop units and skill sets specifically targeting remote Indigenous community Animal Management activities. AMRRIC believes these new units and skills sets fill a training gap that had been present for many years, and will bring about improvements in animal health and management, but also community health and wellbeing. AMRRIC has been directly consulted on numerous occasions and had the opportunity to provide detailed input during the extensive consultation process. We believe the outputs reflect real job roles and real work functions carried out by staff with Animal Management responsibilities in remote Indigenous communities nationally.

I would be happy to discuss AMRRIC's experience throughout this process in further detail at any stage.

Regards,



Dr Bonny Cumming, BVSc (Hons I), MVS (Cons Med)  
Veterinarian and Program Manager – Strategic Delivery  
AMRRIC (Animal Management in Rural and Remote Indigenous Communities)  
0417697790 | bonny.cumming@amrric.org



**Diana McNaughton**  
Industry Engagement Manager  
Skills Impact  
By Email [Diana@skillsimpact.com.au](mailto:Diana@skillsimpact.com.au)

28 August 2020

Letter of Support for Pet Care and Animal Training Project

Dear Diana

I am writing to firstly congratulate Skills Impact on the professional process it undertook in managing the Pet Care and Animal Training Project and secondly supporting the endorsement of the proposed Cert IV in Animal Behaviour and Training.

Animal Therapies Ltd, being the peak body for the animal-assisted services sector support the proposed qualification, units of competencies and skill sets that have been developed as part of the ACM project.

The consultation process was rigorous and extensive and there were plenty of opportunities to provide feedback during the project. These revised qualifications reflect real job roles and the revised units reflect real work functions carried out across the Animal Behaviour and Training sector.

As you know ATL has a Code of Ethics and Code of Conduct for all service providers working in the animal-assisted services sector and it was pleasing to see that so many of the revised and new units include a focus on animal welfare, humane and low stress animal handling techniques.

I would like to personally thank the Skills Impact team for the immense time and effort involved in leading this process where animal care organisations and practitioners from all over the country also invested time into the project. It was clear that all who participated could see you were creating a training product that will ensure the next generation of animal trainers and carers are highly skilled.

I particularly appreciated the many opportunities to provide advice and review draft documents, provide feedback, especially the industry validation forum.

I look forward to seeing the Cert IV in Animal Behaviour and Training become available throughout the VET sector and through RTO's.

Yours in Wellness

A handwritten signature in blue ink, appearing to read 'Wendy Coombe', is written over a faint horizontal line.

Wendy Coombe  
Director  
Animal Therapies Ltd  
[www.animaltherapies.org.au](http://www.animaltherapies.org.au)  
E: [info@animaltherapies.org.au](mailto:info@animaltherapies.org.au)  
P: 0437 89 40 61



Kathy Reidy  
Proprietor  
E: [petucationkathy@gmail.com](mailto:petucationkathy@gmail.com)  
0408352516

*Puppy training through to adult manners and dog sports classes  
All animal training and behaviour consultations  
Industry compliance consultation service  
Animal care workplace training for staff*

I was invited to provide my industry experience and ideas for the development of animal welfare and animal behaviour courses to Skills Impact.

I had meetings directly with Diana McNaughton and also introduced Diana to other industry facility managers to provide feedback from the companion animal area.

Skills Impact proceeded with extensive consultation processes with myself and my staff and I am grateful for the many opportunities to provide advice and review draft documents and provide feedback during the project.

The projects I was involved with:

Certificate IV in Animal Behaviour and Training, Certificate IV in Facility Management, Animal Welfare.

I was also involved in the industry validation sessions and provided verbal and written feedback on the products during the validation process.

I, on behalf of Petucation provide industry support for the proposed qualification, units of competencies and skill sets that have been developed as part of the ACM project and enthused that animal welfare and humane and low-stress animal handling techniques have been included in these revised and new units.

I am satisfied the revised qualifications reflect real job roles and the revised units reflect real work functions carried out across the Animal Behaviour and Training sector and appreciate the immense time and effort leading animal care organisations and practitioners from all over the country have invested in the project to create training products that will ensure the next generation of animal carers is highly skilled.

I look forward to these courses being available.

Regards

Kathy Reidy JP

Proprietor

*Petucation-Training for owners to industry*

2 September 2020

Attn: Diana McNaughton  
Skills Impact  
Email: [diana@skillsimpact.com.au](mailto:diana@skillsimpact.com.au)

Dear Diana,

Re: *ACM4X920 Certificate IV in Animal Behaviour and Training*

I am writing this as a letter of support for the above qualification.

The review of the Animal Care and Management Training Package was very important both to the Industry and to people wanting to gain a qualification in Animal Behaviour and Animal Training.

Skills Impact did an excellent job managing this project and provided an opportunity for all interested people to comment which will result in a product that satisfies industry needs.

I personally was given an opportunity to provide feedback during the project and found the process was professionally managed by Skills Impact.

The revised qualification and units covered does reflect work functions that are required to be carried out in this Industry.

I deeply appreciate the immense amount of time that has put been into revising this qualification by leading professionals and practitioners to provide a qualification for the future that embraces animal welfare and humane training and handling techniques.

Yours faithfully,



Natalie Watson



26 August 2020

Diana McNaughton  
Industry Engagement Manager  
Skills Impact

Dear Diana

**Re: Pet Care and Animal Training Project**

The Australian Institute of Animal Management appreciate the opportunity to have been involved in the recent review of the Animal Regulation and Management Qualification.

The extensive consultation process has ensured that the proposed qualification, units of competency and skill sets will be up to date, have enormous practical application and will advance the sector as a whole.

The opportunity to provide feedback, and be directly consulted, have provided us with the confidence that the qualifications reflect the real-world roles and work functions and we look forward to encouraging participants to enrol in the updated courses.

The industry validation forums presented a wonderful opportunity for our work to become better known, as well as introducing us (and sometimes reacquainting us) with contacts in the sector. Everyone has worked so hard on this whole process which was exceedingly well led by the Skills Impact team.

Regards,

A handwritten signature in blue ink, appearing to read "Nell Thompson", is written over a light blue horizontal line.

**Nell Thompson**  
**Secretary**

1 Australian Institute of Animal Management Inc ~ 3/159 Burwood Road, Hawthorn, Vic, 3122 ~ [www.aiam.org.au](http://www.aiam.org.au)  
[ABN: 70 123 365 245](http://ABN: 70 123 365 245) [secretary@aiam.org.au](mailto:secretary@aiam.org.au)

August 27<sup>th</sup> 2020

Attention: Tom Vassallo and Diana McNaughton (Skills Impact)

I, Dr Robert Jones of The Aquarium Vet Pty Ltd, was directly consulted and given an opportunity to provide feedback during the ACM review project. The three courses I was involved with are:

- ACMCAS303 Provide advice on aquatic animal selection and care
- ACMCAS305 Maintain aquascapes and aquatic animals
- ACMCAS403 Design, construct and maintain aquascapes

I am satisfied the revised qualifications reflect real job roles and the revised units reflect real work functions carried out across the Animal Care sector. I support the proposed qualification, units of competencies and skill sets that have been developed as part of the ACM project.

