



Australian Government

RGRPSH422 Promote and maintain business arrangements with racehorse owners

Release: 1

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Modification History

Release	Comments
Release 1	This version released with RGR Racing and Breeding Training Package Version 2.0.

Application

This unit of competency describes the skills and knowledge required to promote the services of the business, encourage owners to race horses and ensure owners are kept informed of incidents and decisions that affect their racehorses.

The unit applies to individuals who have responsibility for managing horse training operations within the harness or thoroughbred sectors of the racing industry.

All work must be carried out to comply with workplace procedures, in accordance with applicable state/territory animal welfare and workplace health and safety legislative requirements.

Licensing, legislative, regulatory or certification requirements apply to this unit. Users are advised to check with the relevant Principal Racing Authority (PRA) for current requirements.

Pre-requisite Unit

Nil

Unit Sector

Performance services horse (PSH)

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. Develop plans for attracting owners of racehorses	1.1 Use market research techniques to identify potential owners of racehorses 1.2 Provide information on training services offered

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.3 Relay information on stable successes to relevant sources 1.4 Evaluate opportunities to attract new owners
2. Determine services required by owners	2.1 Clarify the needs of racehorse owners 2.2 Review the expectations of owners in line with rules of racing and racing protocols, including safety requirements, safe operating procedures and workplace health and safety duty of care 2.3 Confirm the services to be provided with owners 2.4 Provide information on fees and charges to owners 2.5 Complete contract for training of horse or stable return, and lodge with relevant authority
3. Maintain communications with owners	3.1 Supply training progress reports to owners 3.2 Discuss decisions on future plans for individual horses with owners 3.3 Organise race meeting arrangements for owners 3.4 Use conflict resolution and negotiation skills to resolve problems with owners

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	Access, locate and interpret key information in texts from multiple sources
Writing	Prepare workplace documentation and plans using logical structure and accurate industry terminology suitable for audience
Numeracy	Itemise expenses and prepare financial information covering a range of services
Oral	Use active listening and questioning techniques to obtain, clarify and convey information about services

Skill	Description
communication	
Navigate the world of work	Know own obligations and responsibilities relating to regulatory requirements of racing training businesses, and apply to promotional activities and business services
Interact with others	Use a range of strategies to build rapport and recognise and avoid potential conflicts with owners, staff and others
Get the work done	Plan, organise and implement multiple tasks to promote and maintain arrangements with business owners

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
RGRPSH422 Promote and maintain business arrangements with racehorse owners	RGRPSH422A Promote and maintain business arrangements with racehorse owners	Updated to meet Standards for Training Packages.	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5c4b8489-f7e1-463b-81c8-6ecce6c192a0>

Assessment Requirements for RGRPSH422 Promote and maintain business arrangements with racehorse owners

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Performance Evidence

An individual demonstrating competency in this unit must satisfy all of the elements and performance criteria of this unit. There must be evidence that the individual has promoted and maintained business arrangements with racehorse owners, undertaking the following, at least once:

- prepared information and plans to attract new clients, including:
 - services offered to racehorse owners
 - stable success and performance of horses
- maintained effective communication with owners
- documented information on fees and charges for services to prepare horses for racing.

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:

- principles and practices of racehorse owner business arrangements:
 - key owner requirements, needs and expectations and areas of problems with owners
 - types of training services provided, typical costs and contractual arrangements
 - industry terminology related to racing businesses
 - racing industry animal welfare requirements
- racehorse trainers and owners:
 - rights and obligations
 - communication procedures and protocols
 - strategies for effective working relationships, including teamwork, negotiation and conflict resolution
- basics of market research techniques:
 - sources of information relating to promoting and maintaining racehorse business arrangements

- racing industry standards and expectations relevant to promoting and maintaining racehorse business arrangements with racehorse owners:
 - racing industry safety requirements, including safe operating procedures and workplace health and safety duty of care
 - relevant rules of racing for training racehorses.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a racing establishment workplace with standardbred or thoroughbred horses, or an environment that accurately reflects performance in a real workplace setting
- resources, equipment and materials:
 - information about potential owners, costs of services and other workplace documentation relevant for assessment activity.

Training and assessment strategies must show evidence of the use of guidance provided in the *Companion Volume: User Guide: Safety in Equine Training*.

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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