



ACMGEN304

Promote positive wellbeing in self and others in animal care workplaces

Short Answer Questions

Assessment 2 of 2

Assessor Guide



Assessment Instructions

Task Overview

This assessment task is divided into 16 short answer questions. Read each question carefully before typing your responses in the spaces provided.



Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.



Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Module 2: ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces

Question 1

Identify the five (5) key elements of emotional intelligence and provide a basic explanation of each.

[Word count: 45 words]

Assessor instructions: Candidates must identify the 5 key elements of emotional intelligence and provide a basic explanation of each. A sampler has been provided below. Candidate answers must reflect the sampler.

Key element	Explanation
Self-awareness	The ability to identify and name your own emotions
Self-regulation	The ability to harness and apply those emotions
Motivation	Person drive to improve and achieve
Empathy	Ability to recognise and understand how others feel
Social skills	Skills needed to influence other people's emotional effectively

Question 2

Identify six (6) ways you can build resilience in the workplace.

[Word Count: 15-20 words]

Assessor instructions: Students must identify the six (6) ways to build resilience listed in the exemplar below.

1. Develop strong relationships with others.
2. Manage stress and burnout.
3. Be authentic.
4. Develop grit.
5. Find purpose.
6. Embrace healthy thinking.

Question 3

Identify four (4) types of wellbeing.

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[Word count: 6-15 words]

Assessor instructions: Candidates must identify four (4) of the possible answers provided in the exemplar below.

- Physical
- Economic
- Social
- Development and activity
- Emotional well-being.
- Psychological well-being.
- Life satisfaction.
- Domain specific satisfaction.
- Engaging activities and work.

Question 4

Read each workplace scenario and identify if the source of stress is:

- 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

Assessor instructions: Candidate must correctly identify the source of stress for each scenario. The source of stress has been identified in the exemplar below.

	Workplace Scenario	Source of stress
1.	You are an employee at the local pound. It is your job to check on the animals each morning at the beginning of your shift. You notice that 'Sandy' a geriatric cavalier is having trouble breathing and her tongue and gums appear blue. You call your supervisor over the radio who immediately transports 'Sandy' to the medical facility on site. You accompany your supervisor and witness CPR being performed on 'Sandy.'	exposure to trauma, adversity or critical incidents involving animals.
2.	You go to check on 'Sandy' (from scenario one) and find that she has been connected to a ventilator. Sandy's prognosis is not good.	exposure to palliative care and euthanasia
3.	You are a volunteer at a local rescue organisation. A litter of 5-day old kittens have been handed in. You put your hand up to raise the kittens. This requires you to bottle feed the kittens every 3 hours, toilet them and provide them with warm	attachment, loss, and grief

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	bedding. After a few days, 2 of the kittens begin to fade. Sadly, the 2 kittens pass away.	
4.	A client has been aggressive after finding out the cost of boarding their animal with your facility for 2 weeks.	Dealing with behaviour of client, colleagues, or public in relation to animals
5.	You work at a veterinary clinic. A client brings their 6-month-old puppy in for a vaccine. You notice the puppy has a hot spot at the base of the tail. After pointing this out to the client, they tell you that they would only like the vaccine as they cannot afford to treat the hotspot.	managing expectations and ethical dilemmas
6.	You are an employee at the local pound. A member of the public hands in a box of kittens who are extremely sick with Cat flu. Unfortunately, the pound policy is euthanasia for any kittens who have an extreme case of Cat Flu. Your supervisor advises that the kittens are too sick to be treated and asks you to transport the kittens over to the medical facility.	exposure to palliative care and euthanasia
7.	You work for a local pound. A puppy with clear neurological issues has been handed in. Before a vet has examined the animal, a work colleague voices their opinion for euthanasia. You disagree and believe this could only be determined after a consultation with a vet. This creates conflict between you and your colleague. Over the next coming days, this colleague is rude and make comments about you to other staff members.	Dealing with behaviour of client, colleagues, or public in relation to animals

Question 5

Identify five (5) warning signs that may indicate you are struggling to cope.

[Word count: 30 words]

Assessor instructions: Candidate must correctly identify the five (5) warning signs identified in the exemplar below.

