

TRAINING PACKAGE IN VETERINARY NURSING

RUV 98

The Training Package for Veterinary Nursing was endorsed by the National Training Framework Committee in July 1998.

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VETERINARY NURSING TRAINING PACKAGE RUV 98

CONTENTS

This document is comprised of:

SECTION 1

This section describes the general conditions for the application of:

NATIONAL COMPETENCY STANDARDS (overview)

ASSESSMENT GUIDELINES and **NATIONAL QUALIFICATIONS**

as endorsed by National Training Framework Committee of the Australian National Training Authority.

SECTION 2

This section contains the
NATIONAL COMPETENCY STANDARD
for

➤ **VETERINARY NURSING** ◀

including Assessment Guide and relevant National Qualification

SECTION 1

NATIONAL COMPETENCY STANDARDS (OVERVIEW)

ASSESSMENT GUIDELINES

QUALIFICATIONS

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PART 1

INTRODUCTION

1 INTRODUCTION

This Training Package is based on:

1. The national competency standards for the Veterinary Nursing Industry which were originally endorsed in June 1996 and have been reviewed and updated for this Training Package.
2. The national Agriculture and Horticulture Assessment Policy guidelines which were endorsed by the industry in 1997 and have been modified for the purpose of this endorsed component in accordance with the Draft Australian Recognition Framework paper. The Veterinary Nursing Industry has also embraced these Policy Guidelines.
3. The national qualifications for the industry, which reflect the Australian Qualifications Framework (AQF) levels and titles.

Endorsed components of the Training Package

National Competency Standards

The current package is the result of a total review and enhancement of all the units, evidence guides and assessment information for the Veterinary Nursing Industry competency standards. The new requirements for evidence guides have been incorporated and provided in two parts for each unit: an Evidence Guide and an Assessment Guide. The higher level units which include managerial functions and four specialisations have now been developed.

The scope of the competency standards in this Training Package is described in Part 2, Competency Standards.

Assessment Guidelines

The Industry's Assessment Guidelines describe the industry-wide approach to assessment, the industry requirements for the qualifications of assessors, and examples of assessment material. (See Part 3: Assessment Guidelines)

National Qualifications

National Qualifications in Veterinary Nursing will be Certificate II and III in Animal Studies, Certificate IV and Diploma in Veterinary Nursing and specialised qualifications. Units of competency which will form these qualifications are a combination of veterinary nursing core units at each level and specialisations.

The packaging also allows for the qualifications to be applicable nationally across all

regions, and caters for the varying workplace contexts of veterinary nursing (see Part 4, Qualifications).

Non-endorsed components of the Training Package

The non-endorsed components will consist of:

- Learning Guides
- A Career Guide
- Competency Record Book
- A Trainer's Guide

See Part 5, Non-endorsed components.

2 SCOPE OF THE TRAINING PACKAGE

The list of units of competency reflects the extent of the Veterinary Nursing Industry. All units are available for national qualifications to meet employment or other needs.

3 NEW APPRENTICESHIPS

New Apprenticeships, which involve paid work and structured training, are underpinned by a training agreement which is registered with the relevant State/Territory Training Authority, and lead to a nationally recognised qualification have the potential to be pathways for all qualifications identified in the Package.

They can cover full or part-time work and the part-time arrangements will also be available to school students.

At the time of publication there were no Traineeships for Veterinary Nursing. However Traineeships are expected to become a new and vital element in the process of providing quality training for Veterinary Nurses. VET in Schools is also expected to provide a fruitful recruiting ground for prospective veterinary nurses. Concerted promotion and marketing of these opportunities will commence following endorsement of this Training Package and will aim at alerting employers and prospective trainees to new opportunities for structured learning.

A national partnership structure has been in place in the Veterinary Nursing Industry for some years in the form of the National Industry Advisory Group (NIAG). This body consists of representatives from the Australian Veterinary Association, Veterinary Nurses Association of Australia and training providers. This body will continue to provide an important focus for local partnerships in training. This combination of employers and employees committed to the concept of the Training Package will play a vital role in the furtherance of New Apprenticeship opportunities.

PART 2

COMPETENCY STANDARDS

1 CONTENT QUALITY

Coverage

The industry coverage of the Veterinary Nursing Training Package is described by the following functions:

- **reception and administration**
- **veterinary medical nursing - including investigative procedures**
- **veterinary surgical nursing**
- **general cleaning and hygiene**
- **technical maintenance**
- **extended veterinary surgical nursing**
- **extended veterinary dental nursing**
- **extended critical care and emergency veterinary nursing**
- **veterinary nursing management**

The content of the national competency standards coverage is the result of thorough methodology to establish the industry's functions in outcome terms. This process has produced standards that:

- reflect the needs of the industry
- are representative of the way work is done in the workplace
- describe work outcomes comprehensively and holistically
- are written in sufficiently broad terms to allow for different pathways to achievement of outcomes; are flexible enough to be used by a variety of employers; and are relevant nationally
- avoid bias and any form of discrimination in the industry, both in terms of language within the standards and in the methodology of information gathering from representative focus groups
- are forward looking in terms of future needs of the industry

Components

The Veterinary Nursing Industry competency standards have been written in outcome terms and describe the functions required in the workplace. The standards are written around the

principle of the four components of competency:

- the ability to perform the required tasks
- the management of those tasks within the whole job
- the capacity to respond appropriately to workplace irregularities and contingencies
- the ability to meet the broader responsibilities and communication needs of the whole job or role.

Underpinning skills and knowledge

Underpinning skills and knowledge required for the units of competency are highlighted in the Evidence Guides and provided for in the assessment guideline material.

Attitudes and values

Attitudes and values and in particular reference to ‘work ethic’ have been considered from the beginning of the Veterinary Nursing standards development.

The incorporation of the Key Competencies throughout the standards documents and units such as RUV VEN206 A ‘Communicate in the workplace’ and RUV VEN208 A ‘Plan daily work routines’ contain or imply the personal pride and presentation ethic. These issues have been consistently considered for inclusion in industry outcomes.

Key Competencies

The Key Competencies have been identified where relevant at their three levels in all the units of competency. An explanation of the Key Competencies is presented within the Competency Standards documentation.

Language, Literacy and Numeracy Competencies

In the formulation of units of competency within this package care has been taken to ensure that exaggerated requirements for language, literacy and numeracy skills do not bar access to learning or assessment. Similarly the industry expects that training providers will not demand unnecessary levels of language, literacy and numeracy in training for competency standards.

This approach is pertinent for all sections of the community, including those persons of non-English speaking background, and Aboriginal and Torres Strait Islander people.

The Trainers Guide being developed as part of the non-endorsed component of this Package will provide guidance and encouragement to trainers (be they RTOs or employers) to deal

with impediments to continuance of learning at the time they arise so that improvements in language, literacy and numeracy levels are incorporated within training sessions.

The incorporation of language, literacy and numeracy competencies into the Agriculture standards is currently under consideration as a pilot for a wider project to identify the best means of incorporation of such competencies generally into national standards including those for Veterinary Nursing.

Occupational Health and Safety Competencies

All the competency standards have been enhanced to include Occupational Health and Safety (OH&S) provisions wherever they apply.

Licensing

Licensing in the Veterinary Nursing Industry is specified under State and Territory Drug and Health Acts. Only in Western Australia are Veterinary Nurses registered under the provisions of the Veterinary Surgeons Act.

Incorporation of other standards in the Veterinary Nursing Industry

Use of other industry or cross-industry standards in the development of the Veterinary Nursing competency standards has been limited to the Competency Standards for Assessment and the Workplace Trainer Category 1.

2 CUSTOMISATION OF COMPETENCY STANDARDS

The following guideline illustrates the principle on which customisation may be based:

- Customisation is appropriate where changes to a unit are made only in the Range of Variables. This may be additions to provide for differing contextual needs, or different terminology for use in a region. No changes are to be permitted to the unit title, elements, performance criteria, evidence or assessment guides because such changes would alter the nature of the unit.
- Proposals for Customisation will be referred to the RTCA in order to maintain quality and consistency in the industry's customisation practice.

PART 3

ASSESSMENT GUIDELINES

1 INTRODUCTION

In 1994 the Rural Industry considered the issue of competency based assessment by establishing a national policy and administrative procedures for the introduction of an assessment system in each State and Territory. The policy and structures for competency based assessment were tested during a series of industry pilots from 1995 - 1996 and the draft policy was widely circulated to interested parties including State Training Agencies for comment. The national industry policy statement on assessment was subsequently published: *Workplace Assessment in the Agriculture, Production & Amenity Horticultural Industries - Policy and Administration manual; Rural Training Council of Australia; February 1997*. This policy was subsequently adopted by the Veterinary Nursing industry.

This policy document is the definitive statement on workplace assessment for the industry. The policy is subject to periodic review by the RTCA and State/Territory Rural ITABs to keep abreast of developing practices and implementation issues.

To comply with National Training Framework Committee (NTFC) guidelines, the way in which this policy is reflected in the standards has been modified. Assessment criteria is incorporated in the evidence guide of each unit of competency.

Assessments against the units of competency in the Training Package will be carried out in accordance with the endorsed guidelines as described in this document. The guidelines describe the necessary qualifications for those conducting assessments and provide for those situations where more than one person may contribute to the assessment and where the required technical and assessment competencies may not all be held by any one person.

2 ASSESSMENT SYSTEM OVERVIEW

Benchmarks for assessment

Competency-based assessment is a process that measures an individual's skills and knowledge (competency) as defined in the national industry competency standards, and provides for formal recognition.

The benefits of competency-based assessment are as follows:

- assessment is based on credible evaluation against industry competency standards as they apply in the workplace,
- assessment is undertaken by qualified assessors.
- assessee receive recognition and credit into training programs which will reduce time off-the-job, and
- workplace assessment complements, but may be independent of, programs delivered by educational institutions.

The benchmarks for assessment are the units of competency described in the National Training Package for Veterinary Nursing

An Assessment Guide, designed to support the assessment process, is a mandatory component of each unit of competency.

The assessment criteria in the Assessment Guide endeavour to avoid being so prescriptive that they complicate the process, while maintaining sufficient control to ensure consistency and reliability.

In addition, special assessment requirements may be indicated where licensing is an issue and this information is included in the Assessment Guide of the units of competency.

Role of Registered Training Organisations

The Registered Training Organisation is registered by the State or Territory Training Authority to provide a range of training products and services associated with the delivery of training packages.

All assessment for national recognition purposes must be undertaken by, or auspiced through, a Registered Training Organisation.

Auspicing is a process through which a Registered Training Organisation authorises assessment to be carried out by industry or enterprises. Auspicing adds options to the manner in which industry may be engaged by Registered Training Organisations to assist in conducting assessment without lessening Registered Training Organisation responsibility.

The Registered Training Organisation must ensure that assessment is undertaken in accordance with:

- general principles of assessment
- specific requirements of the individual training package, and
- specified requirements of each Unit of Competence

and that:

- results are recorded, reported and securely maintained, and
- qualifications are issued and can be re-issued if necessary.

While competence must generally be demonstrated in the workplace, the Registered Training Organisation should offer a range of options for candidates wishing to demonstrate competence. This may include the use of such venues as:

- candidate's own workplace
- work placement sites
- New Apprentice's workplace
- simulated work conditions
- live work activities.

The RTO must ensure its assessors are qualified to plan, conduct and review assessment.

Assessment Pathways

National qualifications or Statements of Attainment awarded under the Australian Qualifications Framework are issued on the basis of successful completion of units of competency.

The Veterinary Industry is emphatic that trainees require workplace experience to develop the necessary competence. The context for assessment of competence is specified within each unit of competency.

The industry recognises multiple pathways to certification comprising:

- workplace experience
- life experience
- informal learning
- formal learning both on and off-the-job

The industry-recommended processes for the operation of an assessment (incorporating Recognition of Prior Learning) system provide for:

- the integration of skills, knowledge, attitudes and their practical application and demonstration
- the recognition of competency no matter how acquired
- consistent and accurate information about an individual's competency
- feedback to an individual about their skills and knowledge
- a method for individuals to be given fair recognition for the skills and knowledge they possess

- a base from which further training or skills acquisition may be undertaken
- information which contributes to the improvement of individual skill levels, and therefore to the skill levels of the industry as a whole

Assessment pathways that would **not** be acceptable include situations where:

- **national competency standards are not used as the basis for assessment**
- **on-job activities/experience/assessment are not taken into account**

3 ASSESSMENT REQUIREMENTS

These requirements will be monitored through the ARF registration of training organisations when they demonstrate that they meet the criteria for assessment set out in the Training Package.

GRADED ASSESSMENT

The Industry has determined that the assessment of competency is not to be graded in Veterinary Nursing.

ASSESSOR QUALIFICATIONS

Assessments against the units of competency in the Training Package will be carried out in accordance with the endorsed guidelines as described in this document. The guidelines describe the necessary qualifications for those conducting assessments and provide for those situations where more than one person may contribute to the assessment and where the required technical and assessment competencies may not all be held by any one person.

- Assessors must be qualified against the Competency Standards for Assessment. As a minimum, the units:
- Conduct Assessment in Accordance with an Established Assessment Procedure; and
- Plan and Review Assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package.

- Only qualified assessors, individually or as part of a team, engaged or auspiced by a Registered Training Organisation are able to assess a person against units of competency.
- Under certain circumstances special endorsement of an assessor may be required due to licensing requirements. eg. Acts of Veterinary Science as defined by state legislation.

ROLE OF THE ASSESSOR

Qualified assessors must ensure assessment is:

- | | |
|------------|-------------|
| • Reliable | • Flexible |
| • Fair | • Valid |
| • Valid. | • Authentic |

To be **reliable**, the assessment methods and procedures must ensure that competency standards are applied consistently.

To be **flexible**, assessment should be able to take place on-the-job, off-the-job, or in combinations of both or in accordance with the 'Assessment Guide' incorporated within each unit of competency.

To be **fair**, the assessment must not advantage or disadvantage any particular group of candidates.

To be **valid**, assessment must assess what it claims to assess, so sufficient evidence must be collected from authentic sources and locations.

To be **authentic**, there must be proof that the person being assessed and who is providing the evidence, is the person who will be credited with the competency.

Assessment covers the full scope of competencies, namely

- Task skills performance of individual tasks
- Task management skills managing a number of different tasks within the job
- Task contingency skills responding to problems, breakdowns and changes of routine
- Task/job/role environment skills dealing with the responsibilities and expectations of the workplace

INDIVIDUAL ASSESSMENT

Assessment may be carried out by an individual as follows:

- Qualified Assessor who is a Technical Expert
A professional assessor who is also expert in the field of competency is qualified to undertake assessment.
- Technical Expert who is a Qualified Assessor
An expert in the field of competency who has in addition qualifications as an assessor can conduct the assessment.

THE POWER OF AUSPICING

The Registered Training Organisation and the assessor may use the concept of auspicings to expand their ability to undertake the assessment role.

Instances will exist in which the individual assessor may not hold the full range of technical skills needed to authenticate assessment. Similarly, instances will exist in which a candidate must be assessed at a remote site or at an inconvenient time.

In these cases, partnerships and assessment teams can be used to ensure the standard of assessment is upheld.

However: **No assessment can be reliable and valid if it has not involved:**

- **the active participation of a person with proven skills at least at the level and in the field of the competency being assessed, and**
- **a qualified assessor**

Below are listed some examples of partnerships and teams that could undertake assessment.

Assessor/Technical Expert Partnership

A qualified assessor and expert in the field of competence may combine, either on a single site or on separate sites, to conduct assessment of a candidate under defined and agreed arrangements.

Assessor/Supervisor Partnership

A qualified assessor and the supervisor, who holds relevant skills at least up to the level being assessed, can combine on one site or at separate sites to conduct an assessment under defined and agreed arrangements.

Assessor/Technical Expert/Supervisor Team

A qualified assessor, a technical expert and a supervisor can combine in a team to ensure assessment is conducted and validated under defined and agreed arrangements.

In the last example, the supervisor ensures the authenticity, the expert the validity, the assessor the fairness; while all combine to create flexibility and guarantee reliability.

PROCESS QUALITY

Assessment Tools will be contained in the Trainer's Guide section of the non-endorsed component of this Training Package. Learning Guides developed for the Training Package will contain a copy of the relevant competency standard.

Components of assessment materials

The following components will be included in the Assessment Tools:

1. plain English explanation of the objectives of Training Packages and competency standards
2. explanation of AQF levels in specific relation to competency based assessment
3. explanation of workplace assessor aims, responsibilities and links with Registered Training Organisations
4. information for the assessor about the scope of assessment and the conditions and procedures for preparing, conducting and reviewing the assessment
5. "simple to follow" directions outlining the requirements and conditions for conducting assessment against the unit of competency
6. provision for self-evaluation for assesseees as a means of preparation for formal assessment. An Assessment Panel can provide a cost-effective way of reducing the level of on-the-ground assessment. This panel system was extensively and successfully trialed in 1995-96

Collecting evidence

- The 'Assessment Guide' in each unit of competency and Assessment Tools will provide a methodology for gathering evidence.
- A variety of assessment methods should be used in the process of establishing competency to ensure assessment is not narrowly based on tasks but embraces all aspects of work performance in an holistic, integrated approach (see - Section 5 'Guidelines for Conducting Assessment').
- Evidence gathering methods are to be appropriate to the context, the assessee and the assessor.
- Assessors will be expected to ensure the scope of assessment covers the broad range (as defined in the Range of Variables) of equipment, facilities and working conditions appropriate to a viable, functioning enterprise which is typical of the region in which the assessment takes place.
- Collection of evidence over an extended period.
- A combination of timeframes can be used with some evidence being collected over time and some being completed with a short term interaction between an assessor and the assessee.
- The unit of competency being assessed must be performed consistently and not in the form of a one-off test.
- Employers, learners and assessors will each need to have access to the industry competency standards and are to be encouraged to use the assessment materials and self evaluation guides developed as part of the non-endorsed component of this Training Package.

4 GUIDELINES FOR CONDUCTING ASSESSMENT

Process for conducting assessment within institution and workplace contexts

The processes for conducting assessment are detailed in the 'Assessment Guide' for each unit of competency and are supplemented by the assessment materials described in Section 3 above.

Where a unit of competency is to be assessed is stated in the 'Assessment Guide' for each unit. Where competency is best demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions the environment which 'reproduces' must effectively simulate all the conditions encountered in practical application of this competency to the level required in employment.

Principles of Assessment

There are a number of assessment principles that have been adopted ‘in principle’ by the Ministers of Vocational Education and Training and underpin all assessment within Training Packages. These are:

- 1 Endorsed industry standards form the basis of qualifications in the vocational education and training sector;
- 2 Endorsed industry standards are the benchmarks for assessment;
- 3 Assessment conducted for the purposes of national recognition should lead to a part or full qualification under the Australian Qualifications Framework;
- 4 Assessment should be undertaken by, or auspiced through, a Registered Training Organisation;
- 5 Assessment for national recognition purposes shall be conducted within a quality assurance framework;
- 6 Responsibility for assessment resides with the body that issues the qualification under the Australian Qualifications Framework;
- 7 Assessment processes shall be valid, reliable, flexible and fair;
- 8 Assessment systems must incorporate mechanisms for recording, storing and accessing assessment outcomes;
- 9 Assessment reporting systems should indicate the units of competency that the individual has attained;
- 10 Assessment systems should incorporate ongoing monitoring and review processes, and
- 11 Assessment processes shall provide for the recognition of current competencies regardless of where these have been acquired.

In the Veterinary Nursing Industry the accepted national policy on workplace assessment outlines that summative assessment is essentially a process of evaluation of presented evidence.

The type and scope of evidence is outlined for each unit of competency. Examples of evidence can include:

- work reports;
- signed statements of practical experience undertaken;
- references and testimonials;
- training programs attended (statements of completion);
- industry certificates or citations;
- video and audio tapes used or produced;
- photographs or videos of workmanship;
- written reports completed;
- details of projects undertaken; and/or
- self-evaluation, supported by documentary evidence.

Providers who conduct training programs will generally be assessing learner progress on a formative basis and have access to a full range of assessment options. These can include such methods as:

- exams and challenge tests;
- assignments;
- practicals, observations and demonstrations;
- checklists of skills and knowledge;
- case studies analysis and reports; and/or
- role plays.

Assessment situations will vary depending on the skill to be assessed and could include:

- Practical demonstration by the individual assessee in the workplace
- Assignments for assessment and feedback by mail
- A number of learners at one central location

Off-the-job Assessment

- Assesseees must apply knowledge and skills in a workplace setting, not singularly on satisfactory achievement of a written or practical test.
- To indicate that a person is competent by definition means that they have satisfied all the performance criteria of a designated unit of competency.

On-the-job Assessment

- On-the-job assessment is to be carried out in accordance with these Guidelines and the Assessment Guide in each unit of competency.

Integrating On and Off-the-job Assessment or Training

The link between on and off-job training and assessment is structured within the Veterinary Nursing Industry. On-job training and assessment are linked as learning occurs in the workplace and is recorded for the purposes of evidence towards subsequent assessment. An employer who is providing on-job training will not necessarily be a registered assessor, but will need to understand the links between the training being provided and the ongoing assessment that is part of the same activity and that will subsequently feed into the formal assessment system. The structured integration of on and off-the-job training is also crucial to ensure holistic competency outcomes that can be assessed against the units of competency.

As the on-job training and assistance in assessment is usually performed by an industry person, the integration of on and off-the-job training and assessment can be viewed as a partnership between Registered Training Organisations and industry. Close cooperation is required to determine the division of responsibility and contribution.

5 APPEAL AND REASSESSMENT PROCESS

The industry recommends that the process to be followed by Registered Training Organisations and State/Territory Authorities who are responsible for the appeal process should take account of licensing requirements in this sector and follow the process detailed below.

If the assessee is dissatisfied with the assessment received, they can request a second assessment. Such a request should be made within seven days following receipt of the assessment result and sent to the Registered Training Organisation responsible for the assessment.

The appeal, will be directed to the Registered Training Organisation. After checking the validity of the appeal, the Registered Training Organisation will:

- convene an appeal panel.
- advise the assessee and assessor of the date, time and location of the appeal hearing and invite the assessee to provide any additional evidence they may wish to present in support of the appeal.
- advise appellant of the result of the hearing as quickly as possible – the appeal will either be dismissed, upheld and competency confirmed or subject to re-assessment.

In the event that the appellant is -dissatisfied with the appeal process, or if no response to their initial appeal has been received, the appellant should refer their concerns in writing to the relevant State or Territory Training Authority.

In all cases the appeals process will be:

- formal and impartial
- clearly defined and explained to the assessee
- known to assessors and assessee before assessment takes place.

