

Delta Institute Best Practice

Education				
This is all about education for DI trainers including why we have best practice for education and encourage trainers to join the Delta Institute.				
Critical Component	Gold Standard	Acceptable	Unacceptable	Harmful
Self-Education and Knowledge	<ul style="list-style-type: none"> Continuing Education beyond CE target. Participating in research. Additional higher level learning and education beyond Cert IV to assist with the DI Members business. Complete a Cert IV refresher course. 	<ul style="list-style-type: none"> Participating in continuing education to achieve target points. Attending workshops and conferences to extend and update knowledge. Obtaining sufficient animal health knowledge to know when to refer to a Vet or Veterinary Behaviourist. First aid certificate. 	<ul style="list-style-type: none"> No continued education. Not meeting client needs. Not referring when required. Not attending sufficient conferences or workshops 	<ul style="list-style-type: none"> No qualifications or skill. Using aversive methods. Promoting 'balanced training methods'. Offensive or abusive judgment. Basing training on wrong or misleading information.
Educating Others	<ul style="list-style-type: none"> Proactively participating in student mentoring. Conference speaker. 	<ul style="list-style-type: none"> Providing mentoring support to others when asked. Running workshops/classes that incorporate best practice. 	<ul style="list-style-type: none"> Not responding to the needs of others who need support and education. 	<ul style="list-style-type: none"> Refusing to assist others. Running workshops not based on 'positive science based methods'.
Educating Community	<ul style="list-style-type: none"> Community outreach via Delta Therapy dog volunteers, running workshops and other volunteering/education. 	<ul style="list-style-type: none"> Building community awareness of Delta ethos through our clients. Resource support for community clubs. 	<ul style="list-style-type: none"> Not participating in community opportunities. 	<ul style="list-style-type: none"> Refusing to participate in community education opportunities.
Educating Industry	<ul style="list-style-type: none"> Promoting Delta ethos and methods to other industry professionals. 	<ul style="list-style-type: none"> Providing education to DI Members. 	<ul style="list-style-type: none"> Not educating clients. 	<ul style="list-style-type: none"> No intention to educate members.

Delta Institute Best Practice

Resources				
This is all about the resources we use to provide services.				
Critical Component	Gold Standard	Acceptable	Unacceptable	Harmful
Collect Client Data	<ul style="list-style-type: none"> Review profile and act on information received. Collect and store data electronically (securely). 	<ul style="list-style-type: none"> Sufficient data collected for the service. Approved and stored appropriately. 	<ul style="list-style-type: none"> Minimum/insufficient data collected. 	<ul style="list-style-type: none"> No data collected.
Resources provided to client	<ul style="list-style-type: none"> Provide resources from reputable and scientific resources that comply with DI principles 	<ul style="list-style-type: none"> Supply resources that comply with DI principles. 	<ul style="list-style-type: none"> Insufficient or no resources. 	<ul style="list-style-type: none"> Inappropriate resources given to clients.
Training equipment products	<ul style="list-style-type: none"> Having appropriate equipment for clients to try. 	<ul style="list-style-type: none"> Awareness of market availability of equipment and being able to demonstrate use of equipment. 	<ul style="list-style-type: none"> Allowing ill-fitting equipment and/or failing to give guidance on how to fit and use equipment. 	<ul style="list-style-type: none"> Allowing people to use aversive equipment.
Appropriate network/referrals within the industry	<ul style="list-style-type: none"> On-going 2 way relationship with DI Members and industry professionals. 	<ul style="list-style-type: none"> DI Member develops and maintains a list of industry professionals. 	<ul style="list-style-type: none"> Creates an industry list without investigating sufficiently. 	<ul style="list-style-type: none"> Having an inappropriate or no network.

