



Australian Government

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

Release: 1

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Modification History

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

Application

This unit of competency describes the skills and knowledge required to manage animals and facilitate human-animal interactions during animal-assisted services. It involves organising animal care, access to facilities and interactions with people including participants (clients, students, patients) and qualified practitioners (education, medical and/or health care). This unit does not cover the skills and knowledge required to train assistance animals.

This unit applies to animal-handlers working in a team situation with practitioners who use animals as part of their professional practice to support people with a range of special needs or disabilities. They work autonomously and apply specialist knowledge and skills to provide solutions for predictable and unpredictable problems.

All work must be carried out to comply with workplace procedures according to Commonwealth and state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Animal-Assisted Services (AAS)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

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1. Establish working relationship for animal-assisted service	1.1 Confirm type and requirements of the animal-assisted service with the practitioner or service provider 1.2 Identify key personnel, responsibilities and reporting requirements 1.3 Confirm the role and activities required are within scope of own training and competency 1.4 Establish compliance, and contractual or working relationship required for involvement in the animal-assisted activity
2. Establish role and purpose of animal-assisted activities	2.1 Identify the purpose of the animal-assisted service in consultation with the practitioner and/or service provider 2.2 Identify the needs of the participant/s and the goals of the planned activity 2.3 Confirm the role of the handler and the animal in the planned activity 2.4 Identify specific species behaviours that may meet the needs of participants 2.5 Confirm the animal has been assessed as suitable for the planned activities 2.6 Confirm and clarify planned activities for group or individual sessions and participant consent arrangements 2.7 Prepare documentation for recording information relevant to animal and service requirements
3. Plan involvement of animal in animal-assisted service	3.1 Obtain permissions or relevant certification documentation for animal as required 3.2 Identify, minimise and control risks associated with the animal-assisted service, using personal protective equipment and implementing infection control measures as required 3.3 Ensure animal meets health, care and hygiene requirements of service provider and/or facility 3.4 Organise animal handling or transport and facility access prior to planned activity 3.5 Ensure availability of water, retreat areas and other relevant species related equipment to meet requirements for the welfare and care of the animal 3.6 Prepare animal for interaction with people in group or individual sessions

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
4. Facilitate human-animal interaction	4.1 Assess participant capacity, knowledge and experience with animals 4.2 Explain arrangements and safety procedures for interacting with animal to all team members 4.3 Facilitate human-animal interactions between participant and animal, initiating activities as required to achieve goals 4.4 Monitor interactions to ensure safety of team members and animal 4.5 Ensure compliance with policies and procedures of the practitioner or service provider and relevant legislative requirements
5. Monitor animal during activities	5.1 Monitor and respond to animal body language, signals and emotional states during activities, applying humane, evidence based methods 5.2 Plan stress prevention and relief strategies specific to animal species 5.3 Monitor animal to prevent negative emotional welfare state and fatigue from involvement in activities
6. Review animal-assisted service	6.1 Assess the animal's suitability for involvement in animal-assisted service using appropriate assessment criteria 6.2 Document human-animal interactions according to practitioner or service provider requirements 6.3 Plan exit strategy in consultation with practitioner or service provider, as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Interpret information from a range of sources and identify relevant and key information

Skill	Description
Writing	Use industry terminology and workplace conventions when completing records
Oral communication	Use questioning, active listening and reading of non-verbal cues to support effective communication with clients and stakeholders

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMAAS401 Manage animals and facilitate human-animal interaction in animal-assisted services	Not applicable	Unit created to address an emerging skill required by industry	Newly created

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

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

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- managed an animal and facilitated human-animal interaction in an animal-assisted service, in one of the following categories, on at least three occasions:
 - animal-assisted therapy (involving a qualified medical or allied health worker)
 - animal-assisted learning (involving a learning professional)
 - animal-assisted activities (involving visitation services to a range of facilities).

In doing so, the individual must have:

- worked and communicated effectively as a team member
- managed care of animal and organised access to facility
- prepared team members for safe and supportive animal-human interactions
- completed documentation and reporting requirements using industry terminology
- complied with relevant regulations, policies and procedures.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- types of animal-assisted services, including:
 - animal-assisted therapy (involving a qualified medical or allied health worker)
 - animal-assisted learning (involving a learning professional/educator)
 - animal-assisted activities (visitation services to a range of facilities)
- range of disabilities and/or special needs of individuals that can be supported through animal-assisted services, including:
 - physical, visual or hearing support
 - health care support

- mental health support
- learning support
- special needs related to companionship and wellbeing
- key features of species-specific behaviour of animals commonly used in animal-assisted services
- human-animal bond, including:
 - benefits and costs to humans and animals
 - influence of cultural or religious beliefs, health issues or personal preferences
 - strategies for initiation and reciprocation
 - responsibility of the human to the animal
- key types of evidence-based modalities relevant to goals of participant treatment plans or therapies relevant to context
- range of stakeholders involved in animal-assisted services, including:
 - practitioners – medical, health/allied health professionals; teachers/learning specialists and/or case workers
 - participant – student, client, patient, vulnerable individual or individual with disability or special needs
 - support person – family member, carer
 - animal handlers/trainers
 - organisations
- role of the animal-handler in relation to:
 - participant care, support and safety
 - animal welfare and care
- key features and requirements of animals used in animal-assisted services (species-specific), including:
 - behaviour and types of activities animals can be trained to carry out
 - basic husbandry care
 - animal health and hygiene requirements
 - humane and low stress handling techniques
 - animal welfare and wellbeing requirements, including concept of one health-one welfare
- health and safety requirements when working with animals:
 - awareness of zoonoses (human to animal and animal to human) – transmission pathways, prevention and treatment
 - use of personal protective equipment
 - facility standards for safety, access/security and animal care
 - overview of One Health
- key requirements of state/territory legislative and regulatory requirements, including for:
 - animal-assisted service providers
 - assistance animal training, assessment and accreditation
- codes of conduct and ethics relevant to sector, including:

- awareness of allied health professional codes and ethics
- current codes of conduct for animal-assisted services
- service provider/practitioner requirements relating to safety, animal welfare, reporting, client confidentiality, privacy and consent procedures.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - live animals assessed as suitable for intended animal-assisted service required for the performance evidence
 - equipment and resources for the handling and/or transport of animals
- specifications:
 - relevant legislation, codes of conduct and organisational procedures
 - animal welfare and wellbeing requirements, including One Health
- relationships:
 - team members specified in the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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