I am pleased to see that so many of the revised and new units include a focus on animal welfare, humane and low stress animal handling techniques. I wish you well with the remainder of the project.

Yours Faithfully



Dr Robert L Jones B.V.Sc (Hons) M.A.C.V.Sc (Aquatic Animal Health) M. Aquaculture





26 August 2020

Diana McNaughton  
Industry Engagement Manager  
Skills Impact

Dear Diana

**Re: Pet Care and Animal Training Project**

Getting 2 Zero appreciate the opportunity to have been involved in the recent review of the Animal Regulation and Management Qualification.

The extensive consultation process has ensured that the proposed qualification, units of competency and skill sets will be up to date, have enormous practical application and will advance the sector as a whole.

The opportunity to provide feedback, and be directly consulted, have provided us with the confidence that the qualifications reflect the real-world roles and work functions and we look forward to encouraging participants to enroll in the updated courses.

The industry validation forums presented a wonderful opportunity for our work to become better known, as well as introducing us (and sometimes reacquainting us) with contacts in the sector. Everyone has worked so hard on this whole process which was exceedingly well led by the Skills Impact team.

Regards,

**Nell Thompson**  
Coordinator

[www.g2z.org.au](http://www.g2z.org.au)

[info@g2z.org.au](mailto:info@g2z.org.au)

0427 981 759



DOG GROOMERS ASSOCIATION OF WESTERN AUSTRALIA INC.

LETTER OF SUPPORT

a: PO Box 515 Hillarys WA 6923 | e: enquiries@dgawa.com.au | w: www.dgawa.com.au



MEETING DATE:

NAME:

POSITION:

To Whom It May Concern:

Dog Groomers Association of Western Australia Inc would like to put forward their support for prerequisites put in place for the Certificate III Animal Care Services specifically the specialisation of Pet Grooming.

We believe that should the Certificate III in Pet Grooming be replaced with the Certificate III Animal Care Services (Pet Grooming) we would only support this with prerequisites in place. This would ensure all new grooming students enrolling in this qualification would be set up for success having to build up skills to the harder more complex units that require more underpinned knowledge.

The biggest reason for our decision to support the prerequisites is the safety and welfare of the animals and handlers undertaking these tasks.

Should there be any need for further comment please don't hesitate to contact me.

Kind regards

Shai-Marie Cheyne

DGAWA Representative





142 Victoria St SEDDON VIC 3011

phone 03 9689 3647

email nat@dogdiversity.com.au

dogdiversity.com.au

14 August 2020

Hello Dianne,

I wanted to let you know I fully support the proposed qualification; units of competencies and skill sets that have been developed as part of the ACM project.

As the owner of Dog Diversity Dog Grooming School, I was more than happy to directly contribute to the consultation process. I feel the changes reflect the industry and will better equip students entering the companion animal sector.

These changes reflect the health and safety of both worker and animal. The addition of animal welfare, low stress handling techniques and several other valuable additions such as canine coat and skin care, are true markers of where the industry is heading.

This process was lengthy and thorough. I was delighted to meet so many talented, passionate, and educated animal educators during this process. The industry is in good hands and this package is testimony to that.

Thank you for the opportunity, I look forward to seeing great outcomes.

Warm Regards,

Nat

Natalie West  
Business Owner  
CEO Dog Diversity

CEO igroomhub



To Whom it May Concern,

The Australasian Dog Grooming Academy would like to take the time to acknowledge their gratitude for the opportunity to participate in the final preparation of the Pet Care and Animal Training Project.

Whilst we as an organisation became involved later on in the consultation process of the project it was refreshing to see that participants came from numerous backgrounds within the pet industry, allowing for a broad combination of wealth of knowledge, perspective and experience. This ensured and contributed to a complex, relevant document which meets the needs of industry. The revised proposed training package is more relevant to the pet industry encompassing a broader perspective and focus on real job roles and work functions. The previous duplication of the existing package and outdated practices have now been removed adding more suitable units such as animal welfare, humane and low stress animal handling techniques and self-care components.

The Australasian Dog Grooming Academy is looking forward to certification and will work towards training and educating all students to meet requirements to promote certification, thus producing groomers and stylists with the relevant skills and knowledge to work competently in the industry whilst providing a professional and safe service.

Thank you to Skills impact for your professionalism, collaboration, and commitment to providing the industry with a sustainable and workable training package.

Kind Regards,

Celeste Meier  
Director

2/15 Bennetts Road, Mornington VIC 3931  
australasiandoggroomingacademy@outlook.com  
www.ausdga.com.au  
0410 578 601

Michelle Hankins  
Tewantin Vets  
Shop 10 & 11,  
11-19 Hilton Terrace,  
Tewantin, QLD 4565

To Whom It May Concern,

RE: Letter of Support for  
**Certificate I ACM General Animal Care Industry  
Pathways Qualification**

The content and framework of the Industry Pathways Certificate appropriately reflects an introductory exploration into the animal care industry. By combining a base set of knowledge and skills sufficient to provide applicants with a suitable range of practical and theoretical competencies often required in entry-level positions and/or voluntary endeavours across various relative sectors, allows participants to obtain a general understanding of basic tasks within the animal care industry.

The Certificate 1 Animal Care Industry Pathways qualification is more precise in its language, unit descriptions, and assessment requirements whilst reflecting current values related to animal welfare standards held by members of the industry.

It's important to have such an opportunity available to younger and/or disadvantaged participants as it not only enables them to make a more learned decision regarding their continued education, but it also provides a snapshot into their own capabilities and interests in an appropriate and accessible package.

Kind regards,



Michelle Hankins  
Registered Cert IV Veterinary Nurse



**RE: Support for a collaborative and engaging project to shape industry qualifications**

Happy Paws Happy Hearts is a unique social enterprise interfacing with the animal welfare industry and the care sector. Our work supports vulnerable socially isolated Australians seeking therapy and connection by contributing to rescue animals in need.

Our organisation would like to express its support for the proposed qualification, unit of competencies and skills sets which were developed through a collaborative process in the ACM project.

Happy Paws Happy Hearts was engaged through an extensive and well organised consultation process. We had multiple opportunities to review and provide feedback.

Further, we believe that the qualifications have real job opportunities for many Australians, including those who have experienced disadvantage. There are various functions which can be carried out in the Animal Behaviour and Training industry.

The animal industry is unique and there was much time and effort put into designing these qualifications. We also appreciated the opportunity to hear from impressive organisations and experts across the country who engaged in the project.

We thank you for including our perspectives as a growing social enterprise innovating in the sector.

Kind regards,

A handwritten signature in black ink, appearing to read "Zoë Black".