1. lack of energy, difficulty concentrating, increased errors
2. performance changes, absenteeism, spending too little or too much time at work
3. difficulty sleeping, insomnia
4. client or customer complaints
5. substance use

Question 6

For each scenario listed below, identify a self-care strategy or technique that you could use to improve your wellbeing.

[word count: 40-50 words]

Assessor instructions: Candidate must correctly identify the self-care strategy or technique for each scenario. An exemplar has been provided below.

Scenario	Self-Care strategy or technique
You have just returned to the workplace after having your first baby. You have had a few rough nights and aren't getting much sleep in between feeding and settling baby. You have made a few mistakes at work and have started to talk negatively to yourself.	recognising own emotions and responses; practising self-compassion
To stay on top of your workload, you decide to skip your lunch breaks and eat on the go. This means you normally grab take away or something from the vending machine. After a few weeks you start to notice you have put on weight and are feeling fatigued even after a good night's rest.	physical health, exercise, diet and nutrition
You work in a high stress environment. You are struggling to find downtime and are starting to adapt a negative mindset at work.	complementary and alternative health options, including mindfulness, gratitude
You are a mum of 3 children. Your husband picks the kids up from school as you don't finish work until 1 hour after school pick up time. For the past 5 days, you have done several hours overtime. By the time you get home, the kids are in bed and your husband has already had dinner. You find yourself eating alone and then staying up when your husband goes to bed to squeeze in your downtime. You only see your children for 30-40 mins in the morning before you must head off to work again.	work-life balance strategies
You are given a major task to complete in the workplace with a strict deadline. You must fit this in around your normal duties.	work planning, prioritisation techniques, time management strategies
You arrive to work 10 minutes late. Your colleague has started your morning checks for you so that you are not behind. To show your appreciation, you buy her a coffee on your break.	fostering positive social relationships

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You are new to the industry and are working in a local pound. You have just been exposed to your first animal neglect case. An animal presented to your workplace with deep lacerations around their neck due to being tied up with a chain constantly. They are malnourished and extremely scared.

counselling, personal therapy and/or debriefing

Question 7

Identify, research and interpret two (2) legal rights you have as an employee relating to psychological health and safety.

[word count: 25-35 words]

Assessor instructions: Candidate must identify, research and interpret 2 legal rights an employee has relating to psychological health and safety. Some examples have been provided in the exemplar answer below.

1. The workplace cannot discriminate against you because you have a mental health issue. This means that an individual with a mental health illness such as depression or anxiety cannot be treated to those individuals who don't have a mental health illness.
2. Respect to privacy. This means that all information is treated as confidential and not shared with those who do not need to know the information.
3. Request reasonable work adjustment if you are suffering from a mental health illness. This means that you work hours, type of work or where you work may be adjusted to support your mental health illness. For example, you might be allowed to work from home 2 days a week.
4. A safe workplace. This means that the workplace is free from all hazards including those that are psychological. For example, free from tripping hazards as well as bullying and harassment.

Question 8

Outline two (2) legal rights an employee has according to the Fair Work Act, that helps to promote psychological health and wellbeing.

[word count: 20 words]

Assessor instructions: Candidates must identify 2 legal rights outlined in the Fair Work Act. Candidates must provide at least 2 of the examples provided in the exemplar below.

1. Employees have the right to a 15-minute paid break.
2. Employees have the right to a 30-minute unpaid meal break.
3. Permanent employees have the right to sick leave.
4. Permanent employees have the right to annual leave.

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5. Paid according to the award or at least minimum wage.

Question 9

Identify two (2) external medical or emergency services that you could seek assistance from for support.

[Word count: 2-4 words]

Assessor instructions: candidate must provide 2 examples of external medical services. Candidate must provide 2 examples from the exemplar provided below.

1. GPs
2. Psychologists
3. Psychiatrists
4. Mental health nurses
5. Occupational therapists and social workers
6. Counsellors
7. Case managers
8. Rehabilitation

Question 10

Identify two (2) external community services that you may be referred to for support.

[Word count: 2-4 words]

Assessor instructions: candidates must provide 2 examples of community services that they may be referred to for support. Students must provide 2 of the examples provided in the exemplar answer below.