6 SOURCES OF INFORMATION ON ASSESSMENT

1. Organisations

National Industry Training Advisory Body

Rural Training Council of Australia
 PO Box E10
 KINGSTON ACT 2604
 e-mail rtcaexof@enternet.com.au
 Web site: www.rtca.farmwide.com.au
 Executive Officer – Ian McFarlane; Project Officer – Glennys Leyne

Telephone: 02 6273 2514
 fax: 02 6273 4811

State/Territory Industry Training Advisory Bodies

Rural Industries Training Advisory Board (Northern Territory)
 GPO Box 4584
 DARWIN NT 0801
 e-mail: ntrural@ais.net.au
 Executive Officer: Brian Munro

Telephone: 08 8981 0066
 fax: 08 8981 0060

Queensland Rural Industry Training Council Inc.
 GPO Box 3128
 SOUTH BRISBANE QLD 4101
 e-mail: qritc@powerup.com.au
 Executive Officer: David Moore

Telephone: 07 3844 7284
 fax: 07 3844 7260

Primary Skills Victoria
 PO Box 3067
 NORTH BURNLEY VIC 3121
 E-mail: vpitb@vicnet.net.au
 Executive Officer: David Nelson

Telephone: 03 9428 9811
 fax: 03 9428 9931
 Web site: <http://home.vicnet.net.au/~vpitb>

Primary Industry Training Advisory Board - NSW
 Level 8 1 Bligh Street
 SYDNEY NSW 2000
 E-mail: nswpitab@ozemail.com.au
 Executive Officer: Paul Comyn

Telephone: 02 9251 1700
 fax: 02 9231 5249

Tasmanian Rural Industry Training Board Inc.
 PO Box 193
 LAUNCESTON TAS 7250
 E-mail: tritb@vision.net.au
 Executive Officer: S R (Zich) Zichy-Woinarski

Telephone: 03 6331 2131
 fax: 03 6331 4344

Agriculture & Horticulture Training Council of South Australia Inc.
 Unit 9
 9-13 Market Street
 ADELAIDE SA 5001
 E-mail: ahtcsa@mail.enternet.com.au
 Executive Officer: Garth Polkinghorne

Telephone: 08 8212 8822
 fax: 08 8212 8266

Western Australia Primary Industries Training Council
 PO Box 157
 FORRESTFIELD WA 6058
 E-mail: wapitc@mail.enternet.com.au
 Executive Officer: Elizabeth Cheong

Telephone: 08 9359 4000
 fax: 08 9359 4007

Other information sources

The Australian Veterinary Association Ltd (AVA)
 134-136 Hampden Road
 ARTARMON NSW 2064

Telephone: 02 9411 2733
 Fax: 02 9411 5089

The Veterinary Nurses Council of Australia (VNCA)
 PO Box 2233
 NORTH RINGWOOD VIC 3134

Telephone/Fax: 03 9876 2133

National Industry Advisory Group (NIAG)
 Refer either The Australian Veterinary Association Ltd (AVA) or
 The Veterinary Nurses Council of Australia (VNCA)

Australian National Training Authority (ANTA)
 AMP Place 10 Eagle St
 BRISBANE QLD 4001

Telephone: 07 3426 2300
 fax: 07 3246 2490

Assessor Training

National Assessor and Workplace Trainers Body
 PO Box 2164
 Clovelly NSW 2031
 Telephone: 02 9665 0549
 fax: 02 9664 2305

2. TRAINING PRODUCTS

Rural Training Council of Australia Inc.
 PO Box E10
 KINGSTON ACT 2604
 Telephone: 02 6273 2514
 fax: 02 6273 4811
 e-mail: rtcaexof@enternet.com.au

Australian Training Products Ltd (ATP)
 Level 5 321 Exhibition St Melbourne VIC 3000
 GPO Box 5347BB Melbourne VIC 3001
 Telephone: 03 9630 9836 or 03 9630 9837
 fax: 03 9639 4684

3. RESOURCES

National Policy for Workplace Assessment in the Agricultural, Production and Amenity Horticultural Industries; Rural Training Council of Australia; Canberra 1997

Competency Standards for Assessment; ANTA / National Assessors and Workplace Trainers Body; ANTA 1995

A guide to the Competency Standards for Assessment; ANTA / National Assessors and Workplace Trainers Body; ANTA 1997

Assessment Technical Manual; Hagar, Paul; Athanasou, James; Gonezi, Andrew; DEETYA; Australian Government Publishing Service; Canberra 1994

Assessment Practical Guide; Rumsey, David; DEETYA; Australian Government Publishing Service; Canberra 1994

Assessment System Design; Toop, Leigh; Gibb, Jennifer; Worsnop, Percy; DEETYA; Australian Government Publishing Service; Canberra 1994

Objectives for Instruction and Evaluation; Kibler R J; Allyn & Bacon

National Competency Standards; Rural Training Council of Australia; contact 02 6273 2514 for complete list

National Assessment Materials; Rural Training Council of Australia; contact 02 6273 2514 (under development)

Guidelines for the Development of National Industry Competency Standards in the Agriculture, Horticulture and Related Industries; Rural Training Council of Australia; contact 02 6273 2514

Assessor training

Train to Gain; vide/ workbook package and learning guide - Category 1 Workplace Trainer; RTCA; 1997

“*How’re you going*”; video and workbook package - Workplace Evaluator; RTCA (under development)

Registered Training Providers of Assessment and Workplace Training; National Assessors and Workplace Trainers Body (see Other Information Sources).

7 GLOSSARY

Appeal

An integral process of the assessment system which allows a person who has been assessed to dispute an assessment result and to have an opportunity for further assessment.

Assessment

The process of gathering evidence about competency and making a judgement about whether or not competency has been achieved.

Assessment context

This is the environment in which the assessment will be carried out. This will include physical and operational factors, the assessment system within which assessment is carried out, opportunities for gathering evidence in a number of situations, the purpose of the assessment, who carries out the assessment and the period of time during which assessment takes place.

Assessment Guide

A part of the 'evidence guide' for each unit of competency. This is designed to support the assessment process.

Assessment Guidelines

An endorsed component of the Training Packages which sets out mechanisms within an industry for valid, reliable and flexible assessment of competency against national standards. In the Rural Industry this national policy underpins the assessment guidelines.

Assessment records

The results of assessment can be the basis for issuing of certificates and qualifications as well as being valuable employment and skills records. Record keeping systems are established as part of the assessment system and must comply with organisational procedures and national and legislative requirements.

Assessment system

A structured process developed to ensure that assessment decisions made across a range of individuals, assessors and situations are consistent, fair and valid. There must be guidelines for its operation, competent assessors and appropriate records (refer national policy and administrative guidelines in the rural industry). An assessment system needs regular review to ensure its currency and relevance.

Assessment materials

Mechanisms for gathering evidence. This can include direct questioning, direct observation of performance, skill tests, simulations, written tests, examination of finished products, reports from peers and supervisors. A variety of assessment methods should be used in the process of establishing competency.

Assessor

A person trained and recognised as being competent in terms of the Competency Standards for Assessment and who carries out assessment against competency standards. An assessor will be competent in the subject area being assessed or work with a subject expert.

Auspicing arrangements

Formal arrangements which enable Registered Training Organisations to provide recognition for the outcomes of assessments conducted by non-registered organisations. Such agreements specify the minimum quality assurance measures that must be met to ensure that the assessment outcome will be recognised by the Registered Training Organisation.

Cost effectiveness

While the assessment process needs to be a rigorous one, it must also be realistic in terms of cost. The gathering of evidence has distinct implications in terms of cost and it is the assessors skill and an appropriate assessment system which must balance the collection of sufficient evidence with the cost in terms of, for example, time and potential disruption to work.

Evidence

Information gathered through the use of a variety of assessment tools which will provide proof from which the assessor can make a judgement about competency. In most cases evidence is gathered from more than one source, in more than one situation and can have many forms. Direct evidence is observation of performance. Indirect evidence can include evaluation of products or services, simulations or skills tests, questioning or reports from others.

Evidence Guide

Part of a competency standard which sets out the range of information required to establish competency in the assessment process (see also Assessment Guide).

Fairness

A fair assessment will not disadvantage any person and will take into account special needs of the candidate. A genuine consultative approach to assessment and ensuring that the candidate understands the purpose of the assessment can help to establish fairness as can feedback and provision of opportunities for further training and practice. The assessment process must be fully understood, accessible and accepted.

Flexibility

Flexibility in assessment allows for assessment both on or off-the-job and at mutually convenient times and situations and provide for the recognition of competencies no matter how, where or when they have been acquired.

Integrated (holistic) assessment

An approach to assessment that covers multiple elements and / or units from relevant competency standards. The integrated approach attempts to combine knowledge, understanding, problem solving, technical skills, attitudes and ethics into assessment tasks.

Reliability

Refers to the consistency of the interpretation of evidence and the assessment outcome. To make reliable assessments assessors must be competent in terms of the assessor competency standards, have the relevant technical competencies or have access to a subject matter expert who can advise the assessor on the relevant vocational competencies at least to the level being assessed.

Self Evaluation (Assessment)

A process which allows a candidate to collect and provide evidence of their own performance against standards. This can be done with a competency record book or other record keeping mechanism and is verified by an assessor through observation and questioning and from the testimony of others (peers / supervisor).

Validity

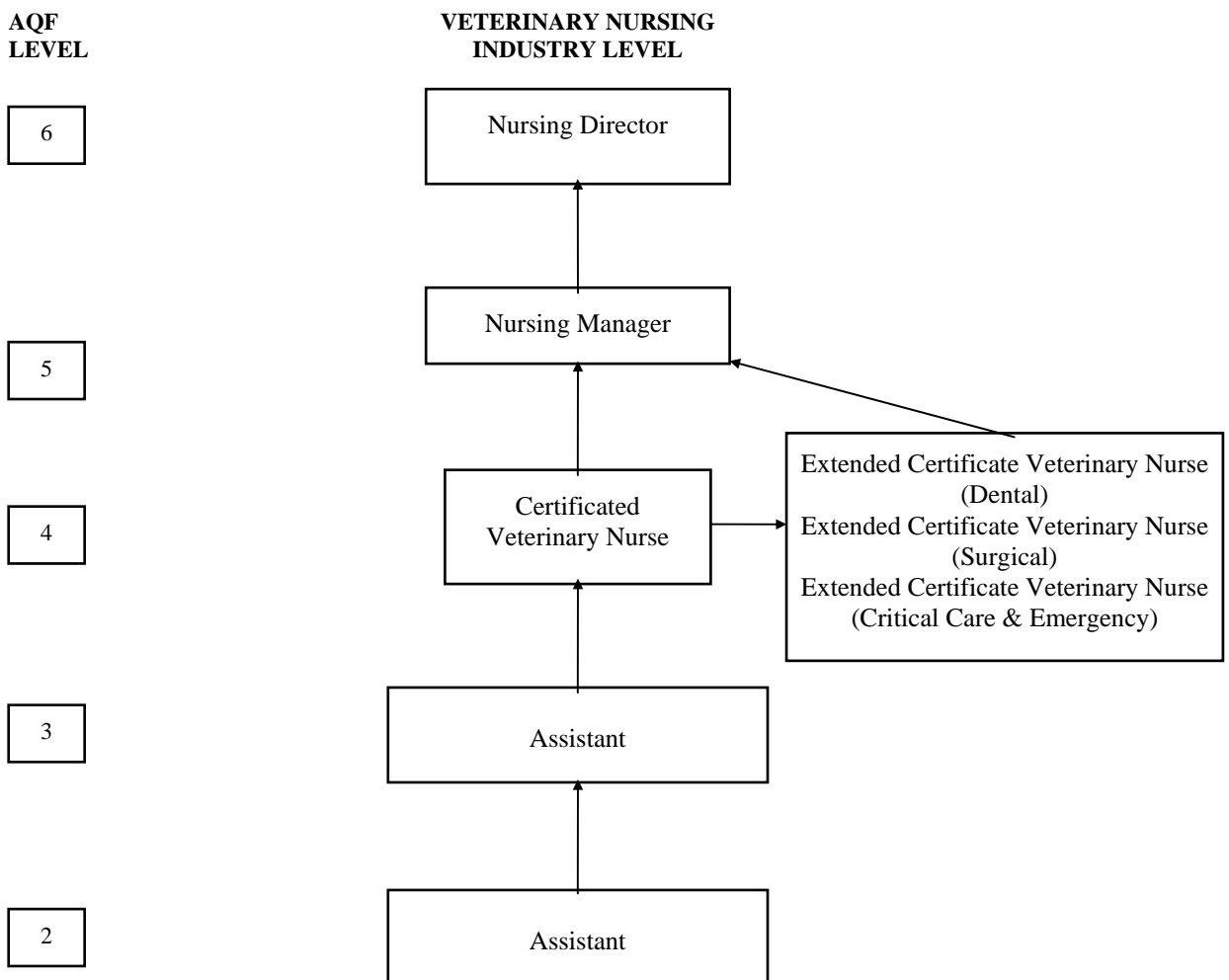
A valid assessment assesses what it claims to assess - evidence collected is relevant to the activity and demonstrates that the performance criteria have been met.

PART 4 QUALIFICATIONS

Introduction

The Veterinary Nursing Industry has packaged its competency standards into industry levels that align to the Australian Qualifications Framework (AQF). The qualifications and their titles reflect the levels of the AQF from Certificate II and III in Animal Studies to Certificate IV and Diploma of Veterinary Nursing. The qualifications are for the achievement of packages of units of competency derived from the competency standards.

1 CAREER PATH FOR THE VETERINARY NURSING INDUSTRY



- The industry employment levels noted here are those that would generally apply across the industry but recognise that whilst competencies can be achieved through experience they are generally achieved with a combination of formal training and on the job experience.
- Employees in this industry have the opportunity to advance along a career path as designated above. They also have the opportunity to progress to AQF Level 5 and beyond by achieving additional competencies in specialised areas of management through sales, training and advising areas.

2 TITLING

The national qualifications and AQF Levels are as follows:

National Qualification	AQF Level	National Code
Certificate II in Animal Studies	2	RUV 2 01 98
Certificate III in Animal Studies	3	RUV 3 01 98
Certificate IV in Veterinary Nursing	4	RUV 4 01 98
Certificate IV in Veterinary Nursing (Surgical)	4	RUV 4 02 98
Certificate IV in Veterinary Nursing (Dental)	4	RUV 4 03 98
Certificate IV in Veterinary Nursing (Critical Care and Emergency)	4	RUV 4 04 98
Diploma of Veterinary Nursing	5	RUV 5 01 98

There are three specialisations currently at AQF level 4: Dental, Surgical and Critical Care and Emergency.

3 PACKAGING OF UNITS OF COMPETENCY

The Veterinary Nursing Industry has considered the options for packaging outlined in the Best Practice Manual, which includes using core, specialisations, options or a combination of all these, and has developed a system that promotes consistency across the Industry.

There are three types of qualifications – Animal Studies, Veterinary Nursing and specialisations:

- **Animal Studies** qualifications commence at Certificate II, and continue to Certificate III.
- **Veterinary Nursing** qualifications. Certificate IV in Veterinary Nursing is gained after completion of Certificate III in Animal Studies. Diploma of Veterinary Nursing is designed for those persons otherwise carrying out a management function and can follow completion of Certificate IV in Veterinary Nursing.
- **Specialisations** are gained by achievement of the Certificate IV in Veterinary Nursing, the initial qualification as above, plus additional units of competency which cover the specialist functions

GAINING A QUALIFICATION

For a qualification in Veterinary Nursing the following rules apply:

Certificate II in Animal Studies (RUV 2 01 98)

Completion of the following units:

- RUV VEN201 A Carry out reception duties
- RUV VEN202 A Carry out daily clinic routines
- RUV VEN203 A Carry out surgery preparations
- RUV VEN204 A Follow occupational health & safety procedures
- RUV VEN205 A Use hazardous substances safely
- RUV VEN206 A Communicate in the workplace
- RUV VEN207 A Act to minimise emergencies and respond to a variety of situations
- RUV VEN208 A Plan daily work routines

Certificate III in Animal Studies (RUV 3 01 98)

Completion of Certificate II in Animal Studies (RUV 2 01 98) plus the following units:

- RUV VEN301 A Carry out patient admission and discharge
- RUV VEN302 A Apply radiographic routines
- RUV VEN303 A Apply clinic pathology support procedures
- RUV VEN304 A Provide clinic and administration support
- RUV VEN305 A Carry out surgical nursing routines
- RUV VEN306 A Provide animal care
- RUV VEN307 A Apply specific clinic routines

Certificate IV in Veterinary Nursing (RUV 4 01 98)

Completion of Certificate III in Animal Studies (RUV 3 01 98) plus the following units:

- RUV VEN401 A Apply haematology and blood chemistry tests, radiography and other test procedures
- RUV VEN402 A Coordinate theatre routines
- RUV VEN403 A Carry out nursing procedures for routine surgery
- RUV VEN404 A Implement clinic office routines
- RUV VEN405 A Provide specific animal care advice

Certificate IV in Veterinary Nursing (Surgical) (RUV 4 02 98)

Completion of Certificate III in Animal Studies plus (RUV 3 01 98) the following units:

- RUV VEN401 A Apply haematology and blood chemistry tests, radiography and other test procedures
- RUV VEN402 A Coordinate theatre routines
- RUV VEN403 A Carry out nursing procedures for routine surgery
- RUV VEN404 A Implement clinic office routines
- RUV VEN405 A Provide specific animal care advice
- RUV VEN406 A Carry out admission and discharge of patients undergoing specialised surgical procedure
- RUV VEN407 A Carry out specialised surgical nursing procedures
- RUV VEN408 A Facilitate/supervise operating theatre maintenance
- RUV VEN409 A Manage the maintenance of surgical clothing and instruments

Certificate IV in Veterinary Nursing (Dental) (RUV 4 03 98)

Completion of Certificate III in Animal Studies (RUV 3 01 98) plus the following units:

- RUV VEN401 A Apply haematology and blood chemistry tests, radiography and other test procedures
- RUV VEN402 A Coordinate theatre routines
- RUV VEN403 A Carry out nursing procedures for routine surgery
- RUV VEN404 A Implement clinic office routines
- RUV VEN405 A Provide specific animal care advice
- RUV VEN410 A Carry out admission and discharge of dental patients
- RUV VEN411 A Manage instrument and equipment maintenance
- RUV VEN412 A Produce oral cavity radiographs
- RUV VEN413 A Perform dental prophylaxis
- RUV VEN414 A Provide veterinary nursing support for dental surgery

Certificate IV in Veterinary Nursing (Critical Care and Emergency) (RUV 4 04 98)

Completion of Certificate III in Animal Studies (RUV 3 01 98) plus the following units:

- RUV VEN401 A Apply haematology and blood chemistry tests, radiography and other test procedures
- RUV VEN402 A Coordinate theatre routines
- RUV VEN403 A Carry out nursing procedures for routine surgery
- RUV VEN404 A Implement clinic office routines
- RUV VEN405 A Provide specific animal care advice
- RUV VEN415 A Carry out patient admission
- RUV VEN416 A Provide specific critical care nursing routines
- RUV VEN417 A Ensure a state of readiness is maintained by all staff
- RUV VEN418 A Implement patient discharge routines

Diploma of Veterinary Nursing (RUV 5 01 98)

Completion of Certificate IV in Veterinary Nursing plus the following units:

- RUV VEN501 A Prepare and organise implementation of clinic policies
- RUV VEN502 A Prepare and implement animal care education systems
- RUV VEN503 A Implement practice promotion policies
- RUV VEN504 A Delivery and review training
- RUV VEN505 A Organise human resources

4 ISSUING OF QUALIFICATIONS

Persons who have been assessed as having satisfied one or more units of competency, are entitled to a Statement of Attainment for those units.

The accumulation of units of competency can result in the issuing of an AQF qualification according to the packaging set out in this document.

Qualifications will be issued by a Registered Training Organisation.

5 ALIGNMENT TO THE AQF

Units of competency for Veterinary Nursing have been aligned to qualifications in line with the Australian Qualification Framework.

Qualifications and Pathways

Certificate IV Veterinary Nurse is the basic qualification required for a person who is to provide competent support to a Veterinary Practice. Certificates II and III in Animal Studies are progressions towards this objective and do not have identifiable employment occupations.

New Apprenticeships should be targeted to the Certificate IV Veterinary Nurse outcome.

The qualified Veterinary Nurse has options for specialisations into Surgical, Dental or Critical Care and Emergency streams. With or without these specialisations the Veterinary Nurse can advance to a Diploma in Veterinary Nursing.

6 CUSTOMISATION OF QUALIFICATIONS

Most veterinary nurses deal with dogs, cats and horses. Other species nursed may include birds, fish, reptiles, food producing animals, exotic animals or wildlife.

Competence does not need to be demonstrated across the complete range of species but it does have to be demonstrated across the main species treated in the Veterinary Practice in which the competency is assessed.

To provide definitive evidence of the species to which the units of competence apply, these should be notated in the Competency Record Book under Industry Context.

Due to the structure of the qualifications in this industry the Veterinary Nursing National Industry Advisory Group (NIAG) is to be consulted before any customisation occurs.

7 NEW APPRENTICESHIPS

As indicated in Section A planning is underway to develop a Traineeship based on the endorsed competency standards, which will articulate into higher qualifications. Such entry level training does not vary from the industry requirements for qualifications.

PART 5

NON-ENDORSED COMPONENTS

Training Package resource material

This Training Package includes a range of materials to support training for the Qualifications in Veterinary Nursing at AQF Levels 1-5.

Within the context of the Guidelines, the industry has identified that the products which will meet its needs are:

- A Career Guide. This will be used for marketing, promotion, counselling, and informing employers and employees. It will include a summary of the units of competency and elements to enable people requesting workplace assessment to select the units on which they wish to be assessed.
- A Learning Guide for Units of Competency to assist learners to acquire the necessary knowledge, skills and attitudes to become competent in the workplace. These guides will lead learners - with or without workplace trainer, mentor or teacher support - through a sequence of steps leading to assessment. Available texts will be identified together with guidance for their use.
- A Trainer's Guide for workplace trainers, mentors, teachers, employers and anyone else involved in training or assessing learners. This will contain advice on industry perspectives on training for the sector, alternative learning and assessment methodologies, integrating off-job and on-job learning, dealing with special groups, and guidelines on qualifications for trainers and assessors.
- A Competency Record Book to provide a definitive record of learning for an individual. It will enable the recording of knowledge and skills required in both on-job and off-job situations, and contain work reports from employers and supervisors, statements of attainment, testimonials, references and other evidence of knowledge and skills.

The Veterinary Nursing Industry is committed to providing learning materials to support all qualifications within its coverage. The materials are designed to be applicable in a range of training circumstances.

SECTION 1

NATIONAL COMPETENCY STANDARDS (OVERVIEW)

ASSESSMENT GUIDELINES

QUALIFICATIONS

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PART 1

INTRODUCTION

1 INTRODUCTION

This Training Package is based on:

1. The national competency standards for the Veterinary Nursing Industry which were originally endorsed in June 1996 and have been reviewed and updated for this Training Package.
2. The national Agriculture and Horticulture Assessment Policy guidelines which were endorsed by the industry in 1997 and have been modified for the purpose of this endorsed component in accordance with the Draft Australian Recognition Framework paper. The Veterinary Nursing Industry has also embraced these Policy Guidelines.
3. The national qualifications for the industry, which reflect the Australian Qualifications Framework (AQF) levels and titles.