Delta Institute Best Practice

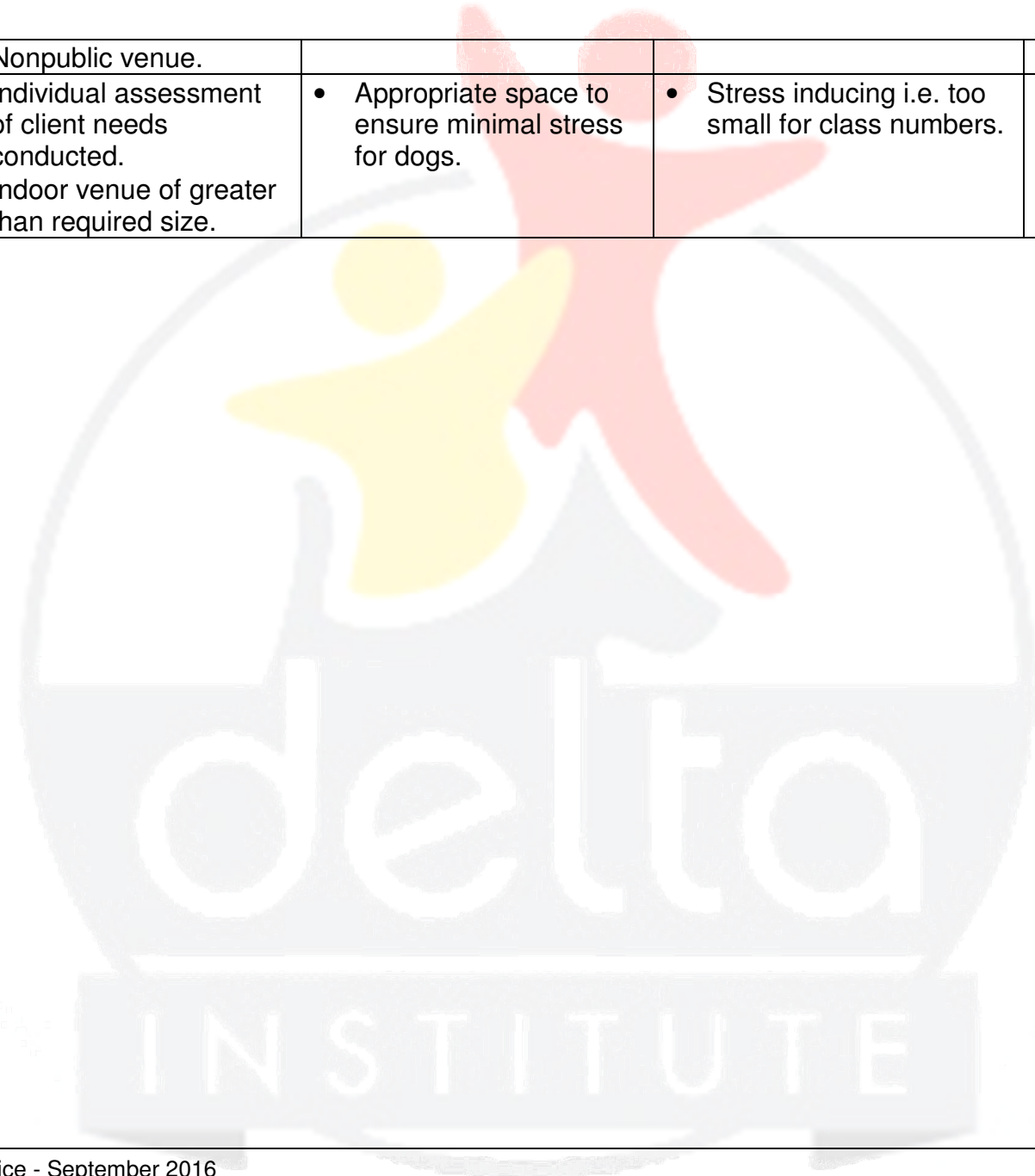
WH&S – Work Health and Safety				
This is all about ensuring the safety of clients whilst conducting classes/consultations as a DI member.				
Critical Component	Gold Standard	Acceptable	Unacceptable	Harmful
Qualifications	<ul style="list-style-type: none"> • Cert IV with Delta. • Written agreement to induction process. • WH&S documentation of all volunteers and team members working with your business. 	<ul style="list-style-type: none"> • Cert IV with Delta. • Adherence to Delta Code of Ethics & Best Practice. • Current first aid qualifications. • Written policies and procedures. • Compliance with legislation. 	<ul style="list-style-type: none"> • Non agreement with Delta Code of Ethics (Best Practice). • No current first aid qualification. • Potential hazardous class set up and training environment. • Use of inappropriate methods, increasing risk. • No induction. 	<ul style="list-style-type: none"> • Contrary conduct to Delta Code of Ethics (Best Practice). • No current first aid qualification and no intention to complete. • Ignoring risks and hazards. • Promoting inappropriate methods.
Venue	<ul style="list-style-type: none"> • Quarterly venue assessment with written checklist. 	<ul style="list-style-type: none"> • Initial risk assessment and regular inspections. 	<ul style="list-style-type: none"> • No assessment for risk. 	<ul style="list-style-type: none"> • Dangerous training environment.
Insurance	<ul style="list-style-type: none"> • Professional Indemnity & Public Liability insurance. 	<ul style="list-style-type: none"> • Public liability insurance. 	<ul style="list-style-type: none"> • No insurance. 	<ul style="list-style-type: none"> • Liability arising from reckless disregard for WH&S.

