

ACM40122 PSP40416

# Certificate IV in Animal Regulation & Management Certificate IV Government Investigations

Interactive Online Delivery

## Who is this course for?

This course is the right one for you if you are:

- Currently working as a Local Laws officer, Animal Management officer, or in another Compliance or Regulatory role in Local Government
- Would like to move into a career in the Local Government compliance sector and wish to gain the skills and knowledge to confidently apply your powers working in a community safety role





## Our Reason For Being is:

To empower people to enjoy going to work and perform better; to develop and support them to succeed.



## This is what our students think:

*"The best aspect of the course was meeting like-minded individuals in the local government sector."*

*Graduate, CIV Government and Animal Regulation*

*"They were informative, kept me interested, entertaining and the finale of the mock court was very helpful."*

*Graduate, CIV Government and Animal Regulation*

*"The best aspect of the course was the good teachers, who have a lot of knowledge to impart which I gained. Excellent materials and role plays."*

*Graduate, CIV Government and Animal Regulation*

# What will you take away from this course?

As an experienced employee in local laws, this qualification will support you to further develop your understanding of the local government framework in which you operate.

You'll learn more about the legislation that supports you in your role and delegates your powers, so you can confidently interact with members of the public in your role.

The course will build on the customer service ethos of Local Government, consolidating de-escalation and conflict resolution skills - and you'll get some handy resources to support your resilience in the workplace, and at home.

If you're looking to enter the local laws workforce, you'll know that it's becoming more common for Local Government employers to request this qualification when advertising for new local laws enforcement officers.

Throughout your studies, you'll get practical experience working with animals, undertaking investigations and presenting evidence in court, so you'll feel prepared and well-equipped for to respond.

Undertaking this course can assist you to find employment in the Local Government sector - as well as giving you the confidence and skills to embrace your new career. This qualification is an approved prerequisite to undertaking the microchipping credential.

<b>Session Breakdown</b>	<b>Number of Sessions</b>
<b>Induction Session</b>	<b>0.5</b>
<b>Classroom Sessions</b>	<b>14.5</b>
<b>Coaching Sessions</b>	<b>3</b>
<b>Practical Skills Sessions (Face-to-face)</b> Full Day Sessions	<b>4</b>
<b>Total Sessions</b>	<b>22</b>
<b>Total Duration</b>	<b>16 months</b>



# What You Will Need

## Attendance and participation in scheduled sessions

Your online learning sessions are delivered in our live online classroom over Microsoft Teams.

You will be required to attend for the duration of each session and participate in class discussion, share your experience, and help us build a collaborative learning environment.

Remember when sharing your stories to be mindful of privacy and confidentiality.

## Role plays and simulations

Many of the skills you'll learn as you progress through this course will be assessed via participation in role plays, in our online classroom and also in practical sessions.

We understand that role plays can be unfamiliar to you, so don't worry! We'll make them as comfortable as possible.

Practicing new techniques and skills with the support of fellow students is a great way to embed them, and they'll feel more natural to you when you need to use them in the real world.

## IT & Internet

You will require a computer or laptop and a reliable internet connection to facilitate your student journey, from enrolment to completion.

This includes accessing:

- the student portal,
- electronic learning and assessment tools, and
- live online classroom.

iPads and tablets are not sufficient tools to complete this course.

You will require both a camera and microphone to participate in online sessions.

You'll also need access to Microsoft Word to complete your written assessments.

If you require any technical coaching or support, don't panic!

We have a range of supports, including our help desk, built into our normal delivery to ensure students are comfortable.