Zoë Black  
Chief Executive Officer

Date: 8-Sept-2020

Happy Paws Happy Hearts Ltd  
ABN: 53 604 090 271

Address: 139 Wacol Station Rd, Wacol Q 4076  
E: [hello@hphfoundation.org](mailto:hello@hphfoundation.org) P: 1300 077 984



8 September 2020

To whom it may concern,

**Re: Pet Care and Animal Training Project**

Delta institute currently delivers the Certificate IV in Companion Animal Services, which will be changing to the Certificate IV in Behaviour and Training after the training package update.

I am happy to provide a letter of support for the development of the Pet Care and Animal Training Project.

We were given multiple opportunities to provide feedback on the changes and feel that any concerns raised were carefully considered. We believe the potential change to Certificate IV in Behaviour and Training will offer a high calibre qualification for students, and a high level of expertise for people seeking professional dog trainers.

We appreciate the amount of time and effort leading animal care organisations and industry professionals have contributed to crafting a training product that will focus on animal welfare and humane and low-stress animal handling techniques.

We look forward to being able to deliver this course once it has been finalised.

Kind Regards,



Melinda Farrell  
Chief Executive Officer

**Delta Institute**  
ABN 81 078 280 592  
RTO Code 90250

Shop No2, 50 Carlton Crescent, Summer Hill NSW 2130  
**P:** 02 9797 7922    **E:** [course@deltainstitute.edu.au](mailto:course@deltainstitute.edu.au)  
**W:** [www.deltainstitute.edu.au](http://www.deltainstitute.edu.au)

4 September 2020

Diana McNaughton  
Industry Engagement Manager  
Skills Impact  
PO Box 466 North Melbourne VIC 3051

Dear Diana,

TAFE NSW is a leading provider of Vocational Education Training in Australia, with industry qualified and experienced staff that bring up-to-date, real-world skills directly to the classroom. With over 130 locations across NSW, TAFE NSW is in the ideal position to deliver current and relevant vocational training to industry.

The ability to engage with Skills Impact to develop consistent skills standards and qualifications, is essential for TAFE NSW to ensure we are delivering industry relevant training.

The TAFE NSW Agribusiness SkillsPoint is the contact point for industry consultation and product development, for courses delivered by TAFE NSW. We support redesigning the Certificate III in Animal Care Services to include a pet grooming stream. We agree with the change to the name, packaging rules, core units, electives and the reduction of duplication. We are also satisfied that the revised qualification reflects real job roles in the pet grooming sector for our graduates, and propose to add this qualification to our Scope of registration.

We appreciate the invitation from Skills Impact to collaborate with industry professionals and subject matter experts during these workshops, projects and the validation forum. The recent review of the Pet Grooming qualifications were extremely well organized, collaboration was encouraged between leading animal care organisations and employers from all over the country, and the Skills Impact project teams were very knowledgeable and engaged in the process.

For the added safety of the animal handler, and to ensure good animal welfare standards are met, we support the updated prerequisite units in the Pet Grooming qualification. We are glad to see the added focus on animal welfare standards, and especially low stress handling techniques.

Yours sincerely



Mark Grove  
Head of SkillsPoint – Agribusiness

28 August 2020

UQ Skills offers a number of qualifications that sit within the ACM training package and we appreciate the opportunity to be involved in the recent Skills Impact Pet Care and Animal Training Project review.

UQ Skills supports the proposed changes discussed during this review to improve the various qualifications, units of competency and skill sets. Bringing clearer direction and rigor to the units and their assessment needs.

We appreciated all the time that Skills Impact staff and other industry representatives have put towards the review of these programs.

Regards



Di Palmer  
UQ Skills Program Manager



September 2, 2020

Diana McNaughton  
Industry Engagement Manager  
Skills Impact  
559A Queensberry St  
North Melbourne VIC 3051

Dear Diana

Please accept this letter as confirmation of support for the proposed Animal Regulation and Management qualification from Warner Institute.

We extend our thanks for the opportunity to be part of the Subject Matter Expert Working Group, and also for the many opportunities our staff have had to take part in industry consultation & validation sessions, review draft documents and to provide feedback.

We are confident that this rigorous process has ensured that the proposed changes to the qualification are current and relevant. The requirements of the units of competency reflect real job roles and will help towards an even more highly skilled workforce.

Thank you once again for the many opportunities to be part of this project.

Kind regards,

Sarah Leaney

Learning & Assessment Coordinator



31 August 2020

To whom it may concern,

My name is Janet Murray, I am a qualified Veterinary Nurse and am a leader in this industry. I currently represent Western Australia and sit as a subject matter expert on the Skills Impact Animal care and management review team. I lecture Certificate IV Veterinary Nursing and sit on boards and committees for both The Veterinary Nurses Council of Australia and the Australian Veterinary Association. I am writing to express my support for the Pet Care and Animal Training Project.

I am satisfied that the qualifications that have been presented for review reflect real job roles and work functions to the appropriate suggested levels that are carried out across the animal care sector. I support the proposed qualification, units of competencies and skill sets that have been developed as part of the animal care and management project.

The Skills impact team have worked hard to reduce duplicated units and present a robust plan for specialisations throughout all qualifications. I am pleased with the outcomes of the new Certificate IV in Animal Facility Management as these facilitate appropriate career pathways for many workers across a range of animal care facilities. I also support the inclusion of entry requirements for the Certificate IV in Animal Facility Management so that industry attracts suitable experienced candidates for this level of skill development.

I am grateful to have had many opportunities to provide advice and review draft documents and provide feedback, especially within the industry validation forum process. I am pleased to see that many of the revised and new units include a focus on animal welfare, humane and low stress animal handling techniques.

I am satisfied that the revised qualifications reflect real job roles and the revised units reflect real work functions carried out across the Animal Care sector and again am happy to endorse these into the new training package.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Janet Murray', written in a cursive style.

Janet Murray BSc Veterinary Nursing (UK), RVN, AVN, AssocDegAdult&VocEd, Cert IV TAE

## Appendix 3: Components not for endorsement

### a. Skill Sets

The skill sets developed for the wildlife and exhibited animal (previously captive animal) sector have been designed to build on the *ACM30121 Certificate III in Wildlife and Exhibited Animal Care* qualification to develop skills in specialised, technical areas and provide a pathway to the *ACM40221 Certificate IV in Animal Facility Management* qualification.

Industry expectation is that individuals undertaking the *ACM30121 Certificate III in Wildlife and Exhibited Animal Care* qualification and skill sets would be employed in the sector or work in a volunteer role with access to a workplace to gain practical experience and complete the assessment requirements.

Consultation throughout the project recommended that the 4 species specific (amphibians, birds, mammals, reptiles) Skill Sets also be merged. These were replaced with 2 new Native Wildlife Skill Sets that focus on the two major job roles rather than species; providing first aid to injured wildlife and providing care to orphaned/young wildlife for eventual release where possible. Wildlife rehabilitation SMEs and specialists were then invited to validate these two skill sets; Native Wildlife Rehabilitation Skill Set and Orphan Native Wildlife Carer Skill Set.