Endorsed components of the Training Package

National Competency Standards

The current package is the result of a total review and enhancement of all the units, evidence guides and assessment information for the Veterinary Nursing Industry competency standards. The new requirements for evidence guides have been incorporated and provided in two parts for each unit: an Evidence Guide and an Assessment Guide. The higher level units which include managerial functions and four specialisations have now been developed.

The scope of the competency standards in this Training Package is described in Part 2, Competency Standards.

Assessment Guidelines

The Industry's Assessment Guidelines describe the industry-wide approach to assessment, the industry requirements for the qualifications of assessors, and examples of assessment material. (See Part 3: Assessment Guidelines)

National Qualifications

National Qualifications in Veterinary Nursing will be Certificate II and III in Animal Studies, Certificate IV and Diploma in Veterinary Nursing and specialised qualifications. Units of competency which will form these qualifications are a combination of veterinary nursing core units at each level and specialisations.

The packaging also allows for the qualifications to be applicable nationally across all

regions, and caters for the varying workplace contexts of veterinary nursing (see Part 4, Qualifications).

Non-endorsed components of the Training Package

The non-endorsed components will consist of:

- Learning Guides
- A Career Guide
- Competency Record Book
- A Trainer's Guide

See Part 5, Non-endorsed components.

2 SCOPE OF THE TRAINING PACKAGE

The list of units of competency reflects the extent of the Veterinary Nursing Industry. All units are available for national qualifications to meet employment or other needs.

3 NEW APPRENTICESHIPS

New Apprenticeships, which involve paid work and structured training, are underpinned by a training agreement which is registered with the relevant State/Territory Training Authority, and lead to a nationally recognised qualification have the potential to be pathways for all qualifications identified in the Package.

They can cover full or part-time work and the part-time arrangements will also be available to school students.

At the time of publication there were no Traineeships for Veterinary Nursing. However Traineeships are expected to become a new and vital element in the process of providing quality training for Veterinary Nurses. VET in Schools is also expected to provide a fruitful recruiting ground for prospective veterinary nurses. Concerted promotion and marketing of these opportunities will commence following endorsement of this Training Package and will aim at alerting employers and prospective trainees to new opportunities for structured learning.

A national partnership structure has been in place in the Veterinary Nursing Industry for some years in the form of the National Industry Advisory Group (NIAG). This body consists of representatives from the Australian Veterinary Association, Veterinary Nurses Association of Australia and training providers. This body will continue to provide an important focus for local partnerships in training. This combination of employers and employees committed to the concept of the Training Package will play a vital role in the furtherance of New Apprenticeship opportunities.

PART 2

COMPETENCY STANDARDS

1 CONTENT QUALITY

Coverage

The industry coverage of the Veterinary Nursing Training Package is described by the following functions:

- **reception and administration**
- **veterinary medical nursing - including investigative procedures**
- **veterinary surgical nursing**
- **general cleaning and hygiene**
- **technical maintenance**
- **extended veterinary surgical nursing**
- **extended veterinary dental nursing**
- **extended critical care and emergency veterinary nursing**
- **veterinary nursing management**

The content of the national competency standards coverage is the result of thorough methodology to establish the industry's functions in outcome terms. This process has produced standards that:

- reflect the needs of the industry
- are representative of the way work is done in the workplace
- describe work outcomes comprehensively and holistically
- are written in sufficiently broad terms to allow for different pathways to achievement of outcomes; are flexible enough to be used by a variety of employers; and are relevant nationally
- avoid bias and any form of discrimination in the industry, both in terms of language within the standards and in the methodology of information gathering from representative focus groups
- are forward looking in terms of future needs of the industry

Components

The Veterinary Nursing Industry competency standards have been written in outcome terms and describe the functions required in the workplace. The standards are written around the

principle of the four components of competency:

- the ability to perform the required tasks
- the management of those tasks within the whole job
- the capacity to respond appropriately to workplace irregularities and contingencies
- the ability to meet the broader responsibilities and communication needs of the whole job or role.

Underpinning skills and knowledge

Underpinning skills and knowledge required for the units of competency are highlighted in the Evidence Guides and provided for in the assessment guideline material.

Attitudes and values

Attitudes and values and in particular reference to ‘work ethic’ have been considered from the beginning of the Veterinary Nursing standards development.

The incorporation of the Key Competencies throughout the standards documents and units such as RUV VEN206 A ‘Communicate in the workplace’ and RUV VEN208 A ‘Plan daily work routines’ contain or imply the personal pride and presentation ethic. These issues have been consistently considered for inclusion in industry outcomes.

Key Competencies

The Key Competencies have been identified where relevant at their three levels in all the units of competency. An explanation of the Key Competencies is presented within the Competency Standards documentation.

Language, Literacy and Numeracy Competencies

In the formulation of units of competency within this package care has been taken to ensure that exaggerated requirements for language, literacy and numeracy skills do not bar access to learning or assessment. Similarly the industry expects that training providers will not demand unnecessary levels of language, literacy and numeracy in training for competency standards.

This approach is pertinent for all sections of the community, including those persons of non-English speaking background, and Aboriginal and Torres Strait Islander people.

The Trainers Guide being developed as part of the non-endorsed component of this Package will provide guidance and encouragement to trainers (be they RTOs or employers) to deal

with impediments to continuance of learning at the time they arise so that improvements in language, literacy and numeracy levels are incorporated within training sessions.

The incorporation of language, literacy and numeracy competencies into the Agriculture standards is currently under consideration as a pilot for a wider project to identify the best means of incorporation of such competencies generally into national standards including those for Veterinary Nursing.

Occupational Health and Safety Competencies

All the competency standards have been enhanced to include Occupational Health and Safety (OH&S) provisions wherever they apply.

Licensing

Licensing in the Veterinary Nursing Industry is specified under State and Territory Drug and Health Acts. Only in Western Australia are Veterinary Nurses registered under the provisions of the Veterinary Surgeons Act.

Incorporation of other standards in the Veterinary Nursing Industry

Use of other industry or cross-industry standards in the development of the Veterinary Nursing competency standards has been limited to the Competency Standards for Assessment and the Workplace Trainer Category 1.

2 CUSTOMISATION OF COMPETENCY STANDARDS

The following guideline illustrates the principle on which customisation may be based:

- Customisation is appropriate where changes to a unit are made only in the Range of Variables. This may be additions to provide for differing contextual needs, or different terminology for use in a region. No changes are to be permitted to the unit title, elements, performance criteria, evidence or assessment guides because such changes would alter the nature of the unit.
- Proposals for Customisation will be referred to the RTCA in order to maintain quality and consistency in the industry's customisation practice.

PART 3

ASSESSMENT GUIDELINES

1 INTRODUCTION

In 1994 the Rural Industry considered the issue of competency based assessment by establishing a national policy and administrative procedures for the introduction of an assessment system in each State and Territory. The policy and structures for competency based assessment were tested during a series of industry pilots from 1995 - 1996 and the draft policy was widely circulated to interested parties including State Training Agencies for comment. The national industry policy statement on assessment was subsequently published: *Workplace Assessment in the Agriculture, Production & Amenity Horticultural Industries - Policy and Administration manual; Rural Training Council of Australia; February 1997*. This policy was subsequently adopted by the Veterinary Nursing industry.

This policy document is the definitive statement on workplace assessment for the industry. The policy is subject to periodic review by the RTCA and State/Territory Rural ITABs to keep abreast of developing practices and implementation issues.

To comply with National Training Framework Committee (NTFC) guidelines, the way in which this policy is reflected in the standards has been modified. Assessment criteria is incorporated in the evidence guide of each unit of competency.

Assessments against the units of competency in the Training Package will be carried out in accordance with the endorsed guidelines as described in this document. The guidelines describe the necessary qualifications for those conducting assessments and provide for those situations where more than one person may contribute to the assessment and where the required technical and assessment competencies may not all be held by any one person.

2 ASSESSMENT SYSTEM OVERVIEW

Benchmarks for assessment

Competency-based assessment is a process that measures an individual's skills and knowledge (competency) as defined in the national industry competency standards, and provides for formal recognition.

The benefits of competency-based assessment are as follows:

- assessment is based on credible evaluation against industry competency standards as they apply in the workplace,
- assessment is undertaken by qualified assessors.
- assessee receive recognition and credit into training programs which will reduce time off-the-job, and
- workplace assessment complements, but may be independent of, programs delivered by educational institutions.

The benchmarks for assessment are the units of competency described in the National Training Package for Veterinary Nursing

An Assessment Guide, designed to support the assessment process, is a mandatory component of each unit of competency.

The assessment criteria in the Assessment Guide endeavour to avoid being so prescriptive that they complicate the process, while maintaining sufficient control to ensure consistency and reliability.

In addition, special assessment requirements may be indicated where licensing is an issue and this information is included in the Assessment Guide of the units of competency.

Role of Registered Training Organisations

The Registered Training Organisation is registered by the State or Territory Training Authority to provide a range of training products and services associated with the delivery of training packages.

All assessment for national recognition purposes must be undertaken by, or auspiced through, a Registered Training Organisation.

Auspicing is a process through which a Registered Training Organisation authorises assessment to be carried out by industry or enterprises. Auspicing adds options to the manner in which industry may be engaged by Registered Training Organisations to assist in conducting assessment without lessening Registered Training Organisation responsibility.

The Registered Training Organisation must ensure that assessment is undertaken in accordance with:

- general principles of assessment
- specific requirements of the individual training package, and
- specified requirements of each Unit of Competence

and that:

- results are recorded, reported and securely maintained, and
- qualifications are issued and can be re-issued if necessary.

While competence must generally be demonstrated in the workplace, the Registered Training Organisation should offer a range of options for candidates wishing to demonstrate competence. This may include the use of such venues as:

- candidate's own workplace
- work placement sites
- New Apprentice's workplace
- simulated work conditions
- live work activities.

The RTO must ensure its assessors are qualified to plan, conduct and review assessment.

Assessment Pathways

National qualifications or Statements of Attainment awarded under the Australian Qualifications Framework are issued on the basis of successful completion of units of competency.

The Veterinary Industry is emphatic that trainees require workplace experience to develop the necessary competence. The context for assessment of competence is specified within each unit of competency.

The industry recognises multiple pathways to certification comprising:

- workplace experience
- life experience
- informal learning
- formal learning both on and off-the-job

The industry-recommended processes for the operation of an assessment (incorporating Recognition of Prior Learning) system provide for:

- the integration of skills, knowledge, attitudes and their practical application and demonstration
- the recognition of competency no matter how acquired
- consistent and accurate information about an individual's competency
- feedback to an individual about their skills and knowledge
- a method for individuals to be given fair recognition for the skills and knowledge they possess

- a base from which further training or skills acquisition may be undertaken
- information which contributes to the improvement of individual skill levels, and therefore to the skill levels of the industry as a whole

Assessment pathways that would **not** be acceptable include situations where:

- **national competency standards are not used as the basis for assessment**
- **on-job activities/experience/assessment are not taken into account**

3 ASSESSMENT REQUIREMENTS

These requirements will be monitored through the ARF registration of training organisations when they demonstrate that they meet the criteria for assessment set out in the Training Package.

GRADED ASSESSMENT

The Industry has determined that the assessment of competency is not to be graded in Veterinary Nursing.

ASSESSOR QUALIFICATIONS

Assessments against the units of competency in the Training Package will be carried out in accordance with the endorsed guidelines as described in this document. The guidelines describe the necessary qualifications for those conducting assessments and provide for those situations where more than one person may contribute to the assessment and where the required technical and assessment competencies may not all be held by any one person.

- Assessors must be qualified against the Competency Standards for Assessment. As a minimum, the units:
 - Conduct Assessment in Accordance with an Established Assessment Procedure; and
 - Plan and Review Assessment
 or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package.
- Only qualified assessors, individually or as part of a team, engaged or auspiced by a Registered Training Organisation are able to assess a person against units of competency.
- Under certain circumstances special endorsement of an assessor may be required due to licensing requirements. eg. Acts of Veterinary Science as defined by state legislation.

ROLE OF THE ASSESSOR

Qualified assessors must ensure assessment is:

- | | |
|------------|-------------|
| • Reliable | • Flexible |
| • Fair | • Valid |
| • Valid. | • Authentic |

To be **reliable**, the assessment methods and procedures must ensure that competency standards are applied consistently.

To be **flexible**, assessment should be able to take place on-the-job, off-the-job, or in combinations of both or in accordance with the 'Assessment Guide' incorporated within each unit of competency.

To be **fair**, the assessment must not advantage or disadvantage any particular group of candidates.

To be **valid**, assessment must assess what it claims to assess, so sufficient evidence must be collected from authentic sources and locations.

To be **authentic**, there must be proof that the person being assessed and who is providing the evidence, is the person who will be credited with the competency.

Assessment covers the full scope of competencies, namely

- Task skills performance of individual tasks
- Task management skills managing a number of different tasks within the job
- Task contingency skills responding to problems, breakdowns and changes of routine
- Task/job/role environment skills dealing with the responsibilities and expectations of the workplace

INDIVIDUAL ASSESSMENT

Assessment may be carried out by an individual as follows:

- Qualified Assessor who is a Technical Expert
A professional assessor who is also expert in the field of competency is qualified to undertake assessment.
- Technical Expert who is a Qualified Assessor
An expert in the field of competency who has in addition qualifications as an assessor can conduct the assessment.

THE POWER OF AUSPICING

The Registered Training Organisation and the assessor may use the concept of auspicings to expand their ability to undertake the assessment role.

Instances will exist in which the individual assessor may not hold the full range of technical skills needed to authenticate assessment. Similarly, instances will exist in which a candidate must be assessed at a remote site or at an inconvenient time.

In these cases, partnerships and assessment teams can be used to ensure the standard of assessment is upheld.

However: **No assessment can be reliable and valid if it has not involved:**

- **the active participation of a person with proven skills at least at the level and in the field of the competency being assessed, and**
- **a qualified assessor**

Below are listed some examples of partnerships and teams that could undertake assessment.

Assessor/Technical Expert Partnership

A qualified assessor and expert in the field of competence may combine, either on a single site or on separate sites, to conduct assessment of a candidate under defined and agreed arrangements.

Assessor/Supervisor Partnership

A qualified assessor and the supervisor, who holds relevant skills at least up to the level being assessed, can combine on one site or at separate sites to conduct an assessment under defined and agreed arrangements.

Assessor/Technical Expert/Supervisor Team

A qualified assessor, a technical expert and a supervisor can combine in a team to ensure assessment is conducted and validated under defined and agreed arrangements.

In the last example, the supervisor ensures the authenticity, the expert the validity, the assessor the fairness; while all combine to create flexibility and guarantee reliability.

PROCESS QUALITY

Assessment Tools will be contained in the Trainer's Guide section of the non-endorsed component of this Training Package. Learning Guides developed for the Training Package will contain a copy of the relevant competency standard.

Components of assessment materials

The following components will be included in the Assessment Tools:

1. plain English explanation of the objectives of Training Packages and competency standards
2. explanation of AQF levels in specific relation to competency based assessment
3. explanation of workplace assessor aims, responsibilities and links with Registered Training Organisations
4. information for the assessor about the scope of assessment and the conditions and procedures for preparing, conducting and reviewing the assessment
5. "simple to follow" directions outlining the requirements and conditions for conducting assessment against the unit of competency
6. provision for self-evaluation for assesseees as a means of preparation for formal assessment. An Assessment Panel can provide a cost-effective way of reducing the level of on-the-ground assessment. This panel system was extensively and successfully trialed in 1995-96

Collecting evidence

- The 'Assessment Guide' in each unit of competency and Assessment Tools will provide a methodology for gathering evidence.
- A variety of assessment methods should be used in the process of establishing competency to ensure assessment is not narrowly based on tasks but embraces all aspects of work performance in an holistic, integrated approach (see - Section 5 'Guidelines for Conducting Assessment').
- Evidence gathering methods are to be appropriate to the context, the assessee and the assessor.
- Assessors will be expected to ensure the scope of assessment covers the broad range (as defined in the Range of Variables) of equipment, facilities and working conditions appropriate to a viable, functioning enterprise which is typical of the region in which the assessment takes place.
- Collection of evidence over an extended period.
- A combination of timeframes can be used with some evidence being collected over time and some being completed with a short term interaction between an assessor and the assessee.
- The unit of competency being assessed must be performed consistently and not in the form of a one-off test.
- Employers, learners and assessors will each need to have access to the industry competency standards and are to be encouraged to use the assessment materials and self evaluation guides developed as part of the non-endorsed component of this Training Package.

4 GUIDELINES FOR CONDUCTING ASSESSMENT

Process for conducting assessment within institution and workplace contexts

The processes for conducting assessment are detailed in the 'Assessment Guide' for each unit of competency and are supplemented by the assessment materials described in Section 3 above.

Where a unit of competency is to be assessed is stated in the 'Assessment Guide' for each unit. Where competency is best demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions the environment which 'reproduces' must effectively simulate all the conditions encountered in practical application of this competency to the level required in employment.

Principles of Assessment

There are a number of assessment principles that have been adopted ‘in principle’ by the Ministers of Vocational Education and Training and underpin all assessment within Training Packages. These are:

- 1 Endorsed industry standards form the basis of qualifications in the vocational education and training sector;
- 2 Endorsed industry standards are the benchmarks for assessment;
- 3 Assessment conducted for the purposes of national recognition should lead to a part or full qualification under the Australian Qualifications Framework;
- 4 Assessment should be undertaken by, or auspiced through, a Registered Training Organisation;
- 5 Assessment for national recognition purposes shall be conducted within a quality assurance framework;
- 6 Responsibility for assessment resides with the body that issues the qualification under the Australian Qualifications Framework;
- 7 Assessment processes shall be valid, reliable, flexible and fair;
- 8 Assessment systems must incorporate mechanisms for recording, storing and accessing assessment outcomes;
- 9 Assessment reporting systems should indicate the units of competency that the individual has attained;
- 10 Assessment systems should incorporate ongoing monitoring and review processes, and
- 11 Assessment processes shall provide for the recognition of current competencies regardless of where these have been acquired.

In the Veterinary Nursing Industry the accepted national policy on workplace assessment outlines that summative assessment is essentially a process of evaluation of presented evidence.

The type and scope of evidence is outlined for each unit of competency. Examples of evidence can include:

- work reports;
- signed statements of practical experience undertaken;
- references and testimonials;
- training programs attended (statements of completion);
- industry certificates or citations;
- video and audio tapes used or produced;
- photographs or videos of workmanship;
- written reports completed;
- details of projects undertaken; and/or
- self-evaluation, supported by documentary evidence.

Providers who conduct training programs will generally be assessing learner progress on a formative basis and have access to a full range of assessment options. These can include such methods as:

- exams and challenge tests;
- assignments;
- practicals, observations and demonstrations;
- checklists of skills and knowledge;
- case studies analysis and reports; and/or
- role plays.

Assessment situations will vary depending on the skill to be assessed and could include:

- Practical demonstration by the individual assessee in the workplace
- Assignments for assessment and feedback by mail
- A number of learners at one central location

Off-the-job Assessment

- Assesseees must apply knowledge and skills in a workplace setting, not singularly on satisfactory achievement of a written or practical test.
- To indicate that a person is competent by definition means that they have satisfied all the performance criteria of a designated unit of competency.

On-the-job Assessment

- On-the-job assessment is to be carried out in accordance with these Guidelines and the Assessment Guide in each unit of competency.

Integrating On and Off-the-job Assessment or Training

The link between on and off-job training and assessment is structured within the Veterinary Nursing Industry. On-job training and assessment are linked as learning occurs in the workplace and is recorded for the purposes of evidence towards subsequent assessment. An employer who is providing on-job training will not necessarily be a registered assessor, but will need to understand the links between the training being provided and the ongoing assessment that is part of the same activity and that will subsequently feed into the formal assessment system. The structured integration of on and off-the-job training is also crucial to ensure holistic competency outcomes that can be assessed against the units of competency.

As the on-job training and assistance in assessment is usually performed by an industry person, the integration of on and off-the-job training and assessment can be viewed as a partnership between Registered Training Organisations and industry. Close cooperation is required to determine the division of responsibility and contribution.

5 APPEAL AND REASSESSMENT PROCESS

The industry recommends that the process to be followed by Registered Training Organisations and State/Territory Authorities who are responsible for the appeal process should take account of licensing requirements in this sector and follow the process detailed below.

If the assessee is dissatisfied with the assessment received, they can request a second assessment. Such a request should be made within seven days following receipt of the assessment result and sent to the Registered Training Organisation responsible for the assessment.

The appeal, will be directed to the Registered Training Organisation. After checking the validity of the appeal, the Registered Training Organisation will:

- convene an appeal panel.
- advise the assessee and assessor of the date, time and location of the appeal hearing and invite the assessee to provide any additional evidence they may wish to present in support of the appeal.
- advise appellant of the result of the hearing as quickly as possible – the appeal will either be dismissed, upheld and competency confirmed or subject to re-assessment.

In the event that the appellant is -dissatisfied with the appeal process, or if no response to their initial appeal has been received, the appellant should refer their concerns in writing to the relevant State or Territory Training Authority.

In all cases the appeals process will be:

- formal and impartial
- clearly defined and explained to the assessee
- known to assessors and assessee before assessment takes place.

