



Australian Government

Department of Education, Employment and Workplace Relations

ACMCAN404A Develop, monitor and review behavioural management strategies

Revision Number: 1

ACMCAN404A Develop, monitor and review behavioural management strategies

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit of competency covers the process of developing, monitoring and reviewing behavioural management strategies for animals which incorporate short and long-term objectives and require the involvement and cooperation of a range of staff within the facility or institution.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>
------------------------	--

Application of the Unit

Application of the unit	<p>The unit is applicable to senior or more experienced keepers or animal carers with extensive zoo keeping or related experience.</p> <p>In addition to legal and ethical responsibilities, all units of competency in the ACM10 Animal Care and Management Training Package have the requirement for animals to be handled gently and calmly. The individual is required to exhibit appropriate care for animals so that stress and discomfort is minimised.</p>
--------------------------------	--

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Analyse <i>animal data profiles</i>	1.1. Animal behaviour data is collated and analysed. 1.2. Individual animal profiles are created and compared against known normal behaviour patterns in captivity and in the wild.
2. Develop <i>behavioural management strategies</i>	2.1. Research and consultation are conducted to determine appropriate strategies for particular animals. 2.2. Strategies are developed incorporating <i>animal welfare and occupational health and safety (OHS) considerations</i> . 2.3. Strategies are finalised and approved by supervisors and/or senior management.
3. Monitor and review strategies	3.1. Strategies are disseminated to relevant staff and action plans are implemented. 3.2. Short and long-term objectives are reviewed on a regular basis in accordance with institutional policies and procedures.
4. Communicate effectively with others on behavioural management strategies	4.1. Contribution is provided to institutional animal behavioural management policy. 4.2. Assistance is provided with training for keepers in animal behaviour strategies and enrichment programs. 4.3. Coordination of projects and communication with <i>internal and external personnel</i> are maintained. 4.4. <i>Reports</i> are prepared and presented to supervisors in accordance with institutional policies and procedures. 4.5. <i>Animal husbandry manuals</i> are updated in accordance with institutional policies and procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analyse animal behavioural data
- apply behavioural management and enrichment techniques
- employ safe, humane and environmentally responsible organisational systems and procedures when handling and working with animals
- implement institutional policies and procedures
- maintain records and write workplace documents, including reports to management
- provide advice to others on behavioural management issues
- select behaviour enrichment activities, materials and equipment suitable for animal species and stage of development
- suggest modifications to behaviour enrichment programs to improve animal comfort and learning opportunities
- undertake research and consult to determine appropriate strategies for particular animals
- literacy skills to read and follow institutional policies and procedures, including OHS and waste management; develop sequenced written instructions; record accurately and legibly information collected; and select and apply procedures to a range of defined tasks
- oral communication skills/language to fulfil the job role as specified by the institution, including questioning techniques, active listening, training others and consulting with supervisors, internal and external personnel and management
- numeracy skills to estimate, calculate and record routine and more complex workplace measures and data related to behavioural enrichment programs
- interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- problem-solving skills to use available resources and develop appropriate behavioural management strategies.

Required knowledge

- animal care and management strategies
- anatomy and physiology of animals
- animal husbandry manuals and other recordkeeping requirements
- behavioural needs such as housing, nutrition and feeding, enclosure maintenance and breeding
- animal management software, such as Animal Record-Keeping System (ARKS) and Single Population Analysis and Records Keeping System (SPARKS)
- institution master plan

REQUIRED SKILLS AND KNOWLEDGE

- normal and abnormal animal behaviour and behaviour patterns
- principles of animal welfare and ethics
- relevant institutional policies and procedures, including OHS, animal welfare, ethics, hygiene standards and other industry guidelines
- relevant federal and state or territory legislation and codes of practice, including OHS and animal welfare
- safe work practices
- terminology used to describe and document health and behavioural signs and symptoms
- terminology used to describe behaviour repertoires, including desirable and undesirable features.

