



Australian Government

Assessment Requirements for ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces

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.

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:

- reported on a technique or strategy used to handle a stressful or emotional workplace hazard or challenge for:
 - one situation faced by an individual involving animals relating to one of the following: trauma, neglect, critical incident, palliative care, euthanasia, attachment, relocation or movement, loss or grief
 - one situation dealing with a colleague, client or member of the public relating to a situation with an animal and ethical dilemma
- developed a self-care action plan based on a case study.

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:

- basic concepts and features of:
 - emotional intelligence and resilience
 - evidence-based theory or frameworks of wellbeing
 - positive psychology
- sources of stress in an animal care and management workplace, including:
 - exposure to trauma, adversity or critical incidents involving animals
 - exposure to palliative care and euthanasia
 - attachment, loss and grief
 - dealing with behaviour of clients, colleagues or public in relation to animals
 - managing expectations and ethical dilemmas

- basic overview of mental health issues experienced by people in animal care and management industries, including:
 - depression, anxiety, irritability, stress, grief
 - compassion fatigue
 - physical and mental exhaustion – burn-out and fatigue
 - substance use
 - suicide
- potential warning signs of coping issues, including:
 - lack of energy, difficulty concentrating, increased errors
 - performance changes, absenteeism, spending too little or too much time at work
 - difficulty sleeping, insomnia
 - client or customer complaints
 - substance use
- self-care strategies and techniques, including:
 - recognising own emotions and responses; practising self-compassion
 - physical health, exercise, diet and nutrition
 - complementary and alternative health options, including mindfulness, gratitude
 - work-life balance strategies
 - work planning, prioritisation techniques, time management strategies
 - fostering positive social relationships
 - counselling, personal therapy and/or debriefing
- services available for referral, including:
 - within the organisation, including employee assistance program
 - external community, medical and emergency support
- key legislative requirements for work-related psychological health and safety, including:
 - concept of duty of care
 - overview of Safe Work Australia national guidance material and relevant state/territory laws
 - legal rights relating to the Fair Work Act.

Assessment Conditions

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

- physical conditions:
 - an animal care workplace setting or an environment that accurately represents workplace conditions and promotes safe interpersonal interactions
- resources, equipment and materials:
 - case study information
 - formats for self-care action plan
- relationships:

- relevant colleagues and clients to interact with.

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

In addition, the following specific assessor requirements apply to this unit:

- assessors must have evidence of undertaking a mental health first aid program, or hold equivalent related qualifications. (Refer to the ACM Companion Animal Implementation Guide for advice.)

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d15410>