The Exhibited Animal Care and Marine Wildlife project produced:

- two revised skill sets; *ACMSS00012 Preventative Biosecurity Skill Set* and *ACMSS00022 Native Wildlife Rehabilitation Skill Set*
  - A total of eight new skill sets:
    - 6 new skill sets have been developed to reflect the needs of the wildlife/exhibited animal sector. A strong preference for skill sets was expressed by industry stakeholders during consultations to build on the 'trade' level Certificate III qualification.
    - The industry does not, at this stage, require higher level qualifications for career progression or remuneration advancement. However, it was acknowledged that there is a need and interest in developing skills in targeted areas to address potential areas of specialisation and emerging industry trends.
    - The skill sets provide pathways to other qualifications, notably the *ACM40221 Certificate IV in Animal Facility Management* (with a specialisation in wildlife/exhibited animal facilities).
  - The six new skill sets for this sector, include:
    - *ACMSS00023 Animal Welfare Management Skill Set*
    - *ACMSS00024 Zoological Horticulture Skill Set*
    - *ACMSS00025 Exhibited Animal Visitor Experience Skill Set*
    - *ACMSS00026 Orphan Native Wildlife Carer Skill Set*
    - *ACMSS00027 Exhibited Animal Behaviour and Training Skill Set*
    - *ACMSS00028 Species Population Management Skill Set.*
  - The two new skill sets for the marine wildlife response sector include:
    - *ACMSS00021 Large Whale Disentanglement Skill Set*
    - *ACMSS00029 Marine Animal Stranding Skill Set.*
- Both skill sets cover very technical, niche operations which occur on an ad hoc basis. Animal welfare, safety, incident management and technical skills are included in each skill set and may be applicable across multiple sectors including animal care/welfare, public safety and conservation and management.

The Pet Care and Animal Training project produced:

- two revised/updated existing skill sets:
  - *ACMSS00007 Microchip Implantation for Dogs and Cats Skill Set (Release 2)*

- *ACMSS00031 Promote Animal Health in Remote Communities Skill Set* (Supersedes and is not equivalent to *ACMSS00016 Promote Animal Health in Remote Communities Skill Set*).
- six new skill sets:
  - *ACMSS00030 Animal Shelter Worker Skill Set*
  - *ACMSS00032 Advanced Dog Grooming Skill Set*
  - *ACMSS00033 Cat Grooming Skill Set*
  - *ACMSS00034 Animal Management Coordination in Remote Communities Skill Set*
  - *ACMSS00035 Animal-Assisted Services Skill Set*
  - *ACMSS00036 Animal Breeder Skill Set*.

The new skill sets were created in response to industry requests to provide pathways for people that did not need to or want to complete a full qualification or required only post-trade upskilling. For example, the Animal Shelter Worker Skill Set was requested by animal welfare organisations to train volunteers and casual workers who constitute a significant part of their workforce but would be very unlikely to enrol in the *Certificate III in Animal Care Services*.

### Skill sets (not for endorsement)

<b>ACM Animal Care and Management Training Package Version No 4.0</b>	
<b>Skill sets</b>	
<b>Code</b>	<b>Title</b>
ACMSS00007 (Release 2)	Microchip Implantation for Dogs and Cats Skill Set
ACMSS00012 (Release 2)	Preventative Biosecurity Skill Set
ACMSS00021	Large Whale Disentanglement Skill Set
ACMSS00022	Native Wildlife Rehabilitation Skill Set
ACMSS00023	Animal Welfare Management Skill Set
ACMSS00024	Zoological Horticulture Skill Set
ACMSS00025	Exhibited Animal Visitor Experience Skill Set
ACMSS00026	Orphan Native Wildlife Carer Skill Set
ACMSS00027	Exhibited Animal Behaviour and Training Skill Set
ACMSS00028	Species Population Management Skill Set
ACMSS00029	Marine Animal Stranding Skill Set
ACMSS00030	Animal Shelter Worker Skill Set
ACMSS00031	Promote Animal Health in Remote Communities Skill Set
ACMSS00032	Advanced Dog Grooming Skill Set
ACMSS00033	Cat Grooming Skill Set
ACMSS00034	Animal Management Coordination in Remote Communities Skill Set
ACMSS00035	Animal-Assisted Services Skill Set
ACMSS00036	Animal Breeder Skill Set

Skill sets mapping information (not for endorsement)

<b>Mapping of skill sets between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
<b>Code and title ACM V3.0</b>	<b>Code and title ACM V4.0</b>	<b>Comments</b>	<b>Equivalence statement</b>
ACMSS00007 Microchip Implantation for Dogs and Cats Skill Set (Release 1)	ACMSS00007 Microchip Implantation for Dogs and Cats Skill Set (Release 2)	Qualification and unit of competency codes updated Minor edits to wording in Target Group	Equivalent
ACMSS00008 Native Amphibian Rehabilitation Skill Set	ACMSS00022 Native Wildlife Rehabilitation Skill Set	Merged with ACMSS00009 ACMSS00010 ACMSS00011	Not equivalent
ACMSS00009 Native Bird Rehabilitation Skill Set	ACMSS00022 Native Wildlife Rehabilitation Skill Set	Merged with ACMSS00008 ACMSS00010 ACMSS00011	Not equivalent
ACMSS00010 Native Mammal Rehabilitation Skill Set	ACMSS00022 Native Wildlife Rehabilitation Skill Set	Merged with ACMSS00008 ACMSS00009 ACMSS00011	Not equivalent
ACMSS00011 Native Mammal Rehabilitation Skill Set	ACMSS00022 Native Wildlife Rehabilitation Skill Set	Merged with ACMSS00008 ACMSS00009 ACMSS00010	Not equivalent
ACMSS00012 Preventative Biosecurity Skill Set (Release 1)	ACMSS00012 Preventative Biosecurity Skill Set (Release 2)	Codes and qualifications updated	Equivalent
ACMSS00016 Promote Animal Health in Remote Communities Skill Set	ACMSS00031 Promote Animal Health in Remote Communities Skill Set	Supersedes and is not equivalent to ACMSS00016. Skill set requirements amended, new and additional units required for completion of skill set.	Not equivalent
Not applicable	ACMSS00021 Large Whale Disentanglement Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00023 Animal Welfare Management Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00024 Zoological Horticulture Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00025 Exhibited Animal Visitor Experience Skill Set	Skill set has been created to address a defined industry need	Newly created

<b>Mapping of skill sets between ACM Animal Care and Management Training Package Versions 3.0 and 4.0</b>			
Not applicable	ACMSS00026 Orphan Native Wildlife Carer Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00027 Exhibited Animal Behaviour and Training Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00028 Species Population Management Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00029 Marine Animal Stranding Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00030 Animal Shelter Worker Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00032 Advanced Dog Grooming Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00033 Cat Grooming Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00034 Animal Management Coordination in Remote Communities Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00035 Animal-Assisted Services Skill Set	Skill set has been created to address a defined industry need	Newly created
Not applicable	ACMSS00036 Animal Breeder Skill Set	Skill set has been created to address a defined industry need	Newly created

## **b. Minor updates**

The Animal Care and Management IRC approved the following change to *ACMVET411 Prepare, deliver and review animal* as a minor update. This component has not been submitted for endorsement but will be released as part of the ACM Animal Care and Management Training Package Version 4.0.