6 SOURCES OF INFORMATION ON ASSESSMENT

1. Organisations

National Industry Training Advisory Body

Rural Training Council of Australia
 PO Box E10
 KINGSTON ACT 2604
 e-mail rtcaexof@enternet.com.au
 Web site: www.rtca.farmwide.com.au
 Executive Officer – Ian McFarlane; Project Officer – Glennys Leyne

Telephone: 02 6273 2514
 fax: 02 6273 4811

State/Territory Industry Training Advisory Bodies

Rural Industries Training Advisory Board (Northern Territory)
 GPO Box 4584
 DARWIN NT 0801
 e-mail: ntrural@ais.net.au
 Executive Officer: Brian Munro

Telephone: 08 8981 0066
 fax: 08 8981 0060

Queensland Rural Industry Training Council Inc.
 GPO Box 3128
 SOUTH BRISBANE QLD 4101
 e-mail: qritc@powerup.com.au
 Executive Officer: David Moore

Telephone: 07 3844 7284
 fax: 07 3844 7260

Primary Skills Victoria
 PO Box 3067
 NORTH BURNLEY VIC 3121
 E-mail: vpitb@vicnet.net.au
 Executive Officer: David Nelson

Telephone: 03 9428 9811
 fax: 03 9428 9931
 Web site: <http://home.vicnet.net.au/~vpitb>

Primary Industry Training Advisory Board - NSW
 Level 8 1 Bligh Street
 SYDNEY NSW 2000
 E-mail: nswpitab@ozemail.com.au
 Executive Officer: Paul Comyn

Telephone: 02 9251 1700
 fax: 02 9231 5249

Tasmanian Rural Industry Training Board Inc.
 PO Box 193
 LAUNCESTON TAS 7250
 E-mail: tritb@vision.net.au
 Executive Officer: S R (Zich) Zichy-Woinarski

Telephone: 03 6331 2131
 fax: 03 6331 4344

Agriculture & Horticulture Training Council of South Australia Inc.
 Unit 9
 9-13 Market Street
 ADELAIDE SA 5001
 E-mail: ahtcsa@mail.enternet.com.au
 Executive Officer: Garth Polkinghorne

Telephone: 08 8212 8822
 fax: 08 8212 8266

Western Australia Primary Industries Training Council
 PO Box 157
 FORRESTFIELD WA 6058
 E-mail: wapitc@mail.enternet.com.au
 Executive Officer: Elizabeth Cheong

Telephone: 08 9359 4000
 fax: 08 9359 4007

Other information sources

The Australian Veterinary Association Ltd (AVA)
 134-136 Hampden Road
 ARTARMON NSW 2064

Telephone: 02 9411 2733
 Fax: 02 9411 5089

The Veterinary Nurses Council of Australia (VNCA)
 PO Box 2233
 NORTH RINGWOOD VIC 3134

Telephone/Fax: 03 9876 2133

National Industry Advisory Group (NIAG)
 Refer either The Australian Veterinary Association Ltd (AVA) or
 The Veterinary Nurses Council of Australia (VNCA)

Australian National Training Authority (ANTA)
 AMP Place 10 Eagle St
 BRISBANE QLD 4001

Telephone: 07 3426 2300
 fax: 07 3246 2490

Assessor Training

National Assessor and Workplace Trainers Body
 PO Box 2164
 Clovelly NSW 2031
 Telephone: 02 9665 0549
 fax: 02 9664 2305

2. TRAINING PRODUCTS

Rural Training Council of Australia Inc.
 PO Box E10
 KINGSTON ACT 2604
 Telephone: 02 6273 2514
 fax: 02 6273 4811
 e-mail: rtcaexof@enternet.com.au

Australian Training Products Ltd (ATP)
 Level 5 321 Exhibition St Melbourne VIC 3000
 GPO Box 5347BB Melbourne VIC 3001
 Telephone: 03 9630 9836 or 03 9630 9837
 fax: 03 9639 4684

3. RESOURCES

National Policy for Workplace Assessment in the Agricultural, Production and Amenity Horticultural Industries; Rural Training Council of Australia; Canberra 1997

Competency Standards for Assessment; ANTA / National Assessors and Workplace Trainers Body; ANTA 1995

A guide to the Competency Standards for Assessment; ANTA / National Assessors and Workplace Trainers Body; ANTA 1997

Assessment Technical Manual; Hagar, Paul; Athanasou, James; Gonezi, Andrew; DEETYA; Australian Government Publishing Service; Canberra 1994

Assessment Practical Guide; Rumsey, David; DEETYA; Australian Government Publishing Service; Canberra 1994

Assessment System Design; Toop, Leigh; Gibb, Jennifer; Worsnop, Percy; DEETYA; Australian Government Publishing Service; Canberra 1994

Objectives for Instruction and Evaluation; Kibler R J; Allyn & Bacon

National Competency Standards; Rural Training Council of Australia; contact 02 6273 2514 for complete list

National Assessment Materials; Rural Training Council of Australia; contact 02 6273 2514 (under development)

Guidelines for the Development of National Industry Competency Standards in the Agriculture, Horticulture and Related Industries; Rural Training Council of Australia; contact 02 6273 2514

Assessor training

Train to Gain; vide/ workbook package and learning guide - Category 1 Workplace Trainer; RTCA; 1997

“*How’re you going*”; video and workbook package - Workplace Evaluator; RTCA (under development)

Registered Training Providers of Assessment and Workplace Training; National Assessors and Workplace Trainers Body (see Other Information Sources).

7 GLOSSARY

Appeal

An integral process of the assessment system which allows a person who has been assessed to dispute an assessment result and to have an opportunity for further assessment.

Assessment

The process of gathering evidence about competency and making a judgement about whether or not competency has been achieved.

Assessment context

This is the environment in which the assessment will be carried out. This will include physical and operational factors, the assessment system within which assessment is carried out, opportunities for gathering evidence in a number of situations, the purpose of the assessment, who carries out the assessment and the period of time during which assessment takes place.

Assessment Guide

A part of the 'evidence guide' for each unit of competency. This is designed to support the assessment process.

Assessment Guidelines

An endorsed component of the Training Packages which sets out mechanisms within an industry for valid, reliable and flexible assessment of competency against national standards. In the Rural Industry this national policy underpins the assessment guidelines.

Assessment records

The results of assessment can be the basis for issuing of certificates and qualifications as well as being valuable employment and skills records. Record keeping systems are established as part of the assessment system and must comply with organisational procedures and national and legislative requirements.

Assessment system

A structured process developed to ensure that assessment decisions made across a range of individuals, assessors and situations are consistent, fair and valid. There must be guidelines for its operation, competent assessors and appropriate records (refer national policy and administrative guidelines in the rural industry). An assessment system needs regular review to ensure its currency and relevance.

Assessment materials

Mechanisms for gathering evidence. This can include direct questioning, direct observation of performance, skill tests, simulations, written tests, examination of finished products, reports from peers and supervisors. A variety of assessment methods should be used in the process of establishing competency.

Assessor

A person trained and recognised as being competent in terms of the Competency Standards for Assessment and who carries out assessment against competency standards. An assessor will be competent in the subject area being assessed or work with a subject expert.

Auspicing arrangements

Formal arrangements which enable Registered Training Organisations to provide recognition for the outcomes of assessments conducted by non-registered organisations. Such agreements specify the minimum quality assurance measures that must be met to ensure that the assessment outcome will be recognised by the Registered Training Organisation.

Cost effectiveness

While the assessment process needs to be a rigorous one, it must also be realistic in terms of cost. The gathering of evidence has distinct implications in terms of cost and it is the assessors skill and an appropriate assessment system which must balance the collection of sufficient evidence with the cost in terms of, for example, time and potential disruption to work.

Evidence

Information gathered through the use of a variety of assessment tools which will provide proof from which the assessor can make a judgement about competency. In most cases evidence is gathered from more than one source, in more than one situation and can have many forms. Direct evidence is observation of performance. Indirect evidence can include evaluation of products or services, simulations or skills tests, questioning or reports from others.

Evidence Guide

Part of a competency standard which sets out the range of information required to establish competency in the assessment process (see also Assessment Guide).

Fairness

A fair assessment will not disadvantage any person and will take into account special needs of the candidate. A genuine consultative approach to assessment and ensuring that the candidate understands the purpose of the assessment can help to establish fairness as can feedback and provision of opportunities for further training and practice. The assessment process must be fully understood, accessible and accepted.

Flexibility

Flexibility in assessment allows for assessment both on or off-the-job and at mutually convenient times and situations and provide for the recognition of competencies no matter how, where or when they have been acquired.

Integrated (holistic) assessment

An approach to assessment that covers multiple elements and / or units from relevant competency standards. The integrated approach attempts to combine knowledge, understanding, problem solving, technical skills, attitudes and ethics into assessment tasks.

Reliability

Refers to the consistency of the interpretation of evidence and the assessment outcome. To make reliable assessments assessors must be competent in terms of the assessor competency standards, have the relevant technical competencies or have access to a subject matter expert who can advise the assessor on the relevant vocational competencies at least to the level being assessed.

Self Evaluation (Assessment)

A process which allows a candidate to collect and provide evidence of their own performance against standards. This can be done with a competency record book or other record keeping mechanism and is verified by an assessor through observation and questioning and from the testimony of others (peers / supervisor).

Validity

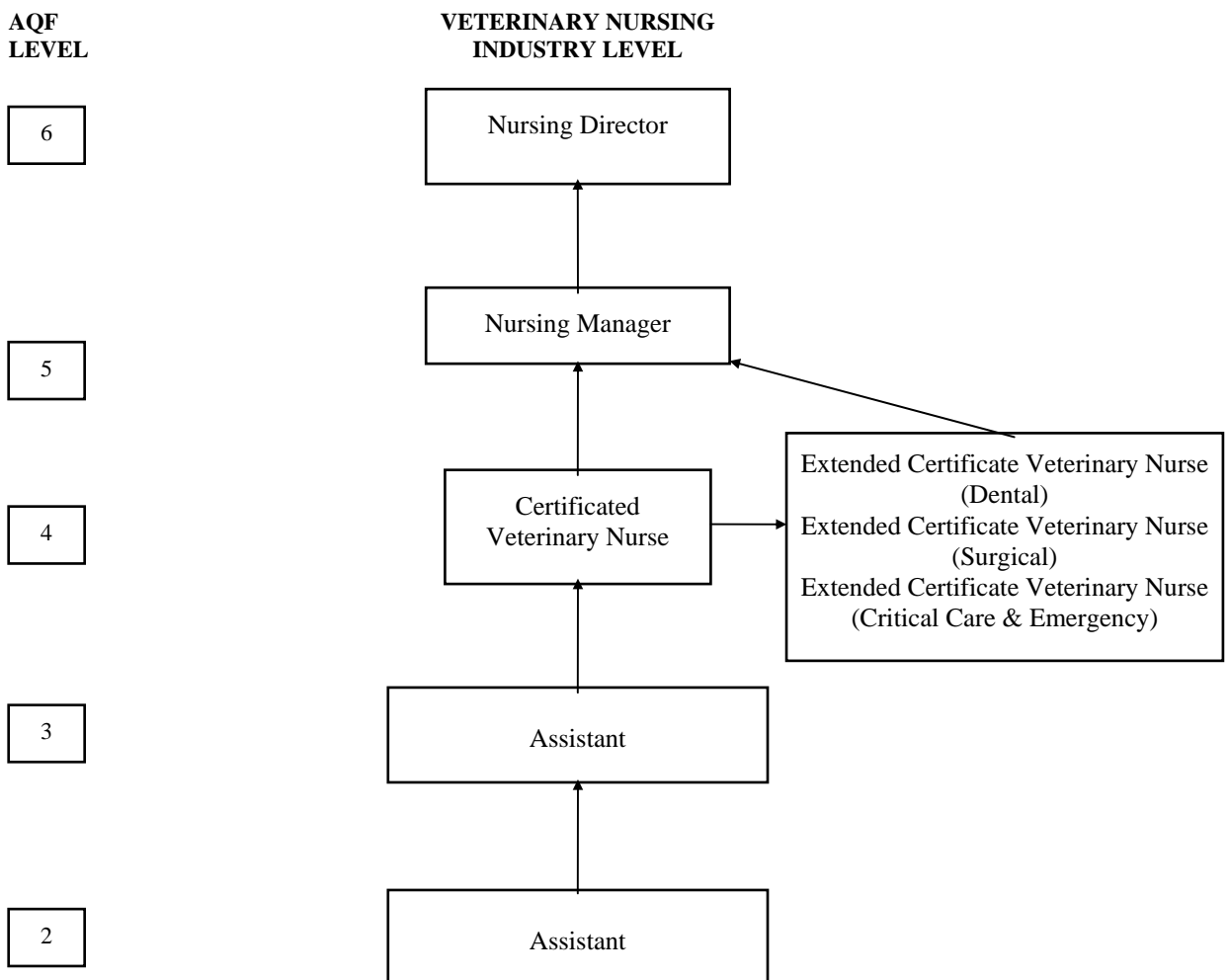
A valid assessment assesses what it claims to assess - evidence collected is relevant to the activity and demonstrates that the performance criteria have been met.

PART 4 QUALIFICATIONS

Introduction

The Veterinary Nursing Industry has packaged its competency standards into industry levels that align to the Australian Qualifications Framework (AQF). The qualifications and their titles reflect the levels of the AQF from Certificate II and III in Animal Studies to Certificate IV and Diploma of Veterinary Nursing. The qualifications are for the achievement of packages of units of competency derived from the competency standards.

1 CAREER PATH FOR THE VETERINARY NURSING INDUSTRY



- The industry employment levels noted here are those that would generally apply across the industry but recognise that whilst competencies can be achieved through experience they are generally achieved with a combination of formal training and on the job experience.
- Employees in this industry have the opportunity to advance along a career path as designated above. They also have the opportunity to progress to AQF Level 5 and beyond by achieving additional competencies in specialised areas of management through sales, training and advising areas.

2 TITLING

The national qualifications and AQF Levels are as follows:

National Qualification	AQF Level	National Code
Certificate II in Animal Studies	2	RUV 2 01 98
Certificate III in Animal Studies	3	RUV 3 01 98
Certificate IV in Veterinary Nursing	4	RUV 4 01 98
Certificate IV in Veterinary Nursing (Surgical)	4	RUV 4 02 98
Certificate IV in Veterinary Nursing (Dental)	4	RUV 4 03 98
Certificate IV in Veterinary Nursing (Critical Care and Emergency)	4	RUV 4 04 98
Diploma of Veterinary Nursing	5	RUV 5 01 98

There are three specialisations currently at AQF level 4: Dental, Surgical and Critical Care and Emergency.

3 PACKAGING OF UNITS OF COMPETENCY

The Veterinary Nursing Industry has considered the options for packaging outlined in the Best Practice Manual, which includes using core, specialisations, options or a combination of all these, and has developed a system that promotes consistency across the Industry.

There are three types of qualifications – Animal Studies, Veterinary Nursing and specialisations:

- **Animal Studies** qualifications commence at Certificate II, and continue to Certificate III.
- **Veterinary Nursing** qualifications. Certificate IV in Veterinary Nursing is gained after completion of Certificate III in Animal Studies. Diploma of Veterinary Nursing is designed for those persons otherwise carrying out a management function and can follow completion of Certificate IV in Veterinary Nursing.
- **Specialisations** are gained by achievement of the Certificate IV in Veterinary Nursing, the initial qualification as above, plus additional units of competency which cover the specialist functions

GAINING A QUALIFICATION

For a qualification in Veterinary Nursing the following rules apply:

Certificate II in Animal Studies (RUV 2 01 98)

Completion of the following units:

- RUV VEN201 A Carry out reception duties
- RUV VEN202 A Carry out daily clinic routines
- RUV VEN203 A Carry out surgery preparations
- RUV VEN204 A Follow occupational health & safety procedures
- RUV VEN205 A Use hazardous substances safely
- RUV VEN206 A Communicate in the workplace
- RUV VEN207 A Act to minimise emergencies and respond to a variety of situations
- RUV VEN208 A Plan daily work routines

Certificate III in Animal Studies (RUV 3 01 98)

Completion of Certificate II in Animal Studies (RUV 2 01 98) plus the following units:

- RUV VEN301 A Carry out patient admission and discharge
- RUV VEN302 A Apply radiographic routines
- RUV VEN303 A Apply clinic pathology support procedures
- RUV VEN304 A Provide clinic and administration support
- RUV VEN305 A Carry out surgical nursing routines
- RUV VEN306 A Provide animal care
- RUV VEN307 A Apply specific clinic routines

Certificate IV in Veterinary Nursing (RUV 4 01 98)

Completion of Certificate III in Animal Studies (RUV 3 01 98) plus the following units:

- RUV VEN401 A Apply haematology and blood chemistry tests, radiography and other test procedures
- RUV VEN402 A Coordinate theatre routines
- RUV VEN403 A Carry out nursing procedures for routine surgery
- RUV VEN404 A Implement clinic office routines
- RUV VEN405 A Provide specific animal care advice

Certificate IV in Veterinary Nursing (Surgical) (RUV 4 02 98)

Completion of Certificate III in Animal Studies plus (RUV 3 01 98) the following units:

- RUV VEN401 A Apply haematology and blood chemistry tests, radiography and other test procedures
- RUV VEN402 A Coordinate theatre routines
- RUV VEN403 A Carry out nursing procedures for routine surgery
- RUV VEN404 A Implement clinic office routines
- RUV VEN405 A Provide specific animal care advice
- RUV VEN406 A Carry out admission and discharge of patients undergoing specialised surgical procedure
- RUV VEN407 A Carry out specialised surgical nursing procedures
- RUV VEN408 A Facilitate/supervise operating theatre maintenance
- RUV VEN409 A Manage the maintenance of surgical clothing and instruments

Certificate IV in Veterinary Nursing (Dental) (RUV 4 03 98)

Completion of Certificate III in Animal Studies (RUV 3 01 98) plus the following units:

- RUV VEN401 A Apply haematology and blood chemistry tests, radiography and other test procedures
- RUV VEN402 A Coordinate theatre routines
- RUV VEN403 A Carry out nursing procedures for routine surgery
- RUV VEN404 A Implement clinic office routines
- RUV VEN405 A Provide specific animal care advice
- RUV VEN410 A Carry out admission and discharge of dental patients
- RUV VEN411 A Manage instrument and equipment maintenance
- RUV VEN412 A Produce oral cavity radiographs
- RUV VEN413 A Perform dental prophylaxis
- RUV VEN414 A Provide veterinary nursing support for dental surgery

Certificate IV in Veterinary Nursing (Critical Care and Emergency) (RUV 4 04 98)

Completion of Certificate III in Animal Studies (RUV 3 01 98) plus the following units:

- RUV VEN401 A Apply haematology and blood chemistry tests, radiography and other test procedures
- RUV VEN402 A Coordinate theatre routines
- RUV VEN403 A Carry out nursing procedures for routine surgery
- RUV VEN404 A Implement clinic office routines
- RUV VEN405 A Provide specific animal care advice
- RUV VEN415 A Carry out patient admission
- RUV VEN416 A Provide specific critical care nursing routines
- RUV VEN417 A Ensure a state of readiness is maintained by all staff
- RUV VEN418 A Implement patient discharge routines

Diploma of Veterinary Nursing (RUV 5 01 98)

Completion of Certificate IV in Veterinary Nursing plus the following units:

- RUV VEN501 A Prepare and organise implementation of clinic policies
- RUV VEN502 A Prepare and implement animal care education systems
- RUV VEN503 A Implement practice promotion policies
- RUV VEN504 A Delivery and review training
- RUV VEN505 A Organise human resources

4 ISSUING OF QUALIFICATIONS

Persons who have been assessed as having satisfied one or more units of competency, are entitled to a Statement of Attainment for those units.

The accumulation of units of competency can result in the issuing of an AQF qualification according to the packaging set out in this document.

Qualifications will be issued by a Registered Training Organisation.

5 ALIGNMENT TO THE AQF

Units of competency for Veterinary Nursing have been aligned to qualifications in line with the Australian Qualification Framework.

Qualifications and Pathways

Certificate IV Veterinary Nurse is the basic qualification required for a person who is to provide competent support to a Veterinary Practice. Certificates II and III in Animal Studies are progressions towards this objective and do not have identifiable employment occupations.

New Apprenticeships should be targeted to the Certificate IV Veterinary Nurse outcome.

The qualified Veterinary Nurse has options for specialisations into Surgical, Dental or Critical Care and Emergency streams. With or without these specialisations the Veterinary Nurse can advance to a Diploma in Veterinary Nursing.

6 CUSTOMISATION OF QUALIFICATIONS

Most veterinary nurses deal with dogs, cats and horses. Other species nursed may include birds, fish, reptiles, food producing animals, exotic animals or wildlife.

Competence does not need to be demonstrated across the complete range of species but it does have to be demonstrated across the main species treated in the Veterinary Practice in which the competency is assessed.

To provide definitive evidence of the species to which the units of competence apply, these should be notated in the Competency Record Book under Industry Context.

Due to the structure of the qualifications in this industry the Veterinary Nursing National Industry Advisory Group (NIAG) is to be consulted before any customisation occurs.

7 NEW APPRENTICESHIPS

As indicated in Section A planning is underway to develop a Traineeship based on the endorsed competency standards, which will articulate into higher qualifications. Such entry level training does not vary from the industry requirements for qualifications.

PART 5

NON-ENDORSED COMPONENTS

Training Package resource material

This Training Package includes a range of materials to support training for the Qualifications in Veterinary Nursing at AQF Levels 1-5.

Within the context of the Guidelines, the industry has identified that the products which will meet its needs are:

- A Career Guide. This will be used for marketing, promotion, counselling, and informing employers and employees. It will include a summary of the units of competency and elements to enable people requesting workplace assessment to select the units on which they wish to be assessed.
- A Learning Guide for Units of Competency to assist learners to acquire the necessary knowledge, skills and attitudes to become competent in the workplace. These guides will lead learners - with or without workplace trainer, mentor or teacher support - through a sequence of steps leading to assessment. Available texts will be identified together with guidance for their use.
- A Trainer's Guide for workplace trainers, mentors, teachers, employers and anyone else involved in training or assessing learners. This will contain advice on industry perspectives on training for the sector, alternative learning and assessment methodologies, integrating off-job and on-job learning, dealing with special groups, and guidelines on qualifications for trainers and assessors.
- A Competency Record Book to provide a definitive record of learning for an individual. It will enable the recording of knowledge and skills required in both on-job and off-job situations, and contain work reports from employers and supervisors, statements of attainment, testimonials, references and other evidence of knowledge and skills.

The Veterinary Nursing Industry is committed to providing learning materials to support all qualifications within its coverage. The materials are designed to be applicable in a range of training circumstances.

