



Australian Government

Assessment Requirements for ACMAIM311 Communicate with companion animal owners about incident management processes

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Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 6.0.

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 prepared, engaged in and reviewed communication on at least four different occasions with owners of companion animals on the incident management processes and the welfare of their animal.

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:

- characteristics of effective communication in stressful situations
- electronic and non-electronic communication methods, including situations where they would or would not be used
- effective listening techniques
- common feedback process and methods
- communication responsibilities applicable to own role
- community points of referral
- common barriers to effective communication in a workplace context
- self-care/wellbeing issues in self and others
- appropriate communication techniques for distressed owners
- characteristics of verbal and non-verbal communication
- animal welfare practices
- companion animal incident management processes
- chain of command – communication processes with the Australasian Inter-service Incident Management System (AIIMS).

Assessment Conditions

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

- physical conditions:
 - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions or an incident scene – this includes the use of simulations and scenarios where assessment would be unsafe, impractical or unethical
- resources, equipment and materials:
 - electronic and non-electronic communication methods to address the performance evidence requirements
- specifications:
 - workplace policies and procedures
- relationships:
 - companion animal owners.

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

Links

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