## Unit of Competency mapping

Mapping of Units of Competency between <i>ACM Animal Care and Management Training Package Version 4.0 and 3.0</i>			
Code and title (previous version)	Code and title (current version)	Comments	Equivalence statement
ACMVET411 Prepare, deliver and review animal care education programs  (Release 1)	ACMVET411 Prepare, deliver and review animal care education programs  (Release 2)	Minor changes to Application, Foundation Skills and Assessment Conditions to broaden the use of the unit	Equivalent

## Appendix 5: Quality assurance report

### Section 1 – Cover page

Information required	Detail
Training Package title and code	<b>ACM Animal Care and Management Training Package Version 4.0</b>
Number of new qualifications and their titles <sup>1</sup>	<b>0</b>
Number of revised qualifications and their titles	Seven ACM10121 Certificate I in Animal Care Industry Pathways ACM20121 Certificate II in Animal Care ACM30121 Certificate III in Wildlife and Exhibited Animal Care ACM30221 Certificate III in Animal Care Services ACM40121 Certificate IV in Animal Regulation and Management ACM40221 Certificate IV in Animal Facility Management ACM40321 Certificate IV in Animal Behaviour and Training
Number of new units of competency and their titles	18 (See Attachment 1)
Number of revised units of competency and their titles	68 (See Attachment 1)
Confirmation that the panel member is independent of: <ul style="list-style-type: none"> <li>the Training Package or Training Package components review ('Yes' or 'No')</li> <li>development and/or validation activities associated with the Case for Endorsement ('Yes' or 'No')</li> <li>undertaking the Equity and/or Editorial Reports for the training package products that are the subject of this quality report ('Yes' or 'No')</li> </ul>	I confirm that I, Maree Thorne, am independent of: <ul style="list-style-type: none"> <li>the Training Package or Training Package components review (YES)</li> <li>development and/or validation activities associated with the Case for Endorsement (YES)</li> <li>undertaking the Equity and/or Editorial Reports for the training package products that are the subject of this quality report (YES)</li> </ul>
Confirmation of the Training Packages or components thereof being compliant with the <i>Standards for Training Packages 2012</i>	<b>Yes, I confirm that the Training Package components for endorsement are compliance with the <i>Standards for Training Packages 2012</i></b>
Confirmation of the Training Packages or components thereof being compliant with the <i>Training Package Products Policy</i>	<b>Yes, I confirm that the Training Package components for endorsement are compliant with the <i>Training Package Products Policy</i></b>
Confirmation of the Training Packages or components thereof being compliant with the <i>Training Package Development and Endorsement Process Policy</i>	<b>Yes, I confirm that the Training Package components for endorsement are compliant with the <i>Training Package Development and Endorsement Process Policy</i></b>

<sup>1</sup> When the number of training products is high the titles can be presented as an attached list.

Information required	Detail
<p>Panel member's view about whether:</p> <ul style="list-style-type: none"> <li>the evidence of consultation and validation process being fit for purpose and commensurate with the scope</li> <li>estimated impact of the proposed changes is sufficient and convincing</li> </ul>	<p><b>It is the panel member's view that evidence, provided in the Case for Endorsement (CfE) and verified on the Skills Impact project page of the website, of the consultation and validation processes undertaken by the developer are fit for purpose and commensurate with the scope of the CfE. Additional consultation was also undertaken in relation to issues raised in this QA process.</b></p> <p><b>It is the panel member's view that the estimated impact of the proposed changes is sufficient and convincing, with detailed information to users about industry's expectations for training and assessment.</b></p>
<p>Name of panel member completing Quality Report</p>	<p><b>Maree Thorne</b></p>
<p>Date of completion of the Quality Report</p>	<p><b>9 November 2020</b></p>



## Section 2 – Compliance with the Standards for Training Packages 2012

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 1</p> <p>Training Packages consist of the following:</p> <ol style="list-style-type: none"> <li>1. AISC endorsed components: <ul style="list-style-type: none"> <li>• qualifications</li> <li>• units of competency</li> <li>• assessment requirements (associated with each unit of competency)</li> <li>• credit arrangements</li> </ul> </li> <li>2. One or more quality assured companion volumes</li> </ol>	<p><b>Yes</b></p>	<p>The proposed components for endorsement in the ACM Animal Care and Management Training Package Version 4.0 meet the requirements of Standard 1.</p> <p>The Training Package components in the Case for Endorsement (CfE) include:</p> <ul style="list-style-type: none"> <li>• seven revised qualifications</li> <li>• 18 new and 68 revised units of competency, each with associated assessment requirements</li> </ul> <p>The CfE specifies that no credit arrangements exist for the qualifications for endorsement at the time of development.</p> <p>The ACM Animal Care and Management Training Package Version 4.0 Companion Volume Implementation Guides (CVIG) Parts 1 and 2 provide implementation advice, have been updated to include the revised qualifications and new and revised units of competency, as well as minor changes, and have been quality assured in this process.</p>