Delta Institute Best Practice

Guidelines for Classes				
This is all about how DI members conduct their classes.				
Critical Component	Gold Standard	Acceptable	Unacceptable	Harmful
Equipment	<ul style="list-style-type: none"> Least intrusive equipment which does not impact on the dog's welfare. Fitted correctly and conditioned before inclusion in class. 	<ul style="list-style-type: none"> Least intrusive equipment which does not impact on the dog's welfare. Fitted in class and client supplied with conditioning information. 	<ul style="list-style-type: none"> Equipment which could impact on the dog's welfare. No fitting and conditioning information provided. 	<ul style="list-style-type: none"> Equipment which impacts on the dog's welfare. Incorrect fitting and conditioning information provided.
Resources	<ul style="list-style-type: none"> ADAPTIL. Mats, Chew toys, chews and treats available for clients. Information provided post class (handout/video). 	<ul style="list-style-type: none"> Chairs, mats, water bowls, screens available. Client encouraged to bring chews, chew toys & treats. 	<ul style="list-style-type: none"> No provision of chew toys, treats, chairs, mats, water bowls, screens. 	<ul style="list-style-type: none"> Overly high value items. Damaged equipment.
Dog Free Classes	<ul style="list-style-type: none"> Peer reviewed videos (to show clients). Handouts that are updated each 6-12 months. 	<ul style="list-style-type: none"> Handouts. Client profiles. Current vaccination certificate. 	<ul style="list-style-type: none"> No profiles. No vaccination. 	<ul style="list-style-type: none"> No client support.
Class Sizes	<ul style="list-style-type: none"> Maximum 4 dogs per trainer. 	<ul style="list-style-type: none"> 5-6 dogs per trainer. 7-8 dogs per trainer plus one assistant. 	<ul style="list-style-type: none"> 7-8 dogs per trainer. 9-10 dogs with one trainer plus one assistant. 	<ul style="list-style-type: none"> More than 8 dogs with one trainer. More than 10 dogs with one trainer plus one assistant.
Venue	<ul style="list-style-type: none"> Secure fenced outdoor venue with indoor access where required. 	<ul style="list-style-type: none"> Clean and safe venue. 	<ul style="list-style-type: none"> Outdoors where unvaccinated dogs have access. 	<ul style="list-style-type: none"> Dirty unsafe environment or public space.