1. Lifeline
2. Kids help line
3. Mensline
4. PANDA
5. Suicide call back service
6. Beyond Blue

Question 11

Identify three (3) psychological workplace hazards as outlined by Safe Work Australia.

[Word count: 5-10 words]

Assessor instructions: Candidate must identify 3 psychological workplace hazards as outlined by Safe Work Australia. Candidate must provide any 3 examples listed in the exemplar provided below.

1. job demands.

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2. low job control
3. poor support
4. lack of role clarity
5. poor organisational change management
6. inadequate reward and recognition
7. poor organisational justice
8. traumatic events or material
9. remote or isolated work
10. poor physical environment
11. violence and aggression
12. bullying
13. harassment, including sexual harassment.
14. conflict or poor workplace relationships and interactions

Question 12

According to Safe Work Australia, what are the four (4) causes of psychological hazards in the workplace?

[word count: 24 words]

Assessor instructions: Candidate must provide the 4 examples provided in the exemplar below.

1. the design or management of work
2. a work environment
3. plant (e.g. equipment) at a workplace, or
4. workplace interactions or behaviours.

Question 13

According to WHS (Work Health and Safety) laws what is the employer's responsibility for psychological hazards in the workplace.

[word count: 9 words]

Assessor instructions: candidate answer must reflect the exemplar answer provided below.

An employer must manage psychological risks in the workplace.

Question 14

Identify two (2) signs and/or symptoms of each mental health issue listed below.

[word count: 40 words]

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Assessor instructions: Candidate must provide a minimum of two of the examples provided below for each mental health issue.

Mental health issue	Signs and/or symptoms
Depression	<ul style="list-style-type: none"> • sad or teary • overwhelmed • guilty • restless or angry • lacking in confidence • hopeless or disappointed • not taking part in activities and hobbies they used to enjoy • staying in, rather than going out socially • being less productive at school or work • drinking more alcohol • losing interest in sex • difficulty sleeping and/or feeling tired during the day • changed appetite: with or without weight loss or gain • feeling run down or sick • headaches • muscle pain • churning stomach
Anxiety	<ul style="list-style-type: none"> • <u>panic attacks</u> — sudden, intense episodes of fear • shortness of breath • dizziness • a racing or pounding heart • sweating • <u>problems sleeping</u> • a churning stomach or 'butterflies in the stomach' • 'pins and needles' • feeling lightheaded • trembling • feeling very thirsty
Irritability	<ul style="list-style-type: none"> • restlessness • difficulty concentrating • moodiness — feeling annoyed and grumpy • aggression • agitation • frustration • rapid heart rate
Stress	<ul style="list-style-type: none"> • feeling overwhelmed or unable to cope • feeling 'on edge' or unable to stop worrying

	<ul style="list-style-type: none"> • changes in sleep patterns, feeling exhausted • <u>changes in appetite</u> • physical reactions such as <u>headaches</u>, muscle tension, upset stomach • difficulty concentrating • changes in mood, <u>irritability</u>, or <u>anger</u> • withdrawal from friends and family • reliance on <u>alcohol or other substances</u> to cope • thoughts of <u>self-harm</u> or <u>suicide</u>
<p>Grief</p>	<ul style="list-style-type: none"> • sadness • shock • denial • numbness, a sense of unreality • anger • guilt • blame • relief • exhaustion • weakened immune system • feel confused • feel a sense of overwhelming sadness • have more extreme thoughts and behaviours, which may or may not be linked to the experience • have an ongoing longing for the past • feel like grief makes it very difficult to do anything • have difficulty socialising • have difficulty sleeping • change the way you eat (lose your appetite or overeat) • experience intense and ongoing emotions such as anger, sadness, numbness, anxiety, depression, despair, emptiness and/or guilt • have thoughts of harming yourself
<p>Compassion fatigue</p>	<ul style="list-style-type: none"> • exhaustion, absence of energy, feeling constantly mentally and physically tired • apathy, sadness, no longer finding pleasure in activities • questioning meaning and purpose of life • depression • anxiety