<p>Standard 2</p> <p>Training Package developers comply with the <i>Training Package Products Policy</i></p>	<p><b>Yes</b></p>	<p>Skills Impact has complied with the requirements of Standard 2 - Compliance with the Training Package Products Policy (TPPP). Supporting evidence includes:</p> <ul style="list-style-type: none"> <li>• Compliance with changes to coding and/or titling of components proposed for endorsement</li> <li>• Pathway advice for qualifications is included in the CVIG</li> <li>• Foundation skills are explicit and recognisable in units of competency and/or are stated in the Foundation Skills field of the unit of competency template. The ACM CVIG outlines how Foundation Skills have been addressed in units of competency, and emphasises that RTOs must consider them part of the training and assessment for each unit</li> <li>• Entry requirements specified for the Certificate IV in Animal Facility Management have been expressed in terms of competency as required by the TPPP</li> <li>• Imported units in all qualifications have been updated to reflect recently endorsed unit codes and titles</li> <li>• Revised units are mapped in the CfE and CVIG with their equivalence status. Where skills and knowledge are still required by industry and more suitable units have been identified, units have been superseded rather than deleted</li> <li>• Prerequisite units have been minimised and only used where essential to achieving the subsequent competency, with advice provided in the CVIG regarding recommended delivery order/sequencing rather than specifying prerequisites</li> <li>• Units proposed to be deleted were discussed in the QA process with the developer reviewing the units to confirm as true deletions as per the TPPP.</li> </ul> <p>As identified in the Equity Report <i>'According to the Training Package Products Policy, developers are to provide guidance on reasonable adjustment. The ACM Companion Volume Implementation Guide Version 4.0 details how to incorporate reasonable adjustment, particularly for learners with disabilities.</i></p> <p><i>The implementation guide also has a section on access and equity considerations which describes some practical ways that access and equity issues can be addressed. These include modifying the</i></p>
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Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
		<i>assessment process for distance learners, ensuring materials are culturally appropriate and activities and assessment are suitable for the language, literacy and numeracy of learners, while meeting the requirements of unit of competency.'</i>
<p>Standard 3</p> <p>Training Package developers comply with the AISC <i>Training Package Development and Endorsement Process Policy</i></p>	<b>Yes</b>	<p>The CfE provides information about the Animal Care and Management Industry Reference Committee's (IRC) and Skills Impact's development processes for the two projects included in the CfE, and compliance with the Key Characteristics of the <i>Training Package Development and Endorsement Process Policy (TPDEPP)</i> including:</p> <ul style="list-style-type: none"> <li>• Establishment of Subject Matter Expert (SME) working groups</li> <li>• Site visits and workforce functional analyses (WFE)</li> <li>• promotion through a variety of channels of consultation and validation strategies and opportunities for participation and compliant timeframes for each phase of consultation</li> <li>• contributing personnel including state-based employers and national industry organisations, unions and registered training organisations</li> <li>• flexible communication and engagement strategies, as required by nature of the industry and current national health crisis restrictions on travel and face to face events</li> <li>• summaries of feedback, responses and actions available on the website for each stage of the project, which were examined in the quality assurance process to confirm stakeholder engagement and developer actions.</li> </ul>

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 4</p> <p>Units of competency specify the standards of performance required in the workplace</p>	<p><b>Yes</b></p>	<p>All units of competency were reviewed. Changes recommended in the QA process were either adopted by Skills Impact, or a reasonable rationale was provided as to why the recommended change would not be made. The standards of performance required in the workplace are presumed to be confirmed through industry consultation during development. Skills Impact has indicated that all aspects of the units of competency were supported by stakeholders and the IRC through validation</p>
<p>Standard 5</p> <p>The structure of units of competency complies with the unit of competency template</p>	<p><b>Yes</b></p>	<p>The structure of all units of competency comply with the unit of competency template. No units have occupational licensing or certification requirements, although several units are impacted by legislation and/or local regulations where requirements vary between industry sectors and state/territory jurisdictions. Statements are included in units for users to check with the relevant authority for specific requirements. Prerequisite units are noted where applicable. The equivalence of each unit to the previous version is stated in the unit mapping information table. Foundation skills are described in the appropriate field, utilising skills described in the Australian Core Skills Framework. Skills listed are not explicit in the elements and performance criteria.</p>

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 6</p> <p>Assessment requirements specify the evidence and required conditions for assessment</p>	<p><b>Yes</b></p>	<p>All Assessment requirements associated with the units of competency specify the performance evidence and knowledge evidence to be demonstrated for assessment, along with required conditions for assessment as per the appropriate template.</p> <p>Reference to frequency and volume (number of occasions, types of animals etc) of Performance Evidence is stated and detailed, as are Assessment Conditions in relation to how evidence may be gathered and provision of necessary resources for meeting assessment requirements.</p> <p>Skills Impact has indicated that all aspects of the assessment requirements were supported by stakeholders and the IRC through validation.</p>
<p>Standard 7</p> <p>Every unit of competency has associated assessment requirements. The structure of assessment requirements complies with the assessment requirements template</p>	<p><b>Yes</b></p>	<p>Every unit of competency has associated assessment requirements, the structure of which complies with the assessment requirements template.</p> <p>The Performance and Knowledge evidence relates to the unit of competency elements and performance criteria and indicates the type and depth of knowledge required.</p>
<p>Standard 8</p> <p>Qualifications comply with the Australian Qualifications Framework specification for that qualification type</p>	<p><b>Yes</b></p>	<p>The QA process confirmed qualification packaging rules specify requirements to ensure AQF outcomes for qualifications are met by the specified packaging rules and elective selection supported with the wording:</p> <p><i>Elective units must ensure the integrity of the qualification's Australian Qualification Framework (AQF) alignment and contribute to a valid, industry-supported vocational outcome.</i></p> <p>Developers have further sought to ensure qualifications comply with AQF specifications for Certificate IV qualifications by specifying a number of the total electives <i>'must be coded with an AQF indicator above level 3 or reflect outcomes above AQF level 3'</i>.</p>

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 9</p> <p>The structure of the information for the Australian Qualifications Framework qualification complies with the qualification template</p>	<p><b>Yes</b></p>	<p>The structure of the information for the qualifications complies with the qualification template.</p> <p>As referenced in the Editorial Report 'Each qualification specifies the total number of core and elective units to achieve the qualification, including rules for specialisations (for ACM30221 and ACM40221), and the number of elective units which can be imported from outside the training package'.</p> <p>Units with prerequisites are identified with an asterisk and details of prerequisites are noted in a separate table within the qualification packaging rules section as required by TPPP 3.5.5. All required prerequisites are included in the qualification electives.</p>
<p>Standard 10</p> <p>Credit arrangements existing between Training Package qualifications and Higher Education qualifications are listed in a format that complies with the credit arrangements template</p>	<p><b>Yes</b></p>	<p>The CfE and CVIG both clearly specify that no credit arrangements exist:</p> <p><i>At the time of endorsement of this training package, no national credit arrangements exist.</i></p>
<p>Standard 11</p> <p>A quality assured companion volume implementation guide produced by the Training Package developer is available at the time of endorsement and complies with the companion volume implementation guide template.</p>	<p><b>Yes</b></p>	<p>The ACM CVIG (Part 1: <i>Overview and Implementation</i> and Part 2: <i>Component Details</i>) has been updated as Version 4.0 and complies with the required template.</p>
<p>Standard 12</p> <p>Training Package developers produce other quality assured companion volumes to meet the needs of their stakeholders as required.</p>	<p><b>N/A</b></p>	

### Section 3 – Compliance with the training package quality principles

Note: not all training package quality principles might be applicable to every training package or its components. Please provide a supporting statement/evidence of compliance or non-compliance against each principle.

