



Australian Government

Department of Education, Employment and Workplace Relations

RGRPSG406A Promote and maintain business arrangements with greyhound owners

Release: 1

RGRPSG406A Promote and maintain business arrangements with greyhound owners

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to encourage owners to race greyhounds, provide clear descriptions of the services to be provided, and ensure owners are kept informed of incidents and decisions that affect their greyhounds.

This unit also requires the practical care and management of racing greyhounds and application of OHS standards in the workplace.

This unit of competency operates in work environments of racing kennels, racecourses and public areas.

Licensing, legislative, regulatory or certification requirements may apply to this unit. Check with your State Principal Racing Authority for current license or registration requirements.

Application of the Unit

Application of the unit

This unit of competency supports trainers and others in the greyhound racing industry authorised to train and race greyhounds.

This unit can be contextualised for other industries while also maintaining the integrity of the unit.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Develop plans for attracting owners.	1. Market research techniques are employed to identify potential owners. 2. Information on training services is provided. 3. Information on kennel successes is relayed to relevant sources. 4. Opportunities to attract new owners are evaluated.
Determine services required by owners.	5. Needs of racing greyhound owners are clarified. 6. Expectations of owners are reviewed in line with rules of racing and racing protocols. 7. Services to be provided are confirmed with owners. 8. Fees and charges are provided to owners. 9. Contract for training of greyhound is completed and lodged with relevant authority.
Maintain communications with owners.	10. Training progress reports are supplied to owners. 11. Decisions on future plans for greyhounds are discussed with owners. 12. Race meeting arrangements for owners are organised. 13. Conflict resolution and negotiation skills are used to resolve problems with owners.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- applying safe handling and work practices while supervising owners around greyhounds
- communicating with owners, staff and others using assertive communication techniques to gather and relay information related to promoting and maintaining business arrangements with greyhound owners
- identifying and recruiting potential new clients
- managing conflict and potentially difficult situations
- preparing accounts for services rendered in the preparation of greyhounds for racing
- preparing information on kennel success and performance of greyhounds for owners and media
- reading and interpreting workplace documentation, including relevant rules of racing

REQUIRED SKILLS AND KNOWLEDGE

- relating to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- supporting others in owning greyhounds for racing
- written communication skills to complete workplace documentation, reports and accounts.

Required knowledge

- communication procedures within kennel and wider racing industry
- effective working relationships, including teamwork
- industry terminology related to handling and racing greyhounds
- racing industry animal welfare requirements
- racing industry safety requirements, including safe operating procedures
- relevant rules of racing
- rights and obligations of trainers and owners when racing greyhounds.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:

- knowledge of the requirements, procedures and processes that are to apply when promoting and maintaining business arrangements with greyhound owners
- demonstration of effective negotiation and assertiveness skills in managing owners
- preparation and application of criteria for the safe, effective and efficient maintenance of business arrangements with greyhound owners
- working with others to promote and maintain arrangements that meet required outcomes
- consistent, timely completion of promotion, maintenance and decision making processes that safely, effectively and efficiently meet required outcomes.

Evidence should be collected over a period of time and be focused on business activities of an establishment that trains racing greyhounds. Theoretical components can be assessed in a simulated situation but must be related to racing industry conditions and tasks.

Context of and specific resources for assessment

Competency must be assessed in a racing workplace that provides access to the required resources or simulated environment approved by the relevant State Principal Racing Authority. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian Standards requirements.

Assessment of the practical components of this unit will be by observation of relevant skills.

The following resources must be available:

- a variety of greyhounds currently in training

EVIDENCE GUIDE

- commercial racing training establishments, and training and racetracks
- materials and equipment relevant to assessing candidate's ability to market and promote participation in racing as an owner
- racing documentation related to owning and racing greyhounds
- work instructions and related documentation.

EVIDENCE GUIDE

Method of assessment

Assessment methods must satisfy the endorsed Assessment Guidelines of the Racing Training Package. The suggested strategies for the assessment of this unit are:

- written and/or oral assessment of candidate's required knowledge
- observed, documented and firsthand testimonial evidence of candidate's application of practical tasks
- inspection of completed work
- simulation exercises conducted in a State Principal Racing Authority approved simulated environment.

Where performance is not directly observed any evidence should be authenticated by supervisors or other appropriate persons.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBSMB403A Market the small business
- BSBSMB406A Manage small business finances
- BSBSMB407A Manage a small team
- RGRPSG405A Operate a greyhound racing training business
- RGRPSG407A Select greyhounds for racing.