SECTION 2

NATIONAL COMPETENCY STANDARDS

➤ VETERINARY NURSING ◀

SECTION 2 – COMPETENCY STANDARDS – VETERINARY NURSING

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COMPETENCY STANDARDS

LEVEL 2

RUV VEN201 A

Carry out reception duties	2-1
201.1 Compile patient and client histories	
201.2 Consult duty veterinarian	
201.3 Maintain patient records	

RUV VEN202 A

Carry out daily clinic routines	2-4
202.1 Maintain clinic hygiene	
202.2 Carry out daily treatment of patients	
202.3 Maintain clinic security	

RUV VEN203 A

Carry out surgery preparations	2-8
203.1 Prepare animals for surgery	
203.2 Prepare theatre or surgical operating area for use	
203.3 Provide pre- and post-operative animal care	
203.4 Clean theatre equipment	

RUV VEN204 A

Follow clinic occupational health and safety procedures.....	2-12
204.1 Comply with provisions of relevant state OHS legislation	
204.2 Follow clinic procedures for hazard identification and risk control	
204.3 Administer first aid	

RUV VEN205 A

Use hazardous substances safely	2-16
205.1 Handle hazardous substances	
205.2 Store hazardous substances	
205.3 Transport hazardous substances	
205.4 Use hazardous substances	
205.5 Act in emergency situations with hazardous substances	

RUV VEN206 A

Communicate in the workplace	2-19
206.1 Gather, record and convey data	
206.2 Gather, record and provide information in response to workplace requirements	
206.3 Participate in work groups or teams	
206.4 Participate in workplace meetings	
206.5 Interact with others in the workplace	
206.6 Communicate with the industry network	

RUV VEN207 A

Act to minimise emergencies and respond to a variety of situations	2-23
207.1 Act to minimise emergency situations	
207.2 Act as instructed in emergencies	
207.3 Implement fire prevention and control on site and in the clinic	
207.4 Participate in arrangements for maintaining health and safety of all people in the workplace	

RUV VEN208 A

Plan daily work routines	2-26
208.1 Interpret work schedules	
208.2 Organise materials and equipment	
208.3 Respond to problems as they occur	

LEVEL 3**RUV VEN301 A**

Carry out patient admission and discharge	3-1
201.1 Co-ordinate clinic admissions	
201.2 Provide veterinary nursing care	
201.3 Provide grief support to clients/animal owners	
201.4 Implement discharge procedures	

RUV VEN302 A

Apply radiographic routines	3-4
302.1 Prepare radiographic environment	
302.2 Prepare radiographic equipment	
302.3 Implement radiographic procedures	
302.4 Carry out post-radiographic procedures	

RUV VEN303 A

Implement clinical pathology support procedures	3-7
303.1 Implement pathology procedures	
303.2 Prepare for post mortem examination	

RUV VEN304 A

Provide clinic administration support	3-10
304.1 Provide stock control	
304.2 Maintain breed records	
304.3 Keep practice accounts	
304.4 Prepare correspondence	

RUV VEN305 A

Carry out surgical nursing routines	3-13
305.1 Prepare routine surgery equipment	
305.2 Provide support for routine surgical procedures	
305.3 Monitor patient and anaesthesia	
305.4 Sterilise theatre instruments	

RUV VEN306 A

Provide animal care	3-17
306.1 Identify patients	
306.2 Provide routine animal health advice	
306.3 Communicate with owners concerning hospitalised patients	
306.4 Recognise and identify signs of pain	
306.5 Provide animal care in pain situations	
306.6 Care for animals	
306.7 Care for hospitalised animals	
306.8 Provide animal first aid	

RUV VEN307 A

Apply specific clinic routines	3-21
307.1 Prepare for ultrasound procedures	
307.2 Prepare for endoscopic and laparoscopic procedures	
307.3 Prepare for electrocardiographic (ECG) trace procedures	
307.4 Prepare for medical procedures	

LEVEL 4**RUV VEN401 A**

Apply haematology and blood chemistry tests, radiographic.....	4-1
and other test procedures	
401.1 Carry out sample collection procedures	
401.2 Perform appropriate haematology and blood chemistry tests and other tests	
401.3 Communicate and record test results	

RUV VEN402 A

Coordinate theatre routines	4-4
402.1 Prepare surgery schedules	
402.2 Implement surgery preparations	
402.3 Prepare theatre personnel	
402.4 Carry out post-operative theatre routines	

RUV VEN403 A

Carry out nursing procedures for non-routine surgery	4-7
403.1 Perform defined surgery procedures under veterinary supervision	
403.2 Monitor anaesthesia under veterinary direction	
403.3 Maintain anaesthetic equipment	
403.4 Prepare for non-routine procedures	
403.5 Perform post-operative procedures	

RUV VEN404 A

Implement clinic office routines	4-11
404.1 Manage financial records	
404.2 Maintain veterinary supplies	

- 404.3 Manage animal patient process
- 404.4 Maintain clinic policy

RUV VEN405 A

- Provide specific animal care advice 4-14
 - 405.1 Provide specific clinical care advice
 - 405.2 Provide animal care product advice
 - 405.3 Provide animal nutritional advice

Extended Veterinary Surgical Nursing**RUV VEN406 A**

- Carry out admission and discharge of patient undergoing specialised surgical procedure 4-18
 - 406.1 Carry out admission procedures
 - 406.2 Instruct client on patient progress reporting systems
 - 406.3 Discharge patient and communicate with client

RUV VEN407 A

- Carry out specialised surgical nursing procedures 4-21
 - 407.1 Perform specific pre-operating procedures
 - 407.2 Prepare the theatre environment
 - 407.3 Monitor anaesthesia under veterinary direction
 - 407.4 Provide surgeon support
 - 407.5 Apply post-operative procedures

RUV VEN408 A

- Facilitate/supervise operating theatre maintenance 4-25
 - 408.1 Oversee the preparation of theatre furniture and equipment to provide acceptable operating environment
 - 408.2 Facilitate/supervise the maintenance of theatre furniture and equipment to ensure optimum performance
 - 408.3 Facilitate/supervise the maintenance and sterilisation of specialised surgical equipment

RUV VEN409 A

- Manage the maintenance of surgical clothing and instruments 4-28
 - 409.1 Implement the process of preparation and sterilisation of theatre clothing and drapery
 - 409.2 Facilitate the maintenance and sterilisation of specialised surgical instruments
 - 409.3 Facilitate instrument storage

Extended Veterinary Dental Nursing**RUV VEN410 A**

- Carry out admission and discharge of dental patients 4-31
 - 410.1 Carry out admission procedures
 - 410.2 Instruct client on patient progress reporting systems
 - 410.3 Discharge patient and communicate with client

RUV VEN411A

- Manage instrument and equipment maintenance 4-34
 - 411.1 Facilitate maintenance routines
 - 411.2 Calibrate and test equipment
 - 411.3 Facilitate the sharpening of instruments and tools
 - 411.4 Oversee the sterilisation and storage of instruments and tools

RUV VEN412 A

Produce oral cavity radiographs	4-37
412.1 Prepare patient for radiograph	
412.2 Prepare radiographic equipment	
412.3 Develop radiographs	
412.4 File and record radiographic results	

RUV VEN413 A

Perform dental prophylaxis	4-40
413.1 Perform oral examination	
413.2 Complete dental chart	
413.3 Scale and polish tooth surfaces	

RUV VEN414 A

Provide veterinary nursing support for dental surgery	4-43
414.1 Prepare theatre for dental surgery	
414.2 Prepare patient for dental surgery	
414.3 Prepare personnel for dental surgery	
414.4 Prepare specific materials and anticipate surgeon's requirements	

Extended Veterinary Critical Care and Emergency Nursing**RUV VEN415 A**

Carry out patient admission	4-46
415.1 Perform pre-hospital evaluation	
415.2 Apply and maintain first aid to sustain life	
415.3 Perform initial survey	
415.4 Carry out triage procedures	
415.5 Stabilise patient under veterinary direction	
415.6 Complete history and secondary survey	

RUV VEN416 A

Provide specific critical care nursing routines	4-49
417.1 Apply continued monitoring and resuscitation procedures	
418.2 Support provided to the veterinarian in the preparation of the Patient Care Plan	
419.3 Provide non-routine surgical nursing routines	

RUV VEN417 A

Ensure a state of readiness is maintained by all staff	4-52
417.1 Support provided for the preparation of personnel	
417.2 Prepare and maintain emergency station	
417.3 Provide support for the preparation of emergency and critical protocols	

RUV VEN418 A

Implement patient discharge routines	4-55
418.1 Prepare patient for discharge	
418.2 Instruct client on patient care	
418.3 Prepare referral documents	

LEVEL 5**Veterinary Nursing Management****RUV VEN501 A**

Prepare and organise implementation of specific clinic policies	5-1
501.1 Develop clinic OHS and security policies	
501.2 Prepare and develop clinic communication and marketing policies	
501.3 Prepare and develop clinic management policies	
501.4 Communicate clinic policies to all personnel	

RUV VEN502 A

Prepare and implement animal care education systems	5-4
502.1 Communicate with local community groups	
502.2 Animal care education material prepared	
502.3 Animal care education programs provided	

RUV VEN503 A

Implement practice marketing policies	5-7
503.1 Establish and utilise communication systems	
503.2 Promote clinic to clients/animal owner	

RUV VEN504 A

Deliver and review training	5-10
504.1 Confirm the need for training	
504.2 Plan and document training session	
504.3 Arrange location and resources	
504.4 Notify trainees	
504.5 Instruct trainees	
504.6 Provide opportunities for practise	
504.7 Confirm trainee has reached required standard of performance	
504.8 Evaluate training session	
504.9 Record training	
504.10 Provide information on training	

RUV VEN505 A

Organise human resources	5-14
505.1 Participate in staff selection	
505.2 Induct staff	
505.3 Organise work programs	
505.4 Develop teamwork	
505.5 Supervise staff	
505.6 Review staff performance	

BACKGROUND INFORMATION

Veterinary nursing is a relatively small profession in numbers. Its members work expressly for veterinarians, animal hospitals and universities around Australia.

Their role is carried out primarily under the direction of veterinarians and involves them in a range of duties in prevention, treatment of animal disease and trauma as well as general animal maintenance duties.

Historically, veterinary nurses have entered the profession on leaving school approximately at the end of Year 11 and, through on-the-job experience and some in-service training, have generally accumulated the skills they require. Since 1976, it has been practice for a single format veterinary nursing course to be delivered by specialist providers in most states of Australia, entry to the course having a pre-requisite of employment and employment generally requiring a veterinary nurse to undertake training at this level.

The number of veterinary practices in Australia is approximately 2,000 and some 4,000 to 5,000 support staff are employed in this industry. In fact the Veterinary Nurses Council of Australia has estimated there are 5000 Veterinary Nurses working in Australia.

Employment has traditionally commenced at an animal attendant level, proceeding to being employed as a veterinary nurse and progressing to a certificated veterinary nurse at AQF Level 4. From that point, veterinary nurses may continue into veterinary clinic management or have taken up specialist interests such as surgery, dermatology, anaesthesia, radiography or in exotic animal areas. A small number of veterinary nurses have progressed to work in industry and fulfil roles in sales and advisory services.

The anticipated growth areas for veterinary nurses are expected to be in teaching in TAFE Colleges and for private providers, in the pharmaceutical industry as sales representatives, in practice management, locum services and as specialist nurses.

A veterinary nurse's work is initially defined in five principal work areas:

- reception duties
- medical nursing - including investigative procedures.
- surgical nursing
- general cleaning and hygiene
- technical maintenance

In order to formalise the profession, establish national industry standards and to establish nationally applicable curriculum for this industry, all states embarked upon the conduct of detailed skills analyses during 1991/92. It is the outcome of these dacums that has defined the work areas and all the outcomes of skills analyses have been discussed, verified and endorsed by Australian Veterinary Associations in all States and the State Veterinary Nursing Associations in ACT, New South Wales, Queensland, South Australia, Victoria and Western Australia. Northern Territory and Tasmania have had input through their representation on the Veterinary Nurses Council of Australia.

It is the expectation of the industry that veterinary nurses will possess a range of generic skills that can be applied in a wide range of practices and while, as detailed in the competencies, it is not the role of veterinary nurses to conduct diagnosis, prescribe drugs or to conduct acts of surgery, a good veterinary nurse will develop skills in history taking, examination and reporting and anticipate the next steps that may be taken by the veterinarian.

At all times, veterinary nurses must remain non-interventionists and only carry out CPR and other actions to restore vital signs and ensure life maintenance. A patient entering the clinic would therefore have First Aid rendered if required, a detailed and accurate history taken and a report collated for the veterinarian. While the veterinarian makes the diagnosis, the veterinary nurse then makes preparations for treatment as required. An "Act of Veterinary Surgery" (Science) according to law will be defined by individual state legislation.

A range of prescription drugs are dispensed by veterinarians and as part of their knowledge base, veterinary nurses are expected to be able to identify the Schedule applying to drugs and chemicals, know what to do and, under instruction, they will then hand over dispensed drugs to the patient's owner.

Effective performance may also include developing an awareness and an understanding of all relevant legislation relating to the veterinary sector and its implications. This will be most relevant when carrying out veterinarians' instructions or accessing information in response to client requests for advice.

The competencies listed are to delineate the industry expectations up to the Australian Qualifications Framework AQF Level 4. Advanced specialist nursing areas such as surgery, dermatology, anaesthesia or radiography are currently undertaken through conferences and continuing education courses through the Veterinary Nurses Council of Australia. Numbers of individuals working at level 5 are small and would number less than 300 nation wide.

Union coverage for veterinary nurses is assumed by the Liquor, Hospitality and Miscellaneous Workers Union (L.H & MWU) but the number of veterinary nurses belonging to any union is thought to be relatively small and their involvement and union affiliation varies between states. The Veterinary Nurses Council of Australia (VNCA) constitution states that it shall be the nationally representative body for veterinary nurses. Copies of the draft competencies have been forwarded to the L.H & MWU and the VNCA who are both considered as employee representatives in the context of employment in this industry.

The development of these competencies has been overseen by a National Industry Advisory Group established as an independent group with representatives from the Australian Veterinary Association, the Australian Small Animal Veterinary Association and the Veterinary Nurses Council of Australia. As such, this group can be regarded as having the endorsement of the Veterinary Nursing Industry nationally as well as endorsement by the Australian Veterinary Association.

INDUSTRY CONSULTATION

The development of these competency standards was based on detailed skills audits produced by industry based committees in a number of states.

The Industry consultation process for the project was coordinated and facilitated with the industry at large through the membership of the **National Industry Steering Committee for Qualifications in Veterinary Nursing**:

Dr. Roger Clarke	President AVA and Committee Chairman - Veterinarian, Bundoora, Vic.
Dr. Brian Sheehan	Veterinarian, Samford, Qld.
Dr. Garth McGilvray	Veterinarian, Coffs Harbour, NSW
Dr. Sue Fearn	Veterinarian, Mt. Evelyn, Vic.
Dr. David Jones	Veterinarian, Torrens Valley Institute of TAFE, Gilles Plains, SA
Dr. Chris Johnson	Veterinarian, Belmont, WA
Dr. Rosemary McFarlane	Veterinarian, Alice Springs, NT
Ms. Sally Boyle	President VNCA - Veterinary Nurse, Melton, Vic.
Ms. Michelle Rouffignac	President Elect VNCA - Veterinary Nurse, Perth, WA
Ms. Sue Crampton	Treasurer, VNCA - Veterinary Nurse, Samford, Qld.
Ms. Sonia Bunic	WA Dept. Training, East Perth, WA
Mr. Kevin Matters	Australian National Training Authority (ANTA), Brisbane, Qld.
Mr. Ian McFarlane	Rural Training Council of Australia, Kingston, ACT.
Ms. Jacqui Jones	Department of Employment, Education, Training and Youth Affairs, Canberra, ACT.

The concept for the development of training packages in total for the Veterinary Nursing industry was initiated by the National Industry Advisory Group who in the long term will also assume responsibility for the project outcome. The membership of this group is as follows:

Ms. Jane Bindloss	Chairman (NIAG), Immediate Past President, VNCA - Veterinary Nurse, Warranwood, Vic.
Ms. Sally Boyle	President VNCA - Veterinary Nurse, Melton, Vic.
Ms. Sue Crampton	Treasurer VNCA - Veterinary Nurse, Samford, Qld.
Ms. Lyn Hughes	Vic. Ag. & Hort ITAB, Sunnyside, Elmhurst, Vic.
Dr. David Jones	Veterinarian - Torrens Valley Institute of TAFE, Gilles Plains, SA
Ms. Michelle Rouffignac	President Elect VNCA - Veterinary Nurse, Perth, WA
Dr. Phillip Brain	President ASAVA - Veterinarian, Cromer, NSW
Dr. Roger Clarke	President AVA - Veterinarian, Bundoora, Vic.
Dr. Sue Fearn	Veterinarian, Mt. Evelyn, Vic.
Dr. Garth McGilvray	Veterinarian, Coffs Harbour, NSW

STANDARDS DEVELOPMENT

1.1 What are Competency Standards?

Competency Standards are statements of the level of skills, knowledge and attitude expected of people in various positions and roles in the workplace. Competency Standards cover all occupations. The Standards describe what standards of performance are required for each occupation. If everyone working in an industry is employing best practice, then the industry is performing as well as it can.

Competency Standards documents do not describe the levels of competence for specific occupations. They describe the progression of competence from the performance of simple tasks to the performance of more complex tasks. Simple tasks constitute the work of members of semi-skilled occupations and more complex tasks describe the work of more qualified and experienced occupations which often include managerial duties as well as responsibilities to apply advanced skills and knowledge.

Competency Standards do not invent new standards of performance or force people to work harder. They provide guidance on how people can work more effectively. They express what should be best practice for those working in the industry now and in the future. Competency Standards anticipate change and contain the latest information on new technology and smarter ways of doing things. They assist in technology transfer.

Standards are developed by an industry or organisation through an extensive process that involves identifying the skills, knowledge and attitudes required in the workforce, now and in the future. Competency standards are reviewed on a regular basis to ensure that they reflect changes in technologies and work practices. Development and validation of standards involves extensive consultation with stakeholders in an industry.

In summary, standards set the benchmarks for performance. The primary purpose of the National Competency Standards is to guide the design and development of training programs. **In short, competencies describe best practice: training packages developed from competencies teach best practice.**

1.2 How Do I Interpret This Document?

The competencies have been broken down into:

Unit of Competency	This describes what a person is capable of doing in the workplace. These are very broad statements and only describe the major roles and functions. The unit, however, needs to integrate knowledge, skills and application which must be assessable.	
Unit Descriptor	This expands on the information provided in the title of the unit.	
Element of Competency	Performance Criteria	
These are the building blocks for the units of competency. They describe in output terms what is done in the workplace within each unit of competency.	This refers to how well and to what level a competent person should perform a specified activity in the workplace.	
<p>A. RANGE OF VARIABLES</p> <ul style="list-style-type: none"> This describes the context and conditions under which competent performance is expected of a person who is carrying out the specific tasks in the workplace. 		
<p>B. EVIDENCE GUIDE</p> <p><u>Key Outcomes</u> What is the key workplace outcome to which satisfactory completion of this unit is a major contribution.</p> <p><u>OHS issues that impact upon the performance of this unit</u></p> <p><u>Holistic Outcome</u> What visible evidence as one event would prove that: a) all elements of this unit have been satisfactorily completed b) this unit and the following units have been satisfactorily completed:</p> <p><u>Underpinning knowledge and skills</u></p> <ul style="list-style-type: none"> A knowledge of: - The ability to: - <p>How is this knowledge and skills to be assessed.</p>		
<p>C. ASSESSMENT GUIDE</p> <p>Assessment of this unit is conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications in Veterinary Nursing.</p> <p><u>Authority managing and conducting assessments and issuing qualifications</u> The entry will be: 'Registered Training Organisation (RTO)'</p> <p><u>Special outcomes of assessment for purposes of licensing by a government or other authority</u> These should be specified, or if there are none, this entry will be: 'There are no licensing requirements for this unit'</p> <p><u>Interdependent assessment of units</u> What implications there are from other units for assessment of this unit, such as: a) essential pre-requisites b) suggested combinations of units for reasons of efficiency of assessment, access, etc</p>		

C. ASSESSMENT GUIDE (continued)**Qualifications of assessor**

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment.

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package.

Only qualified assessors engaged by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessors should also have a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

This will indicate the particular environment and/or circumstances required for assessment of the unit, or alternatively this entry will be:

'Competency is to be demonstrated in an veterinary workplace or in a situation which reproduces veterinary workplace conditions'.

Resources required beyond those normally found in a functioning veterinary workplace

This entry will describe any specific resources required for assessment, or alternatively the entry will be:

'There are no additional resources required for assessment of this unit'

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology

- ◇ **Communicating -**
- ◇ **Collecting and analysing and organising information -**
- ◇ **Planning and organising activities -**
- ◇ **Working with teams and others -**
- ◇ **Using mathematical ideas and techniques -**
- ◇ **Solving problems -**
- ◇ **Using technology -**

CODING OF UNITS OF COMPETENCY

(complying with the National Training Information System (NTIS))

Example

Training Package	Unit Number	Version	Year of Endorsement
RUV	VEN200	A	98

Each Training Package will be identified on the front cover by:

'Training Package' eg:- **RUV 98** - being **RU**ral **V**eterinary **N**ursing

and 'Year of Endorsement' eg - endorsed in **1998** (eg: **RUV 98** - Qualifications in Veterinary Nursing endorsed in 1998)

Each Unit of Competency will be identified by the 'Training Package', 'Unit Number' and 'Version'.

Therefore example shown above - **RUV VEN200 A** is interpreted as:

RUA - **RU**ral **V**eterinary **N**ursing Training Package

VEN – **V**eterinary **N**ursing, **2** level, **00** additional identifying numbers,

A - Version A (ie first version)

RELATING INDUSTRY EXPECTATIONS TO THE AUSTRALIAN VETERINARY NURSING QUALIFICATIONS

While, prior to 1976 this industry had no defined training philosophy nor career path, the Veterinary Nursing Sector has tended to adopt a structure which is generally in concert with the overall thrust of the AQF level framework and descriptors.

The following is intended to place the overall duties and expectations of individuals in this industry into context.