# What will you learn?

You'll be able to more skillfully and confidently:

- Manage conflict and **deal with stress**
- Understand the importance of, and provide, **accurate statement taking**
- Plan, initiate, undertake and finalise **investigations**
- Document and **present evidence in court** including exhibits and witnesses
- Confidently communicate with a **client service ethos**
- Understand and implement **safer work practices** to better protect yourself, your colleagues and your community
- Understand and enforce **parking regulation** in local government context
- **Understand the legislation** that supports your regulatory powers
- Identify, interpret and respond appropriately to **animal body language and behaviour**
- Undertake other **animal management disciplines**, including pound procedures and seizure



16 months



Live interactive  
online sessions



Hands-on  
Face-to-Face  
Workshops



Full Day Sessions  
every 3 weeks  
(excl. EOY Hols)



Attendance &  
Participation  
Requirement



Mindfulness and  
Resilience tools  
are built in

# Your Course Content

## ACM40122 | Certificate IV in Animal Regulation and Management

### Core Units

ACMARM401	Administer animal management and regulatory requirements	ACMWHS301	Contribute to workplace health and safety processes
ACMARM402	Assess and impound animals	PSPCRT029	Compile and use official notes
ACMARM403	Identify and respond to animal behaviour in animal management and regulation environment	PSPREG036	Act on non-compliance
ACMARM404	Manage conflict situations in an animal regulation and management environment		

### Elective Units

ACMARM408	Coordinate seizure of animals	PSPREG038	Give evidence
PSPINV001	Plan and initiate an investigation	ACMARM406	Carry out animal holding facility procedures
PSPINV004	Conduct an investigation	PSPREG033	Apply regulatory powers
PSPINV003	Finalise an investigation	PSPREG034	Assess Compliance
PSPREG010	Prepare a brief of evidence		

## PSP40416 | Certificate IV in Government Investigations

### Core Units

PSPETH002	Uphold and support the values and principles of public service	PSPINV003	Finalise an investigation
PSPINV001	Plan and initiate an investigation	PSPREG003	Apply regulatory powers
PSPINV002	Conduct an investigation	PSPREG012	Gather information through interviews

### Elective Units

BSBWHS201	Contribute to health and safety of self and others	PSPLEG002	Encourage compliance with legislation in the public sector
PSPCRT007	Compile and use official notes	PSPPCY004	Support policy implementation
PSPGEN023	Deliver and monitor service to clients	PSPREG010	Prepare a brief of Evidence
PSPGEN029	Value diversity	PSPGEN098	Deal with conflict
PSPGEN043	Apply government processes	LGAREG001	Implement parking controls

# Practical Sessions

Your course includes 4 face-to-face, practical skills sessions to ensure that you get to practice your skills in a simulated environment.

You'll complete the following practical sessions:

Parking patrol, Animal handling workshop, Investigation scenario, Courtroom examination

You'll know the dates for these sessions well in advance, so you can plan to be in metropolitan Melbourne for them.

If you miss a session, you'll be rescheduled into the next available one - this may delay your course completion and discretionary fees may apply.

# Fees and Funding

**Scan the QR code, or click on the link underneath, to access the Fees and Funding page of our website.**

On this page you'll find:

- Full details of all fees and charges associated with your enrolment in the Schedule of Fees,
- Funding criteria for your State (where applicable), and
- Our Fees and Refund Policy.

<https://www.warnerinstitute.com.au/fees-and-funding>



## Discretionary Fees

Rescheduling Fees:

- If you miss a scheduled practical session and have not provided sufficient notice, you will be charged a rescheduling fee of \$55.

Other Fees:

- Additional discretionary fees (such as RPL applications, certificate reissues, class transfers, and recommencements) may apply depending on individual circumstances.

For full details, please refer to the Schedule of Fees downloadable from the Fees and Funding page via the QR code above.

# Setting You Up to Succeed

## Enrolment Process

At Warner Institute, we are committed to supporting you to achieve your goals.

Our enrolment process is designed to set you up for success - ensuring that you have the right supports in place, for the best possible start in your chosen qualification.

These are the steps in our enrolment process:

1

### Assessing your eligibility for funding

Will you be enrolling as a fee-for-service student, or are you eligible for government funding?

2

### Is this course the right fit for you?

We'll make sure your chosen qualification matches your goals and interests, and that it will help you achieve your career goals.

We'll help identify any learning, life or other supports that can be provided, to help you succeed.

3

### What supports can we put in place to help you succeed?

Don't panic! The online reading, writing and numeracy assessments help us to see if there's anything extra we can do to help you with classes and course work.