Delta Institute Best Practice

	<ul style="list-style-type: none"> • Nonpublic venue. 			
Space	<ul style="list-style-type: none"> • Individual assessment of client needs conducted. • Indoor venue of greater than required size. 	<ul style="list-style-type: none"> • Appropriate space to ensure minimal stress for dogs. 	<ul style="list-style-type: none"> • Stress inducing i.e. too small for class numbers. 	<ul style="list-style-type: none"> • Dangerous.



Delta Institute Best Practice

Member Support				
This is all about members working together to promote the DI and its members.				
Critical Component	Gold Standard	Acceptable	Unacceptable	Harmful
Networking	<ul style="list-style-type: none"> Run or lead conversations on all platforms. Proactive linking with external or likeminded organisations and individuals. 	<ul style="list-style-type: none"> Participating in webinars, conferences, events etc. Participating in opportunities offered. 	<ul style="list-style-type: none"> Lack of active participation. Not supporting other members. 	<ul style="list-style-type: none"> Inappropriate or harmful participation between members. Networking/partnering with individuals or organisations who are not like minded re Delta practices and methods.
Professional Practice Standards	<ul style="list-style-type: none"> Participation in the creation or advancement of the Delta Code of Ethics 	<ul style="list-style-type: none"> Following DI Code of Ethics & Best Practice. Cert IV. 	<ul style="list-style-type: none"> Following ethics incompatible with code. 	<ul style="list-style-type: none"> Following ethics incompatible with code that causes stress to dogs or humans.
DI Best Practice Standards	<ul style="list-style-type: none"> Participation in the creation or advancement of Delta Best Practice Standards. 	<ul style="list-style-type: none"> Following standards. 	<ul style="list-style-type: none"> Not adhering to DI Best Practice Standards. 	<ul style="list-style-type: none"> Using methods incompatible with DI standards.
Resources, including webinars, handouts, mentoring etc.	<ul style="list-style-type: none"> Member participation in creation of resources 	<ul style="list-style-type: none"> Utilizing DI resources. 	<ul style="list-style-type: none"> Not using DI resources. 	<ul style="list-style-type: none"> Using inappropriate resources. Using other people's resources without credit.
Promotion	<ul style="list-style-type: none"> Using other opportunities to promote DI more widely. 	<ul style="list-style-type: none"> Members creating or responding to opportunities to promote DI in their own network. 	<ul style="list-style-type: none"> Passive – no promotion or participation in activities for DI. 	<ul style="list-style-type: none"> Public criticism of DI. Promotion of incompatible methods or practices.

Delta Institute Best Practice

The DI Philosophy				
This is all about our guiding principles for behaviour.				
Critical Component	Gold Standard	Acceptable	Unacceptable	Harmful
Philosophy	<i>Seek first to understand then to be understood – Stephen Covey.</i>			
Ethics	<ul style="list-style-type: none"> Enhance human animal bond with positive reinforcement. Dog advocacy through outreach (councils, vets, media, schools). 	<ul style="list-style-type: none"> Do no harm to humans or animals. Be morally and ethically sound; consider specific context and individual needs. 	<ul style="list-style-type: none"> Follow the formula without considering specific context or needs. 	<ul style="list-style-type: none"> Aversive methods. Inhumane behaviour.
Methods	<ul style="list-style-type: none"> Peer reviewed, tested, the latest. 	<ul style="list-style-type: none"> Science based research. 	<ul style="list-style-type: none"> Outdated studies. Anecdotal evidence. 	<ul style="list-style-type: none"> Use of forceful dominance based methods.
Conducting Business	Strive for excellence by: <ul style="list-style-type: none"> suggesting improvements. be willing to change. open to ideas. adding value. reviewing. 	<ul style="list-style-type: none"> Professional and follow DI Best Practice and Code of Ethics guidelines consistently. Belief in 'the whole is greater than the sum of its parts'. This means the collective is better than individuals working on their own. i.e. input from our team not top down. 	<ul style="list-style-type: none"> Not complying with Best Practice. Giving diagnostic advice to clients. 	<ul style="list-style-type: none"> Unprofessional. Giving medication advice to clients.