Role	Expectations
<p>AQF LEVEL 1</p> <ul style="list-style-type: none"> • Basic reception duties and telephone skills under veterinary supervision • Appropriate induction to the industry and the routines of the practice. • Basic animal care. 	<ul style="list-style-type: none"> • Office routines • Reception routines • Basic animal care tasks • Grooming, feeding, cleaning and restraint as instructed
<ul style="list-style-type: none"> • <i>Work at this Level will be under direct supervision with regular checking</i> • <i>Progression to the next Level is achieved when the individual demonstrates that the need for supervision has diminished and they are undertaking the relevant tasks at this level</i> • <i>Recognition of prior learning will enable an individual to be able to operate at higher levels</i> 	
<p>AQF LEVEL 2</p> <ul style="list-style-type: none"> • Reception duties • Basic tasks under reduced supervision. • Undertake increased responsibility for individual patients • Animal handling and basic X-ray duties • Supervision of introductory Level employees 	<ul style="list-style-type: none"> • Vital signs monitoring and post operative care under veterinary supervision • Limited decision making under veterinary supervision, eg. feeding • Basic animal health procedures, eg. nail clipping • Tasks relating to the clinic and surgery
<ul style="list-style-type: none"> • <i>Work at this Level is likely to be under routine supervision with routine checking</i> • <i>Progression to the next Level is achieved when the individual is competent to carry out the daily clinic and animal house routines unsupervised and is beginning to have input into decision making.</i> • <i>Progression can also be achieved by the individuals accessing recognised training or through recognition of prior learning.</i> 	

Role	Expectation
<p>AQF LEVEL 3</p> <ul style="list-style-type: none"> • Undertake daily clinic routines without supervision • Ability to carry out instructions • Limited staff supervision 	<ul style="list-style-type: none"> • Increased practice responsibilities and patient care • Clinic routines under minimal supervision, eg, observing the recovery of hospitalised animals • Communication within the clinic network, eg. owners, veterinarian, pharmaceutical reps.
<ul style="list-style-type: none"> • <i>Personnel at this Level will generally be working without supervision and will need to be accurate observers, analyse what they see draw conclusions and act accordingly. These actions include the need to record and report all observations and, if necessary, to preserve life.</i> 	
<p>AQF LEVEL 4</p> <ul style="list-style-type: none"> • Completed appropriate training or assessed appropriate experience • Supervision of other clinic employees • Conduct total reception operation • Kennel and animal housing organisation • Conduct medical and surgical support 	<ul style="list-style-type: none"> • Clinic and staff supervision • Make management decisions, eg. carry out triage practices • Identify and interpret vital signs • Conduct practice office operations
<ul style="list-style-type: none"> • <i>Individuals will progress to AQF Level 4 on completion of appropriate training, or with suitable recognition of prior learning - having demonstrated the ability to conduct the clinic or surgery support operation when required.</i> • <i>A certificated veterinary nurse having completed the core units at AQF Level 4 may pursue an extended role in specialist areas.</i> 	
<p>AQF LEVEL 5</p> <ul style="list-style-type: none"> • Undertaking management planning, eg. financial, recruitment, training and marketing • Manager in charge of the nurses in the total clinic • Supervision of all levels of veterinary nursing staff • Pharmaceutical industry • Veterinary Nurse training 	<ul style="list-style-type: none"> • Supervision and management of all clinic staff • Prepare training targets and individual training programs
<ul style="list-style-type: none"> • <i>AQF Level 5 personnel would include the nursing managers of practices - usually achieving this through extensive experience and/or by undertaking further formal management training</i> • <i>This level and above is differentiated from the lower levels by the individual assuming the responsibility of making the actual nursing management decisions based on information supplied by kennel attendants, junior veterinary nurses or the supervising veterinarian</i> 	
<p>AQF LEVEL 6</p> <ul style="list-style-type: none"> • Practice administration. • Manager of a total veterinary business or association • Supervision of AQF Level 4 	<ul style="list-style-type: none"> • Supervision and conduct of total clinic activity. • Act as Public Officer and Executive for an association or business operation
<ul style="list-style-type: none"> • <i>Progression to AQF Level 6 will usually involve a role as a specialised nurse with total responsibility for the activities</i> • <i>At this level prior learning from outside the industry can be recognised.</i> 	

IDENTIFICATION OF VETERINARY NURSING INDUSTRY COMPETENCIES WITHIN THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

Unit of Competence	Unit Title	AQF Level 2	AQF Level 3	AQF Level 4	AQF Level 5
RUV VEN201 A	Carry out reception duties	✓			
RUV VEN202 A	Carry out daily clinic routines	✓			
RUV VEN203 A	Carry out surgery preparations	✓			
RUV VEN204 A	Follow clinic occupational health and safety procedures	✓			
RUV VEN205 A	Use hazardous substances safely	✓			
RUV VEN206 A	Communicate in the workplace	✓			
RUV VEN207 A	Act to minimise emergencies and respond to a variety of situations	✓			
RUV VEN208 A	Plan daily work routines	✓			
RUV VEN301 A	Carry out patient admission and discharge		✓		
RUV VEN302 A	Apply radiographic routines		✓		
RUV VEN303 A	Implement clinic pathology support procedures		✓		
RUV VEN304 A	Provide clinic and administration support		✓		
RUV VEN305 A	Carry out surgical nursing routines		✓		
RUV VEN306 A	Provide animal care		✓		
RUV VEN307 A	Apply specific clinic routines		✓		
RUV VEN401 A	Apply haematology and blood chemistry tests, radiographic and other test procedures			✓	
RUV VEN402 A	Coordinate theatre routines			✓	
RUV VEN403 A	Carry out nursing procedures for non-routine surgery			✓	
RUV VEN404 A	Implement clinic office routines			✓	
RUV VEN405 A	Provide specific animal care advice			✓	
RUV VEN406 A	Carry out admission and discharge of patients undergoing specialised surgical procedure			✓	
RUV VEN407 A	Carry out specialised surgical nursing procedures			✓	
RUV VEN408 A	Facilitate/supervise operating theatre maintenance			✓	
RUV VEN409 A	Manage the maintenance of surgical clothing and instruments			✓	
RUV VEN410 A	Carry out admission and discharge of dental patients			✓	
RUV VEN411 A	Manage instrument and equipment maintenance			✓	
RUV VEN412 A	Produce oral cavity radiographs			✓	
RUV VEN413 A	Perform dental prophylaxis			✓	
RUV VEN414 A	Provide veterinary nursing support for dental surgery			✓	
RUV VEN415 A	Carry out patient admission			✓	
RUV VEN416 A	Provide specific critical care nursing routines			✓	
RUV VEN417 A	Ensure a state of readiness is maintained by all staff			✓	
RUV VEN418 A	Implement patient discharge routines			✓	
RUV VEN501 A	Prepare and organise implementation of specific clinic policies				✓
RUV VEN502 A	Prepare and implement animal care education systems				✓
RUV VEN503 A	Implement practice marketing policies				✓
RUV VEN504 A	Deliver and review training				✓
RUV VEN505 A	Organise human resources				✓

Typically veterinary nurses will work in a workplace staffed by one or two veterinarians and a similar number of veterinary nurses working principally up to AQF Level 4.

- Competency at any level requires the achievement of competency at previous levels.
- Employees in this industry have the opportunity to advance along a career path as designated in the above matrix. They also have the opportunity to progress to AQF Level 5 and above through both their abilities acquired in the general units as well as achieving management competencies to then move into a management role.

KEY COMPETENCIES AND THE WORKPLACE

1.0 Language, Literacy and Numeracy

Whilst it is not compulsory, well developed language, literacy and numeracy skills are desirable for anyone working in this industry.

In fact in addition to language and literacy skills in English, it is desirable that veterinary nurses are able to recognise elementary Latin and Greek derived word structures that are used in veterinary terminology.

Particularly in areas such as occupational health and safety, farm chemicals or machinery and vehicle operation, individuals who are unable to demonstrate literacy up to the required level should make arrangements to rectify this deficiency. This can either be achieved through bridging language, literacy and numeracy training or through the use of an interpreter to minimise both personal and community danger.

2.0 The relationship of Key Competencies to the Industry Competencies

The seven areas of employment related competencies are all to some degree required as an inherent part of the competencies expressed for Veterinary Nursing. Because they form an integral part of the competencies, they are identified in table form and a brief resume of how they reflect on that unit is also included at the end of each unit of competency.

a) Communicating Ideas and Information

There has been little involvement by the industry in this area in the past due to a preoccupation with the achievement of both technical and programmed skills which have a direct impact on daily routines.

This overall philosophy still predominates but with the changes in technology and the people and business pressures currently facing the industry, the need for improved language and communication skills is becoming more and more important.

This is particularly so in areas such as that of communicating within the industry network, with owners and veterinarians, or where basic literacy skills in reading chemical labels or feeding or treatment instructions are essential.

The scheduling of appointments and counselling of clients/animal owners in grief situations are typical examples of the daily need for these competencies.

b) Collecting, Analysing and Organising Information

Sound observational skills backed with a broad knowledge of animals are required in this industry, on a daily basis, for veterinary nurses to accurately collect and report information on patients in their care.

This includes information on feed and water as well as vital signs monitoring, which is then reported for use as the basis for diagnosis by the veterinarian, or as an integral part of ongoing treatment programs.

c) Planning and Organising Activities

As outlined in (d), activities in this industry are based on teamwork and to be effective, planning and organising of all activities in a structured way is crucial to operations in the surgery.

d) Working with Others and in Teams

Teamwork is the basis of work in a veterinary clinic. Not only are participants in this industry increasingly required to interact with a wide range of industry and service personnel outside the practice, but the close cooperation of staff members is the basis of effective treatment within the practice.

As in communication, the development of such abilities is essential to both progression and success in this industry.

It is important that all those entering the industry quickly develop a feeling for, and an empathy with, the total spectrum of animals, the industry and its participants.

e) Using Mathematical Ideas and Techniques

Traditional mathematics skills are used in many of the daily routines at a veterinary clinic. These range from those needed when weighing animals, calculating dose rates or monitoring vital signs, through to client billing and business management.

f) Solving Problems

Because industry personnel are dealing with live animals, problem solving skills are continually required and are inherent in the nature of the industry.

The abilities to make decisions based on sound reasoning, and to act resourcefully in their actions in what may be a life-threatening situation for an animal are also underlying requirements to competency in this industry.

g) Using Technology

A wide range of technologies are of increasing use in this industry and, in particular, competence is required in the use of these technologies ranging from computers in business management to microchip technology in animal identification.

Many of the developments in human medicine are used in the veterinary field. These include techniques such as ultrasound in addition to traditional X-ray techniques together with enormous progress being made in surgery techniques and the ever expanding plethora of available drugs.

OCCUPATIONAL HEALTH & SAFETY IN THE VETERINARY NURSING SECTOR

A recent paper from Worksafe Australia made three points about the place of Occupational Health and Safety in the context of the national training reform agenda :

- Occupational Health & Safety regulatory reforms have shifted the emphasis for managing health and safety from government to the enterprise level.
- Prevention of occupational injury and disease relies on the competence of the Australian workforce to identify OHS risks and control them.
- A job performed safely and without risk to health is likely to be the most efficient way of carrying out a task.

The Veterinary Nursing sector involves a constant interaction between humans and animals which are to some degree both at risk from the other. The industry recognises that safe work practices will always need to reflect an appreciation of the risks that are inherent in working with animals. There is also a range of legislation that addresses the risks that are posed to the animals in the Veterinary nurses care that need to be understood.

Occupational health and safety is an issue that needs to remain uppermost in the minds of trainers, employers and employees across the Veterinary nursing industry. The industry is now well aware that it is no longer good enough to simply work safely - it must be proactive in identifying workplace hazards and reporting or rectifying them.

Apart from the Occupational Health and Safety and Welfare Act, established legislation affects many issues in this industry and some of the relevant Acts and Codes of Welfare are as follows :

- State Acts for the Control of Domestic Animals
- Prevention of Cruelty to Animals Acts
- The National Health and Medical Research Council's Code of Practice on the Use of Animals in Research Areas
- State Departments of Agriculture Codes of Welfare Practice for :
 - animals in transit
 - animal management
 - each farming sector
 - slaughter
- National Parks and Welfare Acts
- Food and Drug Acts
- Veterinary Surgeons Acts
- Relevant State Departments of Health Acts

The usage of Veterinary Chemicals from a national perspective is outlined in the Australian Health Ministers Advisory Council publication "Standard for the Uniform Scheduling of Drugs and Poisons". However, poisons schedules vary between states, and so for detailed information on the regulations controlling drugs and poisons contact should be made with the relevant Health Department or Commission in that state.

Poisons are classified according to the schedules in which they are included, as follows :

- **Schedule 1** - This schedule is left intentionally blank
- **Schedule 2** - Poisons for therapeutic use that should be available to the public only from pharmacies; or where there is no pharmacy service available, from persons licensed to sell Schedule 2 poisons.
- **Schedule 3** - Poisons for therapeutic use that are dangerous or are liable to abuse as to warrant their availability to the public being restricted to supply by pharmacists or medical, dental or veterinary practitioners.
- **Schedule 4** - Poisons that should, in the public interest, be restricted to medical, dental or veterinary prescription or supply, together with substances or preparations intended for therapeutic use, the safety or efficacy of which requires further evaluation.
- **Schedule 5** - Poisons of a hazardous nature that must be readily available to the public but require caution in handling, storage and use.
- **Schedule 6** - Poisons that must be available to the public but are of a more hazardous or poisonous nature than those classified in Schedule 5.
- **Schedule 7** - Poisons which require special precautions in manufacture, handling, storage or use, or special individual regulations regarding labelling or availability.
- **Schedule 8** - Poisons to which the restrictions recommended for drugs of dependence by the 1980 Australian Royal Commission of Inquiry into Drugs should apply.
- **Schedule 9** - Poisons which are drugs of abuse, the manufacture, possession, sale or use of which should be prohibited by law except for amounts which may be necessary for medical or scientific research conducted with the approval of Commonwealth and/or State or Territory Health Authorities.

The Schedules listed in order of greatest to least restrictions are 9, 8, 4, 7, 3, 2, 6, 5.

The National Registration Authority (NRA) is currently reviewing the above classification scheme for agricultural and veterinary chemicals with a view to establishing an Australian Prescription Animal Remedy (PAR) classification. Such a change would replace the above schedules, but at the time of preparation of these standards, is only in the concept stages.

There are also the human issues that impact upon individuals working in this industry and should be included in all safety audits and considered on a daily basis:

- reducing injuries inflicted by animals - kicks, bites and scratches
- minimising workplace injury occurring when lifting, moving and restraining animals
- preventing chemical spillage or inhalation
- eliminating radiation risks
- avoiding accidental needle pricks
- eliminating potential electrical hazards
- reducing wastage
- zoonoses
- workers compensation

It is of utmost importance that all such issues are addressed as an integral part of practice policy.

LEVEL

2

RUV VEN201 A - Carry out reception duties	
Unit Descriptor: Completion of this unit will provide an individual with the background and ability to carry out basic reception duties in the clinic.	
Element of Competency	Performance Criteria
201.1 Compile patient and client histories	201.1.1 Patients are identified according to species, features and fixed identification. 201.1.2 Existing client and patient histories are identified and retrieved from clinic record. 201.1.3 New client and patient records are established. 201.1.4 Patient admission is promptly and efficiently carried out. 201.1.5 All animals at the clinic are handled in a caring and humane manner. 201.1.6 Office routines are completed in line with clinic policy.
201.2 Consult duty veterinarian	201.2.1 Emergency situations are recognised and actioned or reported according to instructions. 201.2.2 Patient details are provided to duty veterinarian. 201.2.3 Patient is presented to duty veterinarian. 201.2.4 Restraint is provided as instructed by the veterinarian and in consideration of advice from the owner. 201.2.5 Treatment details are obtained from veterinarian and recorded. 201.2.6 Strict compliance with clinic policy provisions and relevant legislative requirements is practised in the sale or dispensing of veterinary prescribed products to clients.
201.3 Maintain patient records	201.3.1 Visit details are recorded according to clinic policy. 201.3.2 Veterinary chemicals and medicines dispensed by veterinarian are recorded in line with clinic policy. 201.3.3 Patient discharge routines are implemented in line with clinic policy.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Patient details may include : <ul style="list-style-type: none"> - species, colour, breed, sex, markings, brands, tattoos, microchip, age, weight, past or current treatment including vaccination status, animal belongings • Species may include : <ul style="list-style-type: none"> - large - small - exotic animals • Animal restraints may include the use of : <ul style="list-style-type: none"> - muzzles - collars - a rearing bit, twitch or hobbles may be used on horses • Restraining methods may include : <ul style="list-style-type: none"> - holding leads - holding cage but excludes chemical restraint. 	

A. RANGE OF VARIABLES (continued)

- Clinic policy will provide clear guidelines for:
 - the sale of medicines and animal treatments prescribed by the veterinary surgeon
 - differentiating between over the counter sales permitted or prohibited
 - responsible use of prescribed medications
 - compliance with relevant legislative requirements
- Instructions by the veterinarian may come as a recommendation from the owner.
- Most veterinary nurses will operate within the clinic environs only.
- Clinic records including patient histories, anaesthetic consent forms and treatment records may be kept on either electronic and manual systems
- The performance of the range of office routines may include:
 - the use of photocopiers & facsimiles
 - computers
 - word processing equipment
 - dispatch of pre-packaged specimens
 - communicating by telephone
 - processing of credit cards, and electronic banking

B. EVIDENCE GUIDE**Key Outcomes**

- Client and patient histories are accessed and completed accurately.
- Duty veterinarians are briefed on client and patient.
- Patient records and recommendations are completed after each visit.

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

- Patient admission and discharge are completed in line with a clinic policy.

Underpinning knowledge and skills

- Whilst it is the expectation that veterinary nurses will at all times provided the highest standards of care possible, in most States, they have by law no more duty of care than a member of the public.
- Diagnosis is not a part of the veterinary nursing role, however, as an integral part of reception and admission, they are expected, with induction training and experience, to have the knowledge of recognisable signs and abnormal vital signs which are a part of triage practice.
- The usage and recording of chemicals and medicines in the practice should be carried out in accordance with relevant legislation in each state.
- Clinic policy will be determined by state law. Patient admission and discharge requires a background knowledge of the range of species handled by the practice, as well as an ability to identify vital signs and seek suitable assistance where necessary.
- Veterinary nurses should be fully cognisant of practice guidelines and adhere to the clinic policy manual for the specifics of the practice.

C. ASSESSMENT GUIDE (continued)

Assessment of this unit is conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications in Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
1	2	1	1	1	1	1

- ◇ **Communicating** - with animal owners
- ◇ **Collecting and analysing and organising information** - on patient signs and previous records.
- ◇ **Planning and organising activities** - cooperating with other clinic staff
- ◇ **Working with teams and others** - to achieve clinic goals
- ◇ **Using mathematical ideas and techniques** - in conveying instructions to patient owners
- ◇ **Solving problems** - ranging from those of communication to interpreting information correctly
- ◇ **Using technology** - to record patient histories and in communication

RUV VEN202 A - Carry out daily clinic routines	
Unit Descriptor: Under supervision, completion of the daily routines in caring for patients, maintaining hygiene and clinic security.	
Element of Competency	Performance Criteria
202.1 Maintain clinic hygiene	202.1.1 All animals retained at the clinic are regularly checked for condition and vital signs and all details recorded in clinic record. 202.1.2 Animals are temporarily removed from cages and cages thoroughly cleaned and disinfected to clinic and industry standard. 202.1.3 Animals are cleaned and returned to cages and feed, water or treatment regimes reinstated according to the supervising veterinarian's instructions 202.1.4 All walkways, floors and fixtures are cleaned and disinfected to maintain unit hygiene in line with industry standards. 202.1.5 Isolation procedures are carried out as per clinic policy. 202.1.6 Animal waste is disposed of in line with local government regulations.
202.2 Carry out daily treatment of patients	202.2.1 Routine observations are communicated to veterinarian as instructed. 202.2.2 Treatment area is cleaned and prepared in line with clinic policy. 202.2.3 Specified treatments or routine procedures are carried out under instruction. 202.2.4 Administration and advice on use of medication in the treatment of infection, disease or injury is carried out in the full cognisance of relevant Animal Codes of Welfare and veterinary drug legislative requirements. 202.2.5 Veterinarian support routines are carried out as instructed. 202.2.6 Appropriate restraints are used to hold patients for examination in line with clinic practice. 202.2.7 Industry recognised animal psychology procedures are utilised in daily clinic routines.
202.3 Maintain clinic security	202.3.1 Handling and storage of drugs provides security for all drugs in line with legislative requirements. 202.3.2 Biological wastes, syringes, needles, sharps and other veterinary medicine containers are disposed of in line with industry standards and legislative requirements. 202.3.3 Clinic is securely locked when all staff have left the premises and alarms activated as appropriate.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Daily routine treatments may include : <ul style="list-style-type: none"> - assistance with wound dressing - administering veterinary medicines under veterinary supervision - assistance in the provision of adequate nutritional support 	

A. RANGE OF VARIABLES (continued)

- Clinic facilities may include :
 - accommodation for small or large animals
 - accommodation for exotic and native animals and birds
- Cleaning duties and hygiene maintenance includes animal housing ranging from :
 - kennels to cattery or stables
 - other large animal accommodation
- Veterinary support routines may include :
 - assistance with wound dressing
 - assistance with applying casts
 - renewing fluid bags or bottles
 - assisting the veterinarian with euthanasia
 - applying Elizabethan collars
- Storage of dangerous drugs includes the need for accurate maintenance of clinic records.
- Appropriate restraints may include :
 - Elizabethan collars
 - leads
 - muzzles
 - rearing bits
 - head collar
 - halter
 - hobbles
 - catching noose
- Prescribed medicines may include :
 - antibiotics
 - anthelmintics
 - anti-inflammatory drugs and anaesthetics
 some of which may be administered only by the veterinarian.
- Prescribed medication usage will be defined and governed by state legislation.

B. EVIDENCE GUIDE**Key Outcome**

- Clinic routines are completed in line with clinic policy
- Daily patient treatments and observations are completed
- Clinic security is maintained

OHS issues that impact upon the performance of this unit

- Animal care of small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect of these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.
- Veterinary clinics and surgeries expose personnel to risks such as:
 - zoonoses
 - release of infective agents (both animal and human)
 - chemical spillage
 - gas leakages

Holistic Outcome

Daily clinic routines are completed and animal welfare considerations maximised.

B. EVIDENCE GUIDE (continued)**Underpinning knowledge and skills**

- A basic working knowledge of the hazards associated with the use, misuse and spillage of veterinary medicines and chemicals.
- Evidence is required of a knowledge of:
 - the consequence of administering prescribed medication to an animal
 - animal First Aid procedures and the limits to which they should be applied by personnel at all levels when professional help is not available.
- All industry personnel need at an early time in their career to acquire a knowledge of the relevant regulations with regard to veterinary medicines and their usage.
- A knowledge of patient histories of all patients housed at the clinic is essential.
- Knowledge of the need for security of dangerous drugs as per legal requirements is required.
- A knowledge of disinfectants, cleaning agents and techniques.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals. This requires the development of confidence in the animal and an understanding and utilisation of positive animal behaviour responses.
- There is a strict requirement that the highest standards of hygiene and disinfection are maintained at all times in a practice to reduce the risks of infection and cross infection.
- Veterinary nurses are not permitted to carry out veterinary procedures. With experience veterinary nurses may be able to carry out routine procedures under veterinary supervision.
- Early recognition of signs, such as diarrhoea in kennels or unexpected bleeding, and the implementation of appropriate responses is paramount.
- It is the responsibility of the veterinary nurse to ensure that any drugs used in the clinic are only used in accordance with instruction from the veterinarian in the treatment or prevention of injury, infection or disease.
- The usage and recording of chemicals and medicines in the practice should be carried out in accordance with relevant legislation in each state.
- There is also a requirement that the use of veterinary medicines, including their storage, use and control is carefully carried out - competence is achieved only when such safe use is practiced.
- Clinic policy should operate within legislative requirements.
- A sound knowledge and an ability to quickly and accurately measure or monitor vital signs of animals in care is also essential.
- Regular patient observation implies that nurses will be able to recognise abnormality in any given animal.

C. ASSESSMENT GUIDE

Assessment of this unit is conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications in Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

C. ASSESSMENT GUIDE (continued)**Qualifications of assessor**

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
1	1	1	1	1	1	1

- ◇ **Communicating** - with owners and other clinic personnel
- ◇ **Collecting, analysing and organising information** - on patient histories, observations and treatment
- ◇ **Planning and organising activities** - clinic scheduling and support for veterinarian
- ◇ **Working with teams and others** - to ensure clinic routines are carried out efficiently and effectively
- ◇ **Using mathematical ideas and techniques** - in scheduling, dose measuring
- ◇ **Solving problems** - of hygiene and patient condition, etc.
- ◇ **Using technology** - to monitor patient condition or recording observations

RUV VEN203 A - Carry out surgery preparations	
Unit Descriptor: Completion of all preparatory and post operative theatre routines under supervision	
Element of Competency	Performance Criteria
203.1 Prepare animals for surgery	203.1.1 Animal intakes and pre-operative procedures are organised for specified periods as instructed. 203.1.2 Pre-operative animal preparation is carried out in line with required procedure. 203.1.3 Patient is safely and humanely transferred to theatre for treatment. 203.1.4 Relevant patient records are provided to veterinarian as requested.
203.2 Prepare theatre or surgical operating area for use	203.2.1 Operating table and environs are cleaned and disinfected in line with clinic policy. 203.2.2 Instruments selected by senior nurse are transferred to theatre or surgical operating area. 203.2.3 Staff preparation support provided in line with clinic policy.
203.3 Provide pre- and post-operative animal care	203.3.1 Patient is cleaned in line with clinic policy. 203.3.2 Patient is safely transferred to recovery area. 203.3.3 Vital signs observations are recorded as instructed by veterinarian. 203.3.4 Signs of pain are recognised and reported. 203.3.5 Neonatal care is provided as required under instruction.
203.4 Clean theatre equipment	203.4.1 Theatre equipment and surrounds are cleaned and disinfected in line with clinic policy. 203.4.2 Surgical equipment is cleaned, maintained and prepared for sterilisation in line with clinic policy. 203.4.3 Theatre linen is washed and prepared for sterilisation. 203.4.4 Equipment and gowns are stored safely after use.
<p>A. RANGE OF VARIABLES</p> <ul style="list-style-type: none"> • Surgical equipment may include : <ul style="list-style-type: none"> - disposables - drapes - surgical instruments - sutures - bandaging - anaesthetic equipment • Staff preparation support may include the preparation of surgical gowns, gloves and masks. • Preparation of animals for theatre procedures may include : <ul style="list-style-type: none"> - clipping - skin preparation - preparation of surgical site - positioning of patient - animal restraint - administration of antibiotics • Preparation of theatre and or surgical operating area may be carried out: <ul style="list-style-type: none"> - before patients - between patients - after operating sessions 	

A. RANGE OF VARIABLES (continued)

- Theatre equipment may include :
 - anaesthetic trolley
 - operating table
 - lights
 - kick buckets
 - instrument trolley
 - surgical furniture

B. EVIDENCE GUIDE**Key Outcome**

- Surgery is prepared for scheduled operations
- Animals are prepared for surgery in line with requirements and clinic policy
- Animals are transferred to and from surgery
- Surgery support is provided throughout required procedures
- Theatre cleaning is completed after surgery

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Surgery activities have inherent additional risks including:
 - gas leakage
 - zoonoses
 - relevant infective agents (animal and human)
 - chemical or drug spillage
 - needle pricks and cuts from other sharps
 - allergies
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Surgery preparations completed in line with clinic policy.

