



Australian Government

ACMAIM311 Communicate with companion animal owners about incident management processes

Release: 1

ACMAIM311 Communicate with companion animal owners about incident management processes

Modification History

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

Application

This unit of competency describes the skills and knowledge required to communicate effectively to companion animal owners about the incident management processes and the welfare of their animal.

The unit applies to individuals who apply respectful communication techniques to communicate factual information to companion animal owners during and post-incident.

All work must be carried out to comply with Commonwealth and state/territory health and safety and animal welfare regulations.

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

Pre-requisite Unit

Nil

Unit Sector

Animal Incident Management (AIM)

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>
1. Prepare for communication	1.1 Gather briefing from team leader and discuss the chain of command for the rescue of companion animals during an incident 1.2 Select appropriate communication method that relates to the incident

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
2. Engage in communication	2.1 Approach companion animal owners in a professional manner to diffuse a potentially stressful situation 2.2 Employ two-way processes to ensure receipt and acknowledgement of message regarding the incident management processes and the health and welfare of owners' companion animals 2.3 Provide opportunities to clarify and confirm understanding and acknowledge owners' distress
3. Explain follow-up processes to companion animal owners	3.1 Communicate incident follow-up processes to the companion animal owners and record action taken 3.2 Advise owners about the discharge processes, care and welfare requirements of their companion animals

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
Writing	Prepare succinct text on management incident processes and the health and welfare of specific animals, incorporating vocabulary, grammatical structure and conventions appropriate to a potentially risky and stressful situation
Oral communication	Participate in spoken exchanges with companion animal owners for a range of incidents using structure and language to suit the audience

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

ACMAIM311 Communicate with companion animal owners about incident management processes	Not applicable	This unit has been created to address a skill or task required by industry that is not covered by an existing unit	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 ACMAIM311 Communicate with companion animal owners about incident management processes

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>