#### Quality principle 1. Reflect identified workforce outcomes

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance/non compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Driven by industry's needs	Yes	<p>The components for endorsement for Exhibited Animal Care and Marine Wildlife and Pet Care and Animal Training projects align reasonably closely to the June 2019 Case for Change approved by the AISC and the subsequent September 2019 Change of Scope approved by DESE, accepting that changes occurred during the course of the project.</p> <p>The CfE provides detailed information about the extent of industry consultation and stakeholder engagement and narrative about the rationales for changes that occurred in the development of the new qualification and units. It outlines involvement of the range of industry and other stakeholders, and details changes made throughout the project to meet needs of those stakeholders.</p>
<p>Compliant and responds to government policy initiatives</p> <p>Training package component responds to the COAG Industry and Skills Council's (CISC) training package-related initiatives or directions, in particular the 2015 training package reforms. Please specify which of the following CISC reforms are relevant to the training product and identify supporting evidence:</p> <ul style="list-style-type: none"> <li>• ensure obsolete and superfluous qualifications are removed from the system</li> <li>• ensure that more information about</li> </ul>	Yes	<p>The endorsed components respond to the COAG Industry and Skills Council's (CISC) training package reforms, specifically:</p> <ul style="list-style-type: none"> <li>• <b>foster greater recognition of skill sets</b></li> </ul> <p>The endorsed components will be supported by 14 new and four revised Skill Sets. The CfE outlines industry's strong support for skill sets where training for volunteers would be beneficial and/or upskilling and expertise in specialised technical areas would benefit individual interests/personal development and employment needs.</p> <ul style="list-style-type: none"> <li>• <b>ensure that the training system better supports individuals to move easily from one related occupation to another</b></li> <li>• <b>ensure obsolete and superfluous qualifications are removed from the system</b></li> </ul> <p>The CfE outlines the rationale and benefits of incorporating the existing CIV in Captive Animals as a specialisation (Wildlife and Exhibited Animals) in the revised Certificate IV</p>

<p>industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices</p> <ul style="list-style-type: none"> <li>• ensure that the training system better supports individuals to move easily from one related occupation to another</li> <li>• improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors</li> <li>• foster greater recognition of skill sets</li> </ul>		<p>in Animal Facilities Management. Additionally, three Certificate III animal care qualifications have been merged, providing specialisations for specific outcomes if required. One qualification (Certificate IV in Pet Styling) is proposed for deletion. It is outlined in the CfE that there is no industry job role at this level, as pet grooming is included in the Certificate III level qualification with advanced grooming included in a skill set.</p> <ul style="list-style-type: none"> <li>• <b>improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors</b></li> </ul> <p>The proposed qualifications (and non-endorsed skill sets) import units of competency from other training packages to avoid sector specific duplication.</p> <p>Animal behaviour conditioning and training units apply to a broad range of species, and the CfE notes that GEN, BEH and SPE units were designed to provide flexibility to <i>'be used in both companion animal and exhibited animal workplaces'</i>.</p>
<p>Reflect contemporary work organisation and job profiles incorporating a future orientation</p>	<p>Yes</p>	<p>Updated endorsed imported units of competency have been updated in all proposed qualifications to ensure the most current versions of imported units, endorsed by industry and reflecting contemporary practices are applied. Terminology changes (such as habitat vs cage, exhibited vs captive) and inclusion in all components of 'low stress' animal handling and focus on animal welfare, as well as incorporating positive welfare of animal carers reflect contemporary industry practices and address emerging industry WHS concerns around 'compassion fatigue'.</p>



## Quality principle 2: Support portability of skills and competencies including reflecting licensing and regulatory requirements

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support movement of skills within and across organisations and sectors	Yes	Packaging rules in the qualifications enable flexibility in the selection of elective units to suit specific organisation or broader industry applications. Options to import units from other training packages enable movement within organisations, within each industry sector, and through inclusion of import units, to other sectors. Endorsed components will be supported by 14 new and four revised skill sets to provide entry, upskilling and skill movements within and across industry sectors.
Promote national and international portability	Yes	The CfE indicates national consensus in the development of the proposed components. At least one Letter of Support indicates strong support for resultant training package components that are not 'organisation' specific, rather reflect national industry skills and knowledge. Resources for national and international guidelines in relation to Exhibited Animal Care are included in the CVIG Part 1.
Reflect regulatory requirements and licensing	Yes	The CfE indicates that there are no occupational licensing requirements for the training components in these projects. As required by component templates, the following line is included in most components: <i>No licensing, legislative or certification requirements apply to this unit [qualification/ skill set] at the time of publication.</i> However, wildlife carers may require licences and permits to foster wildlife species depending on their state or territory and relevant native wildlife units where people may be fostering wildlife include statements to check with relevant authorities.

**Quality principle 3: Reflect national agreement about the core transferable skills and core job-specific skills required for job roles as identified by industry**

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Reflect national consensus	Yes	<p>The case for endorsement details the consultation that was conducted, and the changes made throughout the project to accommodate stakeholder views.</p> <p>The CfE evidences a national consultation process in both projects providing stakeholders with opportunities to participate via a number of communication channels (SMEWG, email and face to face consultation workshops, online, including for extended period to accommodate impacting issues, direct engagement via site visits, newsletter alerts inviting feedback) to capture input on the endorsed components throughout the duration of the review.</p> <p>Appendix 2 details the range of national respondent stakeholders including industry participants, government representatives and training advisory associations, industry /content expert and training practitioners.</p>
Recognise convergence and connectivity of skills	Yes	<p>Units listed in the qualifications (and non-endorsed skill sets) include imported units from other nationally endorsed training packages, including from AHC, FBP, CHC, CPP, RGR, SIS, SFI, SFK, SIR, SIT, PSP, TAE, TLI, BSB and HLT Training Packages, with the BSB and HLT units recently endorsed updated in the qualification to ensure use of most current units.</p>

**Quality principle 4: Be flexible to meet the diversity of individual and employer needs including the capacity to adapt to changing job roles and workplaces**

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Meet the diversity of individual and employer needs	Yes	<p>All qualifications include a wide range of elective choices, and options to choose at least one unit from any other training package or accredited course, suitable to vocational requirements and context – which ensures that each qualification can be packaged to suit different settings and a range of employer and individual needs.</p> <p><i>As stated in the Equity Report the qualifications have been revised for greater flexibility to enable application in different animal care sectors and environments. The inclusion of general animal units (coded general (GEN), species specific (SPE) and behaviour (BEH)) also enable application, and the transfer of skills, into other animal care sectors and environments.</i></p>
Support equitable access and progression of learners	Yes	<p>The ACM CVIG includes a section that outlines the multiple pathways to gain qualifications and diagrams showing the possible pathways into, and from qualifications. Pathways into and skill advancement from qualifications is also supported by 14 new and four revised skill sets. Entry requirements specified for the Certificate IV in Animal Facility Management are expressed in terms of competency as required by the TPPP, with wording indicating competencies can be attained via achievement of a qualification and/or industry experience.</p> <p>The number of units specifying prerequisites, and the chains of prerequisite units were discussed and reconsidered by the developer during the course of the QA process, resulting in only three of the 86 units of competency specifying prerequisites, and only one requiring a chain of two prerequisites. More appropriately, information about recommended delivery order/sequencing of units is included in the CVIG.</p>