Underpinning knowledge and skills

- The storage, use and disposal of both the chemicals and biological debris from veterinary procedures is, like the medical equivalent, subject to health regulations and a knowledge of the legislative requirements in this area is essential.
- Administration of anaesthetic agents may only be carried out by registered veterinarians.
- Maintenance and use of clippers and vacuum cleaner.
- The usage and recording of chemicals and medicines in the practice should be carried out in accordance with relevant legislation in each state.
- Clinic policy should operate within legislative requirements.
- A knowledge of general theatre etiquette, dress rules and “no-go” areas should be observed in line with clinic policy.
- An acquired knowledge of the possible requirements of the veterinarian during operations is invaluable background in this unit.

B. EVIDENCE GUIDE (continued)**Underpinning knowledge and skills** (continued)

- A knowledge of the range of instruments required in both the preparation and theatre areas may also include the ability to identify and use:
 - clippers
 - vacuum cleaner
 - surgical equipment
 - microchip implants
 - scanner
 - ear tattoo instruments
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.

C. ASSESSMENT GUIDE

Assessment of this unit is conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications in Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
1	1	1	1	1	1	1

- ◇ **Communicating** - with other clinic staff
- ◇ **Collecting and analysing and organising information** - on patient histories and patient observations
- ◇ **Planning and organising activities** - for cleaning and surgery preparations
- ◇ **Working with teams and others** - in carrying out efficient surgery preparations
- ◇ **Using mathematical ideas and techniques** - for pre-operative procedures
- ◇ **Solving problems** - relating to achieving a clean and aseptic environment
- ◇ **Using technology** - for recording histories, etc.

RUV VEN204 A - Follow clinic occupational health and safety (OHS) procedures

This unit is intended for employees without managerial or supervisory responsibilities.

Unit Descriptor:

Completion of this unit will provide a veterinary nurse with the ability to meet individual workplace occupational health and safety requirements.

The adoption of safe working procedures and hazards identification maximises the safety of clinic personnel and clients.

Element of Competency	Performance Criteria
204.1 Comply with provisions of relevant state OHS legislation	204.1.1 Responsibilities prescribed in OHS legislation for employees are carried out. 204.1.2 Safety training is undertaken as directed. 204.1.3 Activity is undertaken in such a manner as to ensure that the health and safety of all others on the clinic is maintained.
204.2 Follow clinic procedures for hazard identification and risk control	204.2.1 Hazards in the clinic workplace are recognised and reported to the appropriate person. 204.2.2 Assessment of risk associated with identified hazards is made in accordance with clinic procedures. 204.2.3 Work for which protective clothing or equipment is required is identified and personal protection equipment is used in accordance with clinic procedures. 204.2.4 Basic safety checks are undertaken before operation on all equipment and relevant action taken according to clinic procedures. 204.2.5 Risks to bystanders, particularly children, are recognised and action is taken to reduce risk associated with jobs in the clinic.
204.3 Administer first aid	204.3.1 Basic First Aid principles are used to preserve life and minimise injury prior to arrival of medical help.

A. RANGE OF VARIABLES

- This OHS competency involves application of relevant agricultural occupational health and safety principles and conformity with legislation and codes of practice in each state, including duties and responsibilities of all parties under the general duty of care.
- The following of established procedures will maximise personal safety and the safety of others in clinic.
- Responsibilities of employees under OHS legislation and regulations include:
 - to cooperate with the employer/supervisor in any action taken to comply with OHS legislation
 - take reasonable care for own health and safety
 - accept responsibility for protection of the health and safety of others through avoidance of personal action which puts others at risk. This includes smoking in the workplace, use of substances which modify mood or behaviour, engaging in horseplay
 - not wilfully interfere with, or misuse anything provided to protect health and safety
 - not wilfully place at risk the health or safety of any person in the workplace
- Relevant OHS training of employees includes:
 - OHS induction
 - specific OHS training
 - safe equipment operation and maintenance

A. RANGE OF VARIABLES (continued)

- Others may include:
 - safe clinic chemical use
- Hazards in the clinic workplace include:
 - noise, manual handling, clinic chemicals, animals, electricity and firearms
- Clinic hazards for which protective clothing or equipment is required includes:
 - noise associated with clinic plant, equipment and animals, veterinary chemicals and x-rays (or other forms of ionising radiation)
- Hazardous manual handling tasks include:
 - moving, lifting, carrying of bags, drums, cartons, animals
 - loading materials
 - pulling, pushing, up-ending materials
- Risks associated with animals include:
 - bites, scratches and wounds associated with animal handling, kicks and crushes associated with stock handling, lifting, moving animals, zoonoses, shearing or clipping of large animals, horse handling and charging, butting, goring by bulls, rams
- Personal Protective Equipment (PPE) may include:
 - ear protection, eye protection, chemical protection, protective clothing, head gear and gloves
- Clinic workplace procedures will include:
 - hazard policies and procedures
 - emergency policies and procedures
 - procedures for use of personal protective clothing and equipment
 - hazard identification and issue resolution procedures
 - job procedures and work instructions
 - reporting procedures
 - the installation of workplace safety signage
- OHS emergencies on clinic workplaces include:
 - electrocution
 - fire
 - chemical spillage
 - gases in confined spaces, gas leaks
 - serious injury associated with clinic equipment
- It is recommended that First Aid training be undertaken through registered training provider, eg. Red Cross, St. John

B. EVIDENCE GUIDE**Key Outcomes**

- Safe completion of work tasks by worker
- The safety of all persons in the clinic

OHS that impact upon the performance of this unit

- OHS risk management is the basis of this unit.
- OHS legislation, relevant regulations and codes of practice in each state

Holistic Outcome

OHS risk is minimised in the operation of a clinic workplace.

B. EVIDENCE GUIDE (continued)**Underpinning knowledge and skills**

- A basic working knowledge of:
 - significant hazards on the clinic workplace is required
 - workcare rules
- Evidence of a basic understanding of relevant symbols used for clinic occupational health and safety is required
- The ability to:
 - readily identify hazards
 - demonstrate a mature approach to the daily application of safe working practices

C. ASSESSMENT GUIDE

Assessment of this unit is conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications in Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by State legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
1	1	1	1	1	1	1

- ◇ **Communicating** - with other workers and supervisors in the clinic
- ◇ **Collecting and analysing and organising information** - on hazards in the clinic, and implementing relevant clinic procedures
- ◇ **Planning and organising activities** - for occupational health and safety procedures
- ◇ **Working with teams and others** - to carry out safe working practices
- ◇ **Using mathematical ideas and techniques** - to calculate costs, evacuation times, etc.
- ◇ **Solving problems** - of accidents or occupational health and safety implementation
- ◇ **Using technology** - to communicate and record

RUV VEN205 A - Use hazardous substances safely	
Unit Descriptor: This unit describes the essential requirements for an individual to work in the clinic environment when handling or using hazardous substances	
Element of Competency	Performance Criteria
205.1 Handle hazardous substances	205.1.1 Specific hazardous substance is identified from the label and applicable material safety data sheet. 205.1.2 Selected hazardous substance is handled in safe containers or packages under instruction from the veterinarian or practice manager
205.2 Store hazardous substances	205.2.1 Storage for hazardous substances is checked for compliance with industry standards in line with instructions. 205.2.2 Regular participation in the conduct of safety audits maximises the individual awareness of safety issues. 205.2.3 Required hazardous substances are estimated and industry standard storage conditions established according to instructions.
205.3 Transport hazardous substances	205.3.1 Transport mode and procedures are established in consultation with the veterinarian or practice manager as instructed. 205.3.2 Hazardous substances are loaded or decanted into secure containers or packaging in line with work programs. 205.3.3 Load is secured or sealed to ensure safety and eliminate spillage according to enterprise policy. 205.3.4 Transport of hazardous substances is completed in line with established procedures and movements recorded according to enterprise policy.
205.4 Use hazardous substances	205.4.1 Selected hazardous substance is removed from storage and utilised in accordance with the label instructions or workplace requirements. 205.4.2 Containers and unused hazardous substances are disposed of in accordance with established workplace procedures.
205.5 Act in emergency situations with hazardous substances	205.5.1 Emergency incidence is notified to appropriate authorities in the workplace. 205.5.2 Clear identification of the nature of the emergency is established in consultation with the workplace supervisor. 205.5.3 Direction is sought from the supervisor or workplace notices to establish the role of the individual in the emergency
A. RANGE OF VARIABLES	
<ul style="list-style-type: none"> • Hazardous substances do not include cytotoxic drugs which should not be handled. • Hazardous substances may include: <ul style="list-style-type: none"> - anaesthetic or LP gases in the clinic, fuels and oils, pesticides, anhydrous gases, baits, systemics, coolants and refrigerants, human medicines and treatments, animal medicines and treatments, acids, alkaline and caustic substances, detergents & wetting agents, radiograph processing chemicals, disinfectants, virucides and antiseptics 	

A. RANGE OF VARIABLES (continued)

- Handling and using hazardous substances may include:
 - spraying, use of application equipment, decanting liquids, refuelling, transport and cartage and use of industrial gases
- Suitable or industry standard storage conditions may include:
 - security systems, elevated storage, fans and ventilation, drainage systems, separation of incompatible materials, warning signage as required, workplace notices and scavenger system
- Enterprise policy may include:
 - protocols for record keeping, provision of personal protective equipment, instructions to personnel and record of governing legislation
- Emergency situations may include :
 - spilt fuels or other substances, use of incorrect substances, fire, contact with skin or eyes, leaking or damaged containers, explosion, mixing of incompatible materials, contamination of feed or water supplies and container disposal problems

B. EVIDENCE GUIDE**Key Outcomes**

- Hazardous substances are handled in line with instructions and industry standards for safety in the workplace
- Hazardous substances are stored in line with established industry standards
- Transport for hazardous substances and procedures adopted reflect industry best practice
- Hazardous substances are used as required to complete workplace routines
- Reaction to emergencies is programmed and safety optimised.

OHS issues that impact upon the performance of this unit

- Relevant OHS hazards identification, risk assessment and risk control measures. These include:
 - safe system and procedures for handling, transportation and storage of hazardous substances
 - safe manual handling systems and procedures
 - selection, use and maintenance of relevant personal protective clothing and equipment
 - safe operation and maintenance of machinery and equipment
- OHS legislation, relevant regulations and codes of practice in each state, including:
 - Occupational Health and Safety Act of the state
 - Regulations and/or Codes of practice pertaining to Hazardous Substances
 - Regulations and/or Codes of Practice pertaining to Equipment Operation

Holistic Outcome

Hazardous substances are safely and competently used in the rural workplace.

Underpinning knowledge and skills

- A background working knowledge of:
 - hazardous substances that occur in the clinic or relevant to the veterinary sector
 - the drills and protocols with dealing with hazardous substance issues
 - who to contact and who to report to in the individual workplace about hazardous substance matters
 - basic mathematics and the basis of veterinary based calculations
- The ability to:
 - read and interpret written instructions and hazardous substance labelling
 - communicate with other workplace personnel
 - understand and act on verbal instructions
 - manually or electronically record details of hazardous substance usage or emergency incidence
 - critically observe and accurately report on safety hazards in the workplace
 - adopt safe work strategies as an integral part of workplace routines

C. ASSESSMENT GUIDE

Assessment of this unit is conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications in Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
1	1	1	1	1	1	1

- ◇ **Communicating** – with other workplace personnel
- ◇ **Collecting and analysing and organising information** – on usage requirements and detail
- ◇ **Planning and organising activities** – to safely use hazardous substances
- ◇ **Working with teams and others** - to ensure the safe usage of hazardous substances
- ◇ **Using mathematical ideas and techniques** – to calculate volumes and dilutions
- ◇ **Solving problems** – of spillage and safety hazards
- ◇ **Using technology** – to record usage and communicate with other clinic personnel

RUV VEN206 A - Communicate in the workplace	
Unit Descriptor: This unit describes the essential communication requirements of individuals operating at this level in the veterinary nursing industry. Workplace communication methods and techniques are likely to be under routine supervision with intermittent checking from supervisors. Responsibility for some roles and team work may be required. Communication at this level involves the application of knowledge and skills to a range of tasks and roles. Communication is usually within established routines, methods and procedures	
Element of Competency	Performance Criteria
206.1 Gather, record and convey data	206.1.1 Required data sources are identified and accessed. 206.1.2 Data is organised in accordance with enterprise requirements.
206.2 Gather, record and provide information in response to workplace requirements	206.2.1 Sources of required information are identified and appropriate contact established. 206.2.2 Personal interaction is courteous and inquiries carried out clearly and concisely. 206.2.3 Defined workplace procedures for the location and storage of information are utilised. 206.2.4 Advice is provided within the limits of legislation to clients and veterinarian in response to inquiry. 206.2.5 Information is recorded in a complete, accurate and legible manner.
206.3 Participate in work groups or teams	206.3.1 Interaction with workgroups is completed in line with enterprise requirements. 206.3.2 Group decisions are read or interpreted and understanding demonstrated through their implementation.
206.4 Participate in workplace meetings	206.4.1 Meeting inputs are consistent with the meeting purpose and established protocols. 206.4.2 Meeting outcomes are understood and implemented.
206.5 Interact with others in the workplace	206.5.1 Interaction with others in the workplace is completed in line with enterprise requirements. 206.5.2 Contact is initiated when appropriate and interaction is consistent with the needs of the enterprise. 206.5.3 The requirements of individuals external to the enterprise are clarified and facilitated as required. 206.5.4 Information is conveyed in a clear manner in line with the situation requirements. 206.5.5 Industry standards for courtesy and protocol are observed in all workplace interaction. 206.5.6 Personal presentation is in line with individual workplace requirements. 206.5.7 Regular participation in staff meetings is undertaken to ensure that well developed lines of communication are established and maintained.
206.6 Communicate with the industry network	206.6.1 Regular and positive communication is facilitated with the total range of industry participants. 206.6.2 Progressive reports are regularly provided to the property owner or manager.

A. RANGE OF VARIABLES

- Industry participants may include :
 - veterinarians
 - pharmaceutical representatives
 - pathology laboratories
 - animal welfare associations
 - university or tertiary education institutions
 - owners
 - veterinary nurses in other practices
 - feed company representatives
 - veterinary and animal merchandise distributors
 - wildlife care associations
 - other government departments
 - members of the public
- Industry associations may include :
 - Dog and Cat clubs, Animal breeding associations, Racing clubs, Australian Veterinary Association and Veterinary Nurses Council of Australia
- Advice to owners will only be provided within the limits of legislation and may include :
 - provision of vaccination schedules
 - treatment regime
 - control of external and internal parasites
 - practice policies and protocols
- Provision of advice to the veterinarian may include:
 - patient history
 - observations of vital signs or disease symptoms
 - owner instructions
 - dietary needs
 - safety advice
- Personal interaction may include communicating with difficult clients.
- Good communication may include the use of :
 - telephones, mobile phones, two way radios, paging systems, answering machines, facsimile equipment, email and computer communication and personal and professional skills
- Training of junior staff needs to be regularly reinforced to ensure optimum patient care is provided
- Data storage may include manual or computer based filing systems
- Types of data may include:
 - enterprise specific data, messages and industry network details
- Enterprise requirements for data organisation may include :
 - clear and concise organisation, defined procedures for storage and accurate and legible recording
- Participation in work teams should include actions which are:
 - supportive and efficient, effective and courteous and demonstrate initiative
- Interaction with others should at all times be:
 - efficient, effective, responsive, courteous and supportive, utilise correct forms of greeting, utilise identification and address as required and present the enterprise in a positive way
- Compliance with meeting protocols may include :
 - observing meeting convention, compliance with meeting decisions, obeying meeting instructions, Industry standards for workplace interaction may specify:
 - courtesy requirements, discretion, confidentiality and structured follow up procedures
- Personal presentation standards in the workplace may include:
 - dress requirements for personal safety in the working environment
 - the wearing or use of personal protective equipment
 - personal and workplace hygiene
 - personal presentation for safety, eg the need to cover long hair or jewellery
- Other contacts of the enterprise may include:
 - suppliers, industry bodies, local government, regulatory bodies, trade personnel, training personnel, contractors and advisers
- Communication may be carried out through:
 - face to face communication, telephones, written means, computers, e-mail, facsimile, 2-way radio, mobile phones, attendance at industry forums, paging systems and answering machines.

B. EVIDENCE GUIDE

Key Outcomes

- Specified data is collected and collated as required
- Workplace information is accessed from the range of identified contacts and recorded in the enterprise record.
- Communication is facilitated through interaction with workplace teams
- Active participation in workplace meetings and activities reinforces the individual's involvement in the communication process.
- Sound communication strategies are adopted to communicate with other workplace personnel.
- Communication with the industry network provides linkages with the total range of information sources.

OHS issues that impact upon the performance of this unit

Communication skills relate to relevant OHS hazards identification, risk assessment and risk control measures. Requirements include:

- effective communication regarding OHS in the workplace
- effective communication of roles and responsibilities from management with regard to OHS issues and the induction of new workers
- communication and participation in matters relating to OHS training
- communication with other industry participants regarding OHS codes and regulations, and best OHS practice for the industry
- communication with OHS professionals or instructors
- communication systems for effective emergency response

Holistic Outcome

Communication in and from the workplace is maximised.

Underpinning knowledge and skills

- A basic working knowledge of:
 - the industry networks
 - effective communication
 - different modes of communication
 - written communication
 - effective communication in a work team
 - elementary latin and greek word structures used in veterinary terminology
- The ability to:
 - gather record and convey data
 - gather, record and provide information in response to workplace requirements
 - participate effectively in work groups or teams
 - actively participate in workplace meetings
 - interact with others in the workplace
 - recognise latin and greek derived word structures

C. ASSESSMENT GUIDE

Assessment of this unit is conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications in Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

There are no mandatory licensing requirements for this unit .

C. ASSESSMENT GUIDE (continued)**Interdependent assessment of units**

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training

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Where this unit is assessed

Competency is to be demonstrated in an veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
1	1	1	1	1	1	1

- ◇ **Communicating** – with other workplace personnel and the industry network
- ◇ **Collecting and analysing and organising information** – required in the workplace
- ◇ **Planning and organising activities** – of workplace teams
- ◇ **Working with teams and others** - to maximise communication between all personnel
- ◇ **Using mathematical ideas and techniques** – to calculate and record workplace information
- ◇ **Solving problems** – of emergencies or communication breakdown
- ◇ **Using technology** – to communicate and calculate

RUV VEN207 A - Act to minimise emergencies and respond to a variety of situations	
<p>Unit Descriptor: This unit is concerned with the ability of workers to respond to workplace emergencies such as fire and other dangerous situations and render first aid in the workplace. It relates to emergencies involving clinic personnel and clients which can be minimised and responded to with established and practical routines. Responsibility for some roles and coordination within a team may be required. Competency at this level involves the application of knowledge and skills to a range of tasks and roles. Competencies are usually within established routines, methods and procedures.</p>	
Element of Competency	Performance Criteria
207.1 Act to minimise emergency situations	207.1.1 Appropriate actions are taken to maximise safety and minimise health hazards in the clinic and animal housing. 207.1.2 Animal handling and actions minimises risks to all personnel. 207.1.3 Regular checks of environs are carried out to minimise potential hazards.
207.2 Act as instructed in emergencies	207.2.1 Contingency plans are activated for emergencies in compliance with the relevant legislation. 207.2.2 Emergency procedures are carried out as required by established clinic policy.
207.3 Implement fire prevention and control on site and in the clinic	207.3.1 Fire hazards are minimised as specified in clinic and fuelling procedures. 207.3.2 Appropriate fire extinguishers and fire fighting plant are used in fire situations and appropriate authority notified according to laid down procedures. 207.3.3 Evacuation procedures are implemented as instructed according to workplace policy.
207.4 Participate in arrangements for maintaining health and safety of all people in the workplace	207.4.1 Individuals have input into on-going monitoring and reporting on all aspects of clinic safety. 207.4.2 Individuals assist in developing effective solutions to control the level of risk associated with clinic jobs.
<p>A. RANGE OF VARIABLES</p> <ul style="list-style-type: none"> • Emergency situations that impact upon the operation are: <ul style="list-style-type: none"> - fire, fuel spillage and gas leakages • Emergency situations can also arise due to a range of trauma situations, eg: <ul style="list-style-type: none"> - snake bite or poisonings, respiratory or cardiac arrest, electrocution and road accidents • Emergency workplace procedures may include: <ul style="list-style-type: none"> - dressing wounds, bandaging and resuscitation 	
<p>B. EVIDENCE GUIDE</p> <p>Key Outcome A knowledge of safety standards and their application in the operation and maintenance of vehicles and equipment is vital in preventing accidents either on site or in the clinic.</p> <p>OHS that impact upon the performance of this unit</p> <ul style="list-style-type: none"> • Regular conduct of safety audits • Fitting of safety apparel to personnel • Fitting of guards to machinery 	

B. EVIDENCE GUIDE (continued)**Holistic Outcome**

Incidence of emergencies minimised and actual occurrences quickly and efficiently dealt with.

Underpinning knowledge and skills

- A basic working knowledge of:
 - the provisions of relevant state OHS legislation
 - the use of safe working practices is paramount in avoiding dangerous situations in the work environment
 - the emergency network is crucial in this unit
- The ability to:
 - respond positively to emergencies in line with practised actions.