It's all part of the process to set you up to succeed.

4

### Confirming your enrolment details

As we finalise your enrolment, we'll make sure that everything is set up to be ready for when you start.

If this course isn't the right fit for you right now, we'll guide you to other great options.

5

### Welcome aboard!

Once enrolled, we'll set up everything you need, and get you started on your learning journey.

Join us and experience a supportive enrolment process that puts your success first!

# Setting You Up to Succeed

## Our Student Wellbeing Team

Our Student Wellbeing Team collaborates with our Course Managers, monitoring students and their progress, to ensure that the right support is provided.

You can reach out to us at any time to access support with study skills, motivation, time management, and additional coaching.

When we say we're committed to your success, we mean it.



## Australian Counselling Service

Warner Institute students have access to free counselling via the Australian Counselling Service (ACS).

ACS is the clinical division of the Australian Institute of Professional Counsellors.



- Free, confidential, telehealth counselling
- Help with study stress, anxiety, motivation, and personal challenges
- Diverse team of counsellors from various backgrounds
- Available 8am–8pm, 7 days a week
- No waitlist, appointments available within 48 hours

# You're at the centre

## Your Course Consultant

Our team of Course Consultants are here to help you find and enrol in the right course to support you to achieve your career goals. They're available to answer your questions, so you have all the information you need.

Speak to your Course Consultant about an obligation-free funding eligibility check.

## Course Managers

Your Course Manager will share their real-world experience with you, so you can see how your learning transitions into working in the sector.

As an experienced and qualified trainer, they'll be there to support you throughout the course. You'll be able to call, text or email them between sessions if you need extra help.



# of all that we do

## Student Support

Our friendly Student Support Team are here to help you with any administrative support you may need. They're available during extended business hours.



03 9555 9100  
1300 1400 99



[admin@warnerinstitute.com.au](mailto:admin@warnerinstitute.com.au)

## Education Experience & Wellbeing Team

Our dedicated Education Experience & Wellbeing Team are here to support you throughout your journey. They will provide extra support, guidance and motivation to help keep you on track with your assessments and attendance - and make your learning experience one that you will remember fondly.



03 9555 9100  
1300 1400 99



[admin@warnerinstitute.com.au](mailto:admin@warnerinstitute.com.au)

# Whole Person Learning Model

Our point of difference is that we are as committed to you, as you are to your clients.

You'll experience each piece of learning in a variety of ways that will stimulate your creative, emotional, intellectual and spiritual intelligences.

Throughout your course, you'll get to know yourself, so you'll better understand, communicate and connect with your clients and others.



## Nurturing and support

Our students have a dedicated Course Manager supporting, coaching and mentoring them throughout their course. They are available between sessions for students, should they require extra support.

*It's learning underpinned by a safety-net of non-judgmental support and mentoring provided by the Course Manager & our Lead Education Experience & Wellbeing.*



## Multi-learning methodology

Our workshop style sessions incorporate a range of activities relevant to student learning styles as determined early in the course. We include activities to improve learning capability and maintain interaction throughout each session. We ensure that it's fun.

*It's learning through engagement.*



## Consultative delivery

Each session relates content back to specific issues that students deal with every day. Conversations during classes help students identify how they can apply the content back in their workplace, and they are encouraged to do so.

*It's learning that makes a difference to how the student does their work and what they change in their service delivery.*



## Contextualised material

Content is condensed into blocks of like subject matter and contextualised to the workplace. Take-Away activities reinforce their learning in the workplace immediately, so you can see the change as students modify the way they deliver their services.

*It's meaningful learning with workplace relevance and application so students can recall what they have learned at the right time.*

“ Our Whole Person Learning Model build your confidence

This makes you to learn after, real workplace useful to



## Emotional intelligence

Our students gain a greater sense of self awareness, enabling them to be more insightful as they interact with others.

*This enhances workplace communications and interaction; it supports client connection.*



## Build adaptability

Our students build their creative talents to stimulate innovation, encourage problem solving relevant to the situation, and anticipate & plan for change.