	<ul style="list-style-type: none"> • difficulty in concentrating and functioning • isolation from others both at work and/or socially • difficulty in maintaining inter-professional relationships • feeling detached from others • insomnia • reoccurrence of nightmares and flashbacks to a traumatic event • unrelenting thoughts and concerns • receiving an unusual amount of complaints from others • chronic physical ailments such as gastrointestinal problems, chronic pain and headaches • reduced motivation to maintain your own hygiene and appearance • increased pessimism and suspicion • increasingly blaming and judgmental of others' actions • irritability and anger, or • poor self-esteem.
<p>Physical and mental exhaustion</p>	<ul style="list-style-type: none"> • exhaustion • feeling burnt out • fatigue • feelings detached • lack of motivation • feelings of depression, including a persistent sad, low, or hopeless mood • lingering feelings of anxiety • difficulty caring about anything • a sense of detachment, cynicism, or pessimism • anger or irritability

- difficulty processing and managing emotions
- a sense of dread
- a decline in motivation or productivity
- feeling lethargic or slowed down in movements or responses
- difficulty concentrating, remembering information, putting thoughts together, or completing work correctly
- head and body aches
- upset stomach
- sleep issues, including chronic fatigue, drowsiness, and insomnia
- changes in appetite and weight
- frequent illnesses, such as colds and flu
- a general sense of unwellness
- find yourself constantly putting off tasks at school, work, or around the house
- notice a decline in your performance at work or school
- drink alcohol or use other substances to help manage symptoms
- start to avoid people you'd usually enjoy spending time with
- feel irritable or distracted around others and have trouble paying attention during interactions
- have trouble managing responsibilities or keeping personal or work commitments
- find yourself calling out of work or school more often

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<p>Substance use</p>	<ul style="list-style-type: none"> • • regularly using more of the substance than intended • regularly trying to cut down or stop using, but never succeeding • spending too much time getting, using or recovering from the substance • cravings, or a strong desire to use the substance • often failing to meet responsibilities at work, home or school because of substance use • continuing to use a substance when it has caused relationship problems • giving up social, work or leisure activities because of substance use • using substances again and again, even when you're aware of the potential damage or danger • continuing to use, even when you know you have a physical or psychological problem that could have been caused or made worse by the substance • tolerance: the substance does not have much effect on you, or you need more of the substance to get the effect you want • 'withdrawal' symptoms: feelings of physical illness when not using the substance that are only relieved by taking more of it
<p>Suicide</p>	<ul style="list-style-type: none"> • describe feeling helpless, hopeless or worthless • stop wanting to do the things they usually enjoy • stop replying to your messages, calls or emails, or become 'distant' • become agitated or have emotional outbursts • withdraw from friends, family or regular activities — such as work or school • talk about not being alive anymore

Question 15

Identify a Regulation or Act that applies to psychological health and safety within your state or territory.

[word count: approx. 10 words]

Assessor instructions: Candidate must provide a relevant Regulation or Act for the state or territory they live in.

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State or Territory that you work in:	Answer will depend on the State or Territory that the candidate lives in. NSW, VIC, WA SA, QLD, TAS
Regulation or act that applies to psychological health and safety within the State or Territory you work in:	<p>Answer will depend on the State or Territory that the candidate lives in but can include:</p> <ul style="list-style-type: none"> • Safe work Australia • Work Health and safety Act 2011 (NSW) (WHS Act) • Occupational Health and Safety Act 2004 • Work Health and Safety Act 2011 (QLD) • Work Health and Safety (General) Regulations 2022 • Work Health and Safety Act 2012 (SA) (the WHS Act) • Work Health and Safety Regulations 2012 (SA) (the WHS Regulations) • Work Health and Safety Act 2012 (TAS)

Question 16

Identify two (2) internal sources or resources that you may be able to seek assistance from.

[Word count: approx 5-10]

Assessor instructions: Candidate must identify two (2) internal sources or resources that they could seek assistance from. Candidates must reflect the exemplar below.

- | |
|--|
| <ul style="list-style-type: none"> • EAP • Workplace mental health officer • Workplace supervisor or manager • Industry specific mental health resources (students may provide exact name of resource) |
|--|

Appendix 1: Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	16 short answer questions completed in the spaces provided.	<input type="checkbox"/>
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Congratulations, you have reached the end of Assessment 2!

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