**Quality principle 5: Facilitate recognition of an individual’s skills and knowledge and support movement between the school, vocational education and higher education sectors**

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support learner transition between education sectors	Yes	<p>Evidence demonstrating pathways and transition between education sectors is detailed in the Equity Report and the CVIG and confirmed in this Quality Report.</p> <p>In the CfE, qualifications recommended by the ACM IRC as suitable for VET delivery to secondary school students are specified, whilst a further three qualifications are recommended as suitable for apprenticeship or traineeship delivery.</p> <p>The CfE specifies that there are no national credit arrangements between the revised qualifications and Higher Education qualifications at the time of endorsement.</p> <p>The 14 new and four revised skill sets provide opportunities to add to specialist skills to top up existing qualifications, or enable pathways into qualifications.</p>

**Quality principle 6: Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements**

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support implementation across a range of settings	Yes	<p>Industry advice about delivery implementation is provided via the ACM Animal Care and Management Training Package Version 4.0 Companion Volume Implementation Guide (CVIG) Parts 1 and 2, both of which have been quality assured in this process and are ready for publication at the same time as the Training Package components.</p> <p>The Equity Report confirms that the CVIG provides guidance around how Foundation Skills are addressed in units of competency and confirms that they are recognised in the units of competency reviewed for endorsement and that they do not exceed foundation skills required in the workplace.</p>

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle  Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support sound assessment practice	Yes	<p>The draft Units of Competency and associated Assessment Requirements include detailed references to volume and frequency of Performance Evidence and include Assessment Conditions specifying how evidence must be gathered.</p> <p>They are clearly written and have consistent breadth and depth. Knowledge and Performance Evidence requirements in the Assessment Requirements align well to the unit of competency elements and performance criteria.</p>
Support implementation	Yes	<p>Skills Impact states in the Case for Endorsement (CfE) that: <i>'All components have been created to comply with the National Register requirements for publication.'</i></p> <p>Components contain links, as required by the templates, to the ACM CVIG 4.0 which has been updated to include all components being endorsed, has been quality assured in this process and is ready for publication at the same time as the Training Package components.</p>

## Attachment 1 – Units of Competency and associated Assessment Requirements

### New Units of Competency - 18

ACMAAS401 Manage animals and facilitate human-animal interaction in animal-assisted services

ACMAAS402 Apply disability awareness to animal assisted services

ACMAIM203 Assist at wildlife events

ACMAIM307 Participate in large whale disentanglement operations

ACMAIM308 Respond to marine wildlife stranding

ACMAIM309 Respond to marine wildlife welfare

ACMAIM310 Participate in marine wildlife pollution event

ACMARM301 Support veterinary activities in remote communities

ACMARM409 Plan and monitor remote community animal management activities

ACMARM410 Develop and implement animal management initiatives

ACMBEH301 Identify behaviours and interact safely with animals

ACMBEH403 Evaluate animal conditioning methodology and program design

ACMBEH407 Conduct animal behavioural assessments

ACMBEH501 Work collaboratively to manage complex animal behaviour

ACMGEN303 Assess the welfare status of an animal

ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces

ACMGEN308 Walk and exercise dogs

ACMGRM403 Enhance companion animal coat and skin condition

### Revised Units of Competency - 68

ACMARM401 Administer animal management and regulatory requirements

ACMARM402 Assess and impound animals

ACMARM403 Identify and respond to animal behaviour in an animal regulation and management environment

ACMARM404 Manage conflict situations in an animal regulation and management environment

ACMARM405 Assist with the euthanasia of animals

ACMARM406 Carry out animal holding facility procedures

ACMARM407 Conduct community awareness programs

ACMARM408 Coordinate seizure of animals

ACMBEH302 Provide enrichment for animals

ACMBEH401 Develop, monitor and review behavioural husbandry strategies

ACMBEH402 Develop, implement and monitor enrichment strategies for animals

ACMBEH404 Condition animal behaviour

ACMBEH405 Provide individual advice on animal behaviour management and training

ACMBEH406 Conduct group training classes for animal owners or carers

ACMEXH301 Work within a zoological facility

ACMEXH302 Support species population planning and management

ACMEXH303 Prepare and maintain animal habitats

ACMEXH304 Assist with capturing, restraining and moving animals

ACMEXH305 Monitor animal reproduction

ACMEXH306 Rehabilitate native wildlife

ACMEXH307 Release native wildlife to the natural environment

ACMEXH308 Develop husbandry guidelines

ACMEXH309 Contribute to exhibit design and renovation planning

ACMEXH401 Implement species population planning and management

ACMEXH402 Oversee enclosure or exhibit operations

ACMEXH403 Design and evaluate interpretive and learning programs

ACMEXH404 Assist in establishing and maintaining a zoological plantation or plant production system

ACMGEN101 Explore job opportunities in animal care and related industries

ACMGEN102 Approach and handle a range of calm animals

ACMGEN103 Assist in the care of animals

ACMGEN201 Work in the animal care industry

ACMGEN202 Complete animal care hygiene routines

ACMGEN203 Feed and water animals

ACMGEN204 Assist in health care of animals

ACMGEN205 Source and provide information for animal care needs

ACMGEN301 Prepare and present information to the public

ACMGEN302 Care for young animals

ACMGEN305 Provide advice on companion animal selection and general care

ACMGEN306 Provide advice on aquatic animal selection and general care

ACMGEN307 Maintain aquariums and/or aquascapes and aquatic animals

ACMGEN309 Provide basic animal first aid

ACMGEN310 Provide reception services for an animal care facility

ACMGEN311 Maintain and monitor animal health and wellbeing

ACMGEN312 Provide nutritional requirements for animals

ACMGEN313 Carry out simple breeding procedures

ACMGEN314 Identify animal anatomy and physiology for animal care work

ACMGEN315 Communicate effectively with clients and team members

ACMGEN401 Develop animal diets

ACMGEN402 Advise on animal industry compliance and practice

ACMGEN403 Manage and maintain avian housing

ACMGEN404 Design, construct and maintain aquascapes

ACMGEN405 Manage companion animal breeding

ACMGRM201 Bath, dry and brush domestic dogs

ACMGRM303 Provide sanitary and hygiene grooms for companion animals

ACMGRM304 Perform grooms on cross breed dogs

ACMGRM305 Groom dogs to meet breed style and coat requirements

ACMGRM401 Carry out advanced grooming to dog breed standards

ACMGRM402 Groom cats of different breeds and coat types

ACMSPE313 Provide general care of amphibians

ACMSPE314 Provide general care of birds

ACMSPE315 Provide general care of common native mammals

ACMSPE316 Provide general care of domestic dogs

ACMSPE317 Provide general care of domestic cats

ACMSPE318 Provide general care of fish

ACMSPE319 Provide general care of invertebrates

ACMSPE320 Provide general care of mammals

ACMSPE321 Provide general care of non-venomous reptiles

ACMSPE322 Provide general care of rodents or rabbits.