Guidance information for assessment

Assessment methods should reflect workplace demands (e.g. literacy and numeracy demands) and the needs of particular target groups (e.g. people with disabilities, Aboriginal and Torres Strait Islander people, women, people with a language background other than English, youth and people from low socioeconomic backgrounds).

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

The range statement provides details of how this competency can be used in the workplaces of the racing industry to promote and maintain business arrangements with

RANGE STATEMENT

greyhound owners. Workplaces include kennels and racecourses, training tracks and public areas.

RANGE STATEMENT

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| <p>Market research techniques may include:</p> | <ul style="list-style-type: none"> • conducting surveys to identify potential clients and their expectations • identifying racing participation demographics • investigating amount of money invested in racing • researching other trainer services and charges • reviewing membership numbers • reviewing participation and money invested in other sports. |
| <p>Training services may include:</p> | <ul style="list-style-type: none"> • breaking in • conditioning greyhounds for racing fitness • educating greyhounds for race starts • educating greyhounds to chase, work and race against other greyhounds • preparing greyhounds for specialist events. |
| <p>Relevant sources may include:</p> | <ul style="list-style-type: none"> • local and racing-specific media sources • local race clubs • greyhound racing owner groups • past and present owners • owner of bitch of winning greyhound • own website or newsletter • studmaster of sire of winning greyhound. |
| <p>Needs of racing greyhound owners may include to:</p> | <ul style="list-style-type: none"> • be able to participate as owner at race meetings • be able to visit greyhounds at trainer's kennels • be advised if trainer wishes to rest greyhound • be advised of greyhound illness or injury • be advised of trial and race dates • be advised on selecting greyhounds for racing • be given a realistic opinion of greyhound's potential for future success • be kept informed of greyhound's progress during education, training and racing • be recognised and shown respect by trainer and staff • be recognised as a valuable client by trainer • be owner of a winning greyhound • discuss training and racing program plans with trainer. |
| <p>Services to be provided may include:</p> | <ul style="list-style-type: none"> • education and re-education of greyhound for racing |

RANGE STATEMENT

- feed and board for greyhound
- management of sick or injured greyhounds
- rehabilitation after injury
- spelling or resting
- training of greyhound for nominated racing program
- transport to and from trackwork, trials and race meetings.

RANGE STATEMENT

Contract for training of greyhound may cover:

- clarifying how specialist or consultant fees will be paid, for example veterinary services
- clarifying obligations of owner and trainer in relation to animal welfare legislation
- date when fees are due
- fee for services provided
- method of payment
- obligations of owner
- obligations of trainer
- provision for dissolving business arrangements
- rights of owner to make decisions on greyhound activities
- rights of trainer to make decisions on greyhound health, welfare and activities
- rights of trainer to recover debts from owner
- services to be provided.

Training progress reports may include:

- days worked, type of work performed and any highlights or incidents
- expected trial and race plans for the coming month
- health and injury status, including updates on progress in recovery and expected prognosis for return to racing
- number of trials attended and results.

Decisions on future plans for greyhounds may include should:

- greyhound be aimed at lower or higher level races
- greyhound be assessed by specialists before further plans are made
- greyhound be moved to a different location
- greyhound be moved to a different trainer
- greyhound be rested
- owner be encouraged to stop racing this greyhound.

Race meeting arrangements for owners may include:

- advising owners of race date, location, race number and time
- clarifying number of owners that can participate at race meetings if part of a syndicate or partnership
- clarifying use of mobile phones and other methods of communication on course
- clarifying what rights owners have to participate in inquiries or appeals relating to

RANGE STATEMENT

	their greyhound - ensuring owners are able to participate in prize-giving ceremonies for their greyhounds - organising tickets or passes for owners - outlining procedures at race meetings so owners are aware of where they can and can not go.
<i>Problems with owners</i> may include:	- accounts not paid - confusion over what services are included in base training fees - confusion over who makes decisions on greyhound's training, racing and future plans - fees charged appear to be high per person for members of syndicate - no account provided - not being acknowledged in role as owner - not being kept informed of greyhound health, injury and racing status - not clarifying fees prior to commencing training - prize money not credited - unspecified additional charges appearing on accounts.

Unit Sector(s)

Unit Sector Greyhound racing code

Co-requisite units

Co-requisite units

Functional Area

Functional Area Racing performance services