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>The evidence required to demonstrate competence in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit. Assessors should ensure that candidates can:</p> <ul style="list-style-type: none"> • create and analyse animal profiles • develop behavioural management strategies in accordance with OHS and animal welfare requirements • communicate and work effectively over a period of time with a wide range of people in respect to the strategies • provide support and advice to others on behavioural management issues • maintain records and prepare reports as required. <p>The skills and knowledge required to develop, monitor and review behavioural management strategies must be transferable to a range of work environments and contexts and include the ability to deal with unplanned events.</p>
Context of and specific resources for assessment	<p>Assessment of this unit is to be practical in nature and will be most appropriately assessed in a captive animal workplace. Workplaces may include small or large captive animal facilities, traditional or open-range type facilities, mobile or theme park environments, wildlife parks, zoos or rescue facilities.</p> <p>There must be access to a range of animals suitable for behavioural management programs as well as the appropriate equipment and/or resources to enable one to demonstrate competence.</p>
Method of assessment	<p>To ensure consistency in one's performance, competency should be demonstrated, to industry defined standards, on more than one occasion over a period of time in order</p>

EVIDENCE GUIDE	
	<p>to cover a variety of circumstances and where possible, over a number of assessment activities.</p> <p>The assessment strategy must include practical skills assessment. Suggested strategies for this unit are:</p> <ul style="list-style-type: none"> • written and/or oral assessment of candidate's required knowledge • observed, documented and first-hand testimonial evidence of candidate's application of practical tasks • simulation exercises that reproduce normal work conditions • third-party evidence • workplace documentation • portfolio. <p>This unit may be assessed in a holistic way with other units of competency relevant to the industry sector, workplace and job role.</p>
Guidance information for assessment	<p>Assessment methods should reflect workplace demands (e.g. literacy and numeracy demands) and the needs of particular target groups (e.g. people with disabilities, Aboriginal and Torres Strait Islander people, women, people with a language background other than English, youth and people from low socioeconomic backgrounds).</p>

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><i>Animal data profiles</i> may include:</p>	<ul style="list-style-type: none"> • information on: <ul style="list-style-type: none"> • behavioural characteristics • feeding and socialisation patterns • interaction with humans • sexual and reproductive activities.
<p><i>Behavioural management strategies</i> may include:</p>	<ul style="list-style-type: none"> • animal husbandry practices • appropriate exhibit design • enrichment activities • social grouping.
<p><i>Animal welfare and OHS requirements</i> may include:</p>	<ul style="list-style-type: none"> • animal welfare requirements: <ul style="list-style-type: none"> • compliance to appropriate state or territory legislation and regulations • keeping health and behaviour records • providing adequate housing and stock levels • providing appropriate enrichment opportunities • the absence of pests and vermin • the compatibility of species and breeds • OHS requirements: <ul style="list-style-type: none"> • use of relevant personal protective equipment: <ul style="list-style-type: none"> • animal handling gauntlets • eye wear • hazard identification, risk minimisation and workplace procedures for: <ul style="list-style-type: none"> • animal bites, kicks, scratches and crush injuries • biological hazardous waste and sharps disposal • gas leakage • handling, use, storage, transport and disposal of chemicals and medicines

RANGE STATEMENT	
	<ul style="list-style-type: none"> • inhalation of aerosol particles • manual handling, including carrying, lifting and shifting • needle pricks and cuts from other sharps • to control the release of infective agents (animal and human) • transmission of zoonotic diseases.
<i>Internal and external personnel</i> may include:	<ul style="list-style-type: none"> • internal: <ul style="list-style-type: none"> • curators • management • operations managers • records managers • staff within the section • staff in other sections • team leaders • veterinarians • external: <ul style="list-style-type: none"> • contractors • government bodies • members of the public • other captive animal facilities • professional associations • suppliers.
<i>Reports</i> may include:	<ul style="list-style-type: none"> • verbal and written information on: <ul style="list-style-type: none"> • daily animal behaviour • strategies used to manage behaviour and the animal's response • suggestions on modification of current strategies.
<i>Animal husbandry manuals</i> may include:	<ul style="list-style-type: none"> • information related to: <ul style="list-style-type: none"> • captive animal profile: <ul style="list-style-type: none"> • common behavioural issues • common health and nutrition issues • current thinking on adaptability to captive animal facilities • diets • enrichment strategies • exercise and housing needs

RANGE STATEMENT

	<ul style="list-style-type: none"> • socialising needs • wild animal profile: <ul style="list-style-type: none"> • general daily activity • habitat, climatic region and common food sources • sexual behaviours and breeding cycle • social structure and classification as prey or predator • instructions on: <ul style="list-style-type: none"> • behaviour enrichment • health and nutrition • housing, socialising and exercise • individual animal needs • records of: <ul style="list-style-type: none"> • activity budget • animal health care and treatment • behaviour issues and management strategies • breeding records • diet • references to further reading, research and known specialists in behaviour relevant to particular species.
--	--

Unit Sector(s)

Unit sector	Captive animals
--------------------	-----------------

Competency field

Competency field	
-------------------------	--

Co-requisite units

Co-requisite units		