*Students are more able to think outside the norm to manage and plan for workplace change, effectively connecting with stakeholders.*



## Applied learning

Our Whole Person Learning Model enables students to grow their capacity for retention, adoption and implementation of their new best practice skills & knowledge.

*Student learning is recalled in the workplace resulting in better service delivery with better outcomes.*



## Resilience Toolkit

Students are exposed to tools to further build inner authentic strength and resilience through connection to values, talents, perception and passion.

*Students learn to use these tools that can ultimately be life changing, resulting in a more engaged and connected team member with a toolkit to share, relevant to their clients.*

Whole Person Learning Model will help you to feel more confident about yourself.

Makes it simpler for you to learn, and then apply it back to your workplace in a way that's relevant to you.

# Additional Details

## Qualification Description

### ACM40122 Certificate IV in Animal Regulation and Management

This qualification describes the skills and knowledge for individuals undertaking animal regulatory and management functions. Animal regulation and management is a function provided by local and state/territory governments to protect the safety and amenity of communities by administering domestic animal legislation, and by community education and engagement.

Individuals are required to apply specialist knowledge and skills and may undertake roles in one or more of the following:

- animal management
- investigations
- animal holding facility/shelter
- animal management education
- rural and remote community work.

Some animal control functions administered by state/territory and local governments require licensing or authorisation. Legislative requirements vary across jurisdictions and users are advised to check with the relevant regulatory authority for current requirements.

Source: training.gov.au

## Qualification Description

### PSP40416 Certificate IV in Government Investigations

This qualification allows for the attainment of occupational specific competencies for those working in operational roles undertaking government investigation related functions, with a particular focus on meeting the ethical and legislative requirements of the public service. It is suitable for individuals who need to apply a broad range of specialised knowledge and skills in specific contexts within the investigations and regulatory compliance environment.

The generalist qualification covers the broad range of skills required to operate without supervision in a government investigations environment where an individual is required to plan, initiate, conduct and finalise an investigation.

The regulatory compliance specialisation covers the skills required by those responsible for ensuring statutory compliance with the requirements of legislation, regulations and organisational policy.

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

Source: training.gov.au

## Credit Transfers

You will be required to attend all sessions of the course until the approval is granted.

There is no reduction in the Tuition Fee for Credit Transfers for Full Fee Students.

Your revised timetable, Training Plan and Tax invoice will be provided to you where any credit transfers have been confirmed by Warner Institute.

## Career Outcomes

Completing this nationally accredited learning program provides you with the qualifications to work in a range of roles including:

Local Laws Officer

Compliance Officer

Customer Service Officer

Animal Management Officer

Council Ranger

Investigating Officer

## Homework

### Average 4 hrs/wk

Homework, self-study and independent research of on average 4 hours a week are required for successful completion of this course, however this may vary for each individual.



# Employer Feedback

*"The Course has given them a lot more knowledge overall and more confidence out in the field."*

*"The trainer was amazing, onsite support and general understanding of students was the basis for a good outcome."*

*"The best aspects of the training were the scenario based sessions."*

*"We were very happy and the students felt it was great for their career."*

*"It achieved the goal my employee wanted and has prepared her for her future career."*



Since 2005, we've supported organisations to build their teams to confidently support their clients and community, and we've supported our students to gain the qualifications they need so that they can take the 'next step' in their lives.

My passion for training that results in workplace change, led to the research and starting of Warner Institute. The development of our Reason for Being and then the Warner Institute Whole Person Learning Model have become the driving force for everything we do. Our unique Whole Person Learning Model understands that each person is unique and learns differently. It is designed so that students grow in self awareness, confidence & resilience, becoming empowered to deliver their new best practice skills and knowledge

learned as part of their courses. With our support, they apply this in their workplace until it embeds their every day practice.

I really appreciate the success stories of our graduates and the Warner Institute Alumni. So many stories demonstrate how our students new learnings have improved their lives and their clients lives.

Many of our students start out anxious and unsure about their capability to study. Post study they are now empowered in so many ways and it brings joy to our team to see their new found confidence as they graduate.

This continually reinforces to me, the value of driving our business decisions based on our Reason for Being.



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