C. ASSESSMENT GUIDE

Assessment of this unit is conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications in Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
1	1	1	1	1	1	1

- ◇ **Communicating** - patient owners, veterinarians and other clinic staff
- ◇ **Collecting and analysing and organising information** and accurately reporting to appropriate authorities
- ◇ **Planning and organising activities** - in line with laid down practice procedures
- ◇ **Working with teams and others** - to minimise the incidence of emergencies
- ◇ **Using mathematical ideas and techniques** - to calculate pulse rates
- ◇ **Solving problems** - establishing solutions to preserve life or counteract emergencies
- ◇ **Using technology** - in particular a respect of telecommunications equipment

RUV VEN208 A - Plan daily work routines	
Unit Descriptor: Completion of this unit will equip the individual with the necessary skills to actively participate in the planning and implementation of daily work routines.	
Element of Competency	Performance Criteria
208.1 Interpret work schedules	208.1.1 Interpretation is consistent with the schedule and tasks defined. 208.1.2 A number of work activities are integrated. 208.1.3 Priorities are established consistent with workplace requirements.
208.2 Organise materials and equipment	208.2.1 Availability of materials and equipment is consistent with work schedules and the requirements of the tasks.
208.3 Respond to problems as they occur	208.3.1 Response takes into account commercial responsibilities and constraints. 208.3.2 Response maintains a quality outcome, minimises impact on work schedules and reflects a basic working knowledge of the products and processes used in the workplace. 208.3.3 Response is consistent with workplace priorities and requirements.
<p>A. RANGE OF VARIABLES</p> <ul style="list-style-type: none"> • It is not necessary at this level to have a comprehensive knowledge of all products and processes used in the clinic. • Work activities may include: <ul style="list-style-type: none"> - daily routines - periodic routines - ad hoc activities - clinic routines - surgery routines - clinic scheduling - patient admission and discharge 	
<p>B. EVIDENCE GUIDE</p> <p>Key Outcome Competency in planning daily work routines</p> <p>OHS issues that impact upon the performance of this unit The rights and responsibilities of employers and employees under the relevant state and workplace OHS legislation</p> <p>Holistic Outcome Effective and responsive use of time and resources in planning daily work routines</p> <p>Underpinning knowledge and skills</p> <ul style="list-style-type: none"> • A basic working knowledge of: <ul style="list-style-type: none"> - products and processes used in the workplace (refer to Range of Variables above) • The ability to: <ul style="list-style-type: none"> - allocate resources and time - account for one's decisions - reconcile conflicting requirements 	

C. ASSESSMENT GUIDE

Assessment of this unit is conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications in Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
1	1	1	1	1	1	1

- ◇ **Communicating** - with supervisor, other clinic personnel
- ◇ **Collecting and analysing and organising information** - interpreting work schedules, determining availability of materials and equipment, drawing up daily work routines
- ◇ **Planning and organising activities** - daily work routines
- ◇ **Working with teams and others** - in work teams
- ◇ **Using mathematical ideas and techniques** - scheduling times, estimating quantities of materials required
- ◇ **Solving problems** - prioritising and allocating time for work activities, responding to problems as they occur in daily work routines
- ◇ **Using technology** - to record and communicate

LEVEL

3

RUV VEN301 A - Carry out patient admission and discharge	
Unit Descriptor: Admission and discharge routines are performed according to clinic policy and following specific instructions from the veterinarian.	
Element of Competency	Performance Criteria
301.1 Co-ordinate clinic admissions	301.1.1 Appointment and other practice procedures are scheduled according to clinic policy. 301.1.2 Routine inquiries are answered in line with clinic policy. 301.1.3 Veterinary advice is sought for all veterinary matters. 301.1.4 Veterinarian is consulted on relevant details and the intended actions conveyed to client.
301.2 Provide veterinary nursing care	301.2.1 Triage procedures are utilised for all admissions according to practice protocols. 301.2.2 Signs of pain are recognised or reported as required. 301.2.3 Animal First Aid measures are applied to sustain life and to minimise pain as required. 301.2.4 Support is provided in clinic to supervising veterinarian. 301.2.5 Veterinary medicines are prepared in line with industry protocols, prescription, and as instructed by the veterinarian.
301.3 Provide grief support to clients/animal owners	301.3.1 Client needs are identified in consultation with the client and supervising veterinarian. 301.3.2 Sympathy and comfort are provided to the client in line with clinic policies. 301.3.3 Industry recognised techniques are utilised in communicating with the client and support provision.
301.4 Implement discharge procedures	301.4.1 Final checks on vital signs are recorded in patient record as per clinic policy. 301.4.2 Patient is cleaned, groomed and prepared for discharge in line with clinic practice. 301.4.3 Caring transfer of the animal back to its owners is provided. 301.4.4 Home care advice is provided to client as instructed.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Appointments may include : <ul style="list-style-type: none"> - scheduling regular consultations, organising surgical procedure support and home or farm visits • Clinic staff may include : <ul style="list-style-type: none"> - veterinarians - veterinary nurses - animal attendants - office managers • Inquiries may be either : <ul style="list-style-type: none"> - per phone, fax or letter and counter inquiries • Triage includes : <ul style="list-style-type: none"> - acting in emergencies and prioritising cases • Home care advice may include: <ul style="list-style-type: none"> - nutrition, prevention of self trauma, medication and wound management • Grief support for animal owners or colleagues may be required as a result of the loss of an animal or anxiety generated by condition or treatment. • Veterinary nurses are expected to know drugs applicable to each schedule and the regulations applicable in State legislation. 	

B. EVIDENCE GUIDE**Key Outcomes**

- Clinic admissions are coordinated and veterinarian informed.
- Triage practice and veterinary nursing care are provided.
- Discharge procedures are followed in line with clinic policy.

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Patients are admitted and discharged in line with clinic policy.

Underpinning knowledge and skills

- Whilst it is the expectation that veterinary nurses will at all times provide the highest standards of care possible they have by law no more duty of care than a member of the public.
- The ability to accurately prioritise animals for consultation as well as the ability to identify vital signs and apply First Aid where necessary.
- It is crucial that a veterinary nurse can differentiate between inquiries that can be handled by the nurse or those which need veterinary intervention.
- The usage and recording of chemicals and medicines in the practice should be carried out in accordance with relevant legislation in each state.
- Clinic policy should operate within legislative requirements.
- Reception duties require a sound knowledge of interview techniques and an ability to communicate, relate and negotiate with a wide range of animal owners.
- Providing good triage practice includes a broad knowledge of the range of species handled by the practice, and clinical signs of illness and disease.
- Diagnosis is not a part of the veterinary nursing role, however, as an integral part of reception and admissions, it is expected that nursing staff, with experience, will have knowledge of recognisable signs and abnormal vital signs as part of triage practice.
- Veterinary nurses need to be fully cognisant of practice guidelines and adhere to the clinic policy.

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

C. ASSESSMENT GUIDE (continued)**Qualifications of assessor**

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
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Where this unit is assessed

Competency is to be demonstrated in an veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	2	3	2	2	2	2

- ◇ **Communicating** with owners and clinic staff
- ◇ **Collecting and analysing and organising information** on patient admissions and histories
- ◇ **Planning and organising activities** - triage practices
- ◇ **Working with teams and others** - to ensure the smooth conduct of patient admission and discharge
- ◇ **Using mathematical ideas and techniques** in weighing animals, administering medicines, etc.
- ◇ **Solving problems** ranging from animal issues to scheduling problems and difficult clients
- ◇ **Using technology** - computers for clinic records and a range of veterinary aids

RUV VEN302 A - Apply radiographic routines	
Unit Descriptor: This unit describes the skills required to complete radiographic routines in line with established industry sequence, clinic policy and following specific instructions from the veterinarian.	
Element of Competency	Performance Criteria
302.1 Prepare radiographic environment	302.1.1 Radiographic machine is positioned for required procedure as instructed. 302.1.2 Darkroom is prepared for use in line with clinic policy. 302.1.3 Support staff is rostered for required procedure in line with clinic policy. 302.1.4 Radiation safety procedures are followed according to legislative requirements.
302.2 Prepare radiographic equipment	302.2.1 Radiographic equipment and film are prepared for use in line with clinic practice. 302.2.2 Markers and name labels are clearly positioned on film cassettes in line with laboratory guidelines. 302.2.3 Restraints appropriate to the animal and elevation are prepared in line with legal requirements 302.2.4 Appropriate chemicals are prepared according to label instructions. 302.2.5 Contrast mediums are prepared in line with veterinarian's instructions. 302.2.6 Safety equipment is prepared and fitted for all staff.
302.3 Implement radiographic procedures	302.3.1 Patient is prepared for radiographic examination & restraint applied as instructed. 302.3.2 Exposed film is developed and shown to supervising veterinarian. 302.3.3 Patients are monitored throughout the procedure and observations recorded. 302.3.4 Patient is returned to animal housing or owner as instructed.
302.4 Carry out post-radiographic procedures	302.4.1 Film and outcomes are recorded and filed according to established clinic policy. 302.4.2 Used chemicals and film debris are safely disposed of in line with clinic policy and legislative requirements. 302.4.3 Radiographic stocks are reinstated in line with established clinic policy. 302.4.4 Common radiographic faults are recognised and corrected in line with clinic practice.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Preparation for clinic examination routines such as these may include the cleaning and sterilisation of the facilities and equipment. • Preparation for radiographic procedures may include the preparation of correct radiographic film, cassettes and grids. • Radiographic equipment may include darkroom chemicals and contrast mediums. • The positioning of patients and the setting of radiographic equipment is the role of the veterinarian. • Safety equipment should include : <ul style="list-style-type: none"> - personal radiation monitors (subject to legislative provisions), mobile shields, aprons, gloves and thyroid shields 	

A. RANGE OF VARIABLES (continued)

- Animal restraints may include :
 - sandbags
 - cradles and forms
 - gags
 - ropes
 - sedation
 - anaesthetic
- Contrast mediums may include :
 - injectable
 - oral
 - intra-urinary preparations
- Chemical preparations will include the need for accurate dilutions and correct temperatures.
- Radiographic faults may occur due to problems with exposure settings or the developing process.

B. EVIDENCE GUIDE**Key Outcome**

- Environment is prepared for scheduled routines.
- Equipment and chemicals are prepared.
- Patient is prepared and cared for during examination.
- Post radiographic routines are completed.

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Radiographic routines incur potential hazards such as radiation exposure and have specific safe working procedures to be followed.
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Radiographic routines carried out in line with clinic policy.

Underpinning knowledge and skills

- The knowledge and application of safe working procedures in the use of radiography equipment underpins achievement of competence in this unit.
- A working knowledge of animal anatomy and physiology is a key element in the completion of this unit.
- A working knowledge of radiation therapy techniques may be required.
- The ability to:
 - work as part of a team and in close working arrangements with the supervising veterinarian are crucial in the performance of this unit.
 - maintain an adequate supply of fresh processing chemicals - the key to successful development of radiographic exposures.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	2	3	2	2	2	2

- ◇ **Communicating** - with clinic staff and owners
- ◇ **Collecting and analysing and organising information** - on chemical dilutions and patient requirements
- ◇ **Planning and organising activities** - scheduling radiography procedures
- ◇ **Working with teams and others** - to provide safe and effective radiographic routines
- ◇ **Using mathematical ideas and techniques** - to calculate exposure times and dilutions of processing chemicals
- ◇ **Solving problems** - of injured and difficult animal patients
- ◇ **Using technology** - to carry out radiographic procedures

RUV VEN303 A - Implement clinic pathology support procedures	
Unit Descriptor: This unit describes the skills required to carry out pathology sampling procedures. In clinic examination and preparation for consignments to diagnostic laboratories is completed ensuring the maintenance of sample integrity in accordance with instructions from the veterinarian.	
Element of Competency	Performance Criteria
303.1 Implement pathology procedures	303.1.1 Pathology equipment is cleaned, maintained and prepared for use in accordance with manufacturer's instructions. 303.1.2 Slides are prepared for microscopic examination in line with clinic requirements. 303.1.3 Patient is prepared for biopsy or sampling procedures as instructed. 303.1.4 Samples are taken in line with clinic policy. 303.1.5 Samples are placed in appropriate containers for selected pathology tests and labelled accurately. 303.1.6 Patient and sample details are recorded in line with clinic policy. 303.1.7 Sample transfer to laboratory is facilitated as instructed. 303.1.8 Pathology tests are carried out as instructed. 303.1.9 Laboratory results are received, recorded and reported to veterinarian in line with clinic policy.
303.2 Prepare for post mortem examination	303.2.1 Supervising veterinarian is notified of death and details recorded in line with clinic policy. 303.2.2 Equipment and animal is prepared for veterinary examination as instructed. 303.2.3 Samples for pathological examination are stored and labelled in line with clinic policy. 303.2.4 Post-mortem debris and biological wastes are disposed of according to legislative requirements.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Pathology equipment may include: <ul style="list-style-type: none"> - microscopes • Pathology samples for dispatch may include: <ul style="list-style-type: none"> - tissue and hair samples and skin scrapings - faeces, blood and urine - semen, milk, saliva and other body fluids and exudates • Biopsy sampling procedures may require the use of aseptic techniques. • Samples for pathological examination may include : <ul style="list-style-type: none"> - tissue stored in formaldehyde, - stained or unstained slides for microscopic examination - blood or faecal samples. • Pathology tests may include: <ul style="list-style-type: none"> - antigen and antibody tests - evidence of internal or external parasites - use of in-house diagnostic equipment - use of diagnostic indicator strips 	
B. EVIDENCE GUIDE Key Outcomes <ul style="list-style-type: none"> • Pathology sampling procedures including patient preparation and presentation are completed. • Samples are conveyed to laboratory for examination and testing. • Support is provided for post-mortem procedures as required. 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit**

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Support is provided to veterinarian as requested.

Underpinning knowledge and skills

- A working knowledge of animal anatomy and physiology is a key element in the completion of this unit.
- A background knowledge of a range of pathology procedures and the requirements that each procedure has for sample preparation, handling and transport is basic to this unit.
- A background knowledge of quality assurance procedures and the potentials of the range of pathological procedures and equipment is required.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation.

Interdependent assessment of units

This unit can be assessed independently.

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	2	2	2	2	2	2

- ◇ **Communicating** - with other clinic staff and veterinarian.
- ◇ **Collecting and analysing and organising information** - on patient histories, pathological procedures and samples.
- ◇ **Planning and organising activities** - for handling samples and pathology tests
- ◇ **Working with teams and others** - to provide pathological procedure support
- ◇ **Using mathematical ideas and techniques** - to calculate dilution rates, etc.
- ◇ **Solving problems** - of preserving samples and transport to testing laboratory
- ◇ **Using technology** - to carry out nursing procedures

RUV VEN304 A - Provide clinic administration support	
Unit Descriptor: Completion of this unit will provide the individual with the skills to complete clinic procedures relating to stock control, accounting and correspondence under supervision of the Office Manager.	
Element of Competency	Performance Criteria
304.1 Provide stock control	304.1.1 Regular inventory of veterinary supplies and medicines is taken as per clinic policy. 304.1.2 Medicines and supplies are ordered in consultation with duty veterinarian and senior veterinary nurse. 304.1.3 Practice stocks are checked on receipt against quantities ordered and priced. 304.1.4 Veterinary medicines are stored and secured as required by legislative requirements and clinic policy.
304.2 Maintain breed records	304.2.1 Genealogy records are established and maintained as required by veterinarian and owner. 304.2.2 Genetic faults associated with individual breed groups, identified by the veterinarian, are recorded in the clinic record.
304.3 Keep practice accounts	304.3.1 Accounts are prepared and promptly issued to clients on completion of service. 304.3.2 Basic monetary records are maintained in line with established industry business practice and clinic policy. 304.3.3 Daily takings are recorded and banking processes completed as per clinic policy.
304.4 Prepare correspondence	304.4.1 Clinic correspondence to animal owners is completed. 304.4.2 Letters are written in line with clinic policy. 304.4.3 Correspondence is processed and mailed in accordance with clinic policy.
<p>A. RANGE OF VARIABLES</p> <ul style="list-style-type: none"> • Breed records may include records of : <ul style="list-style-type: none"> - breeding traits, herd management, vaccination records, genetic faults and congenital abnormalities • The maintenance of basic monetary records may include the use of: <ul style="list-style-type: none"> - inventory systems and tailor made veterinary practice software • Accounts processing will include the use of : <ul style="list-style-type: none"> - applicable credit cards, EFTPOS, cheques and staged payment management. • Veterinary medicine inventories and storage needs to consider : <ul style="list-style-type: none"> - relevant poisons schedules, expiry dates and special storage requirements • Stock control in a large animal practice will include maintaining adequate supplies of : <ul style="list-style-type: none"> - medicines - obstetric equipment - sterilised disposables - in practice vehicles • Maintenance of financial records includes computerised bookkeeping. • Banking processes may include credit card reconciliation and completion of deposit slips. 	
<p>B. EVIDENCE GUIDE</p> <p>Key Outcomes</p> <ul style="list-style-type: none"> • Clinic stock controls are managed effectively. • Practice accounts are kept up to date and financial records maintained. • Clinic correspondence and records are maintained in line with clinic policy. 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit**

The maintenance of safe working conditions and the monitoring and recording of clinic workplace hazards

Holistic Outcome

Clinic administration is soundly managed.

Underpinning knowledge and skills

- The issue of veterinary medicines to clients requires a background knowledge of the specific legislative requirements.
- A working knowledge of the computer software applicable in the practice including word processing, accounting and data base patient records is necessary in the demonstration of competency in these areas.
- Drugs and chemicals should be stored and handled according to their Schedule.
- The ability to maintain a dangerous chemicals manifest.
- Clinic policy should operate within legislative requirements.

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	3	3	2	2	3	2

- ◇ **Communicating** - with clinic suppliers
- ◇ **Collecting, analysing and organising information** - on stock levels, sources of supply, etc.
- ◇ **Planning and organising activities** - to ensure prompt issuing of accounts
- ◇ **Working with teams and others** - to provide administrative support
- ◇ **Using mathematical ideas and techniques** - in financial and stock recording
- ◇ **Solving problems** - of deliveries, supply orders and account reconciliation
- ◇ **Using technology** - to record data and carry out calculations electronically

RUV VEN305 A - Carry out surgical nursing routines	
Unit Descriptor: This unit describes the skills required to prepare the surgical facilities and environment and provide total backup support for the surgeon.	
Element of Competency	Performance Criteria
305.1 Prepare routine surgery equipment	305.1.1 Routine surgical packs are prepared for scheduled procedures. 305.1.2 Routine surgery equipment suitable for the species is selected and sterilised ready for use in line with clinic policy.
305.2 Provide support for routine surgical procedures	305.2.1 Animals are prepared for anaesthesia and proposed routine procedures in line with clinic policy. 305.2.2 Pre-operative animal preparation is carried out in line with required routine procedure and industry standards. 305.2.3 Analgesics are administered to patients as directed by the veterinarian. 305.2.4 Support is provided to the veterinarian in the administration of analgesics during surgical or clinic procedures. 305.2.5 Animals are held, restrained or positioned during routine operation and anaesthesia as instructed. 305.2.6 Instruments and operating aids are provided for veterinarian as instructed. 305.2.7 Safe working practices are adopted and practiced as an integral part of practice theatre procedures.
305.3 Monitor patient and anaesthesia	305.3.1 Vital signs are monitored and recorded for pre-medication through anaesthesia to recovery as instructed. 305.3.2 Anaesthetic depth is assessed and response initiated in line with clinic policy. 305.3.3 Endotracheal tubes are removed once swallowing reflex observed. 305.3.4 Wound or surgical site is monitored for signs of abnormality. 305.3.5 Routine post operative/anaesthesia monitoring procedures are carried out as instructed.
305.4 Sterilise theatre instruments	305.4.1 Theatre debris and disposable equipment is safely disposed of according to legislative requirements. 305.4.2 Instruments are cleaned, prepared and sterilised in line with clinic policy. 305.4.3 Instruments are grouped on type and usage and stored after use. 305.4.4 Gowns and drapes are sterilised in line with clinic policy.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Carrying out theatre routines may extend to veterinary procedures such as intubation, administration of necessary pre-medication, the insertion of catheters or intravenous drips under the supervision of the duty veterinarian. • Surgical packs will be prepared for procedures which may include materials for: <ul style="list-style-type: none"> - spay and castration - trauma repair - wound suturing 	

A. RANGE OF VARIABLES (continued)

- Preparation of anaesthesia may include :
 - weighing,
 - selection of appropriate endotracheal tubes
 - administration of necessary pre-medication under veterinary supervision
 - preparation of correct quantities of anaesthetic agents
- Theatre debris and disposable equipment includes :
 - syringes
 - needles
 - sharps
 - excised tissue
 - contaminated swabs
- Vital signs and reflexes monitored under anaesthesia may include:
 - pulse
 - respiration
 - temperature
 - capillary refill
 - palpebral reflex
 - heart rate
 - monitoring ECG, etc.
 - mucous membrane colour
 - withdrawal reflex
- Signs of abnormality in wounds and surgical site may include:
 - haemorrhage or other exudation
 - swelling
 - self trauma
- Preparation of animals for surgical procedures may include :
 - clipping, shaving and preparation,
 - aseptic preparation of operating areas and injection sites
 - applying restraining devices such as muzzles, Elizabethan collars or, for example, a rearing bit, head collar, halter or hobbles in horses
- Sterilisation methods may include:
 - physical, eg. autoclaves
 - chemicals
- The administration of analgesics may be used for:
 - provision of pre-emptive analgesia
 - intra-operative analgesia
 - post operative analgesia
- Analgesics administered by the veterinarian or under veterinary supervision may include :
 - non steroidal anti inflammatories
 - narcotic and other analgesics
 - opiate antagonists
- Provision of support will include ensuring that appropriate antagonists are available at the veterinarian's discretion.
- Monitoring of "cardinals" includes observation of:
 - pulse
 - respiration
 - temperature
 - anaesthesia depth
 - capillary refill

B. EVIDENCE GUIDE**Key Outcomes**

- Surgery preparations including surgical packs are completed.
- Animal and surgery instruments and operating aids are prepared for surgery in an aseptic environment.
- Vital signs are monitored through anaesthesia, surgery and recovery.
- Theatre cleanup is completed according to clinic policy.

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- The handling of surgical equipment and tools presents a range of hazards including:
 - burns and scalds from sterilising equipment
 - pricks from needles and cuts from other sharps
 - gas leakages from anaesthetic machines/tubing etc.
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Efficient surgical routines

Underpinning knowledge and skills

- A sound working knowledge of resuscitation technique.
- A knowledge of general theatre etiquette, dress rules and “no-go” areas should be observed in line with clinic policy.
- The storage, use and disposal of both the chemicals and biological debris from veterinary procedures is, like the medical equivalent, subject to health regulations, and a knowledge of legislation in this area is essential.
- An acquired knowledge of the possible requirements of the veterinarian during operations is invaluable background in this unit.
- A basic knowledge of sterilisation techniques may include:
 - a working knowledge of the operation of autoclaves
 - an awareness of alternative steam sterilisation techniques including gamma irradiation, Ethylene Oxide and chemical sterilisation and their associated health hazards
- A knowledge of the range of instruments required in both the theatre and preparation areas is required. These may include clippers, vacuum cleaner, specific surgical equipment and ear tattoo instruments.
- A knowledge of anaesthetic agents, planes and stages of anaesthesia and anaesthesia equipment is invaluable background to this unit.
- A knowledge of the dangers related to exposure to anaesthetic agents is required.
- Administration of anaesthetic agents should only be carried out by registered veterinarians.
- The usage and recording of chemicals and medicines in the practice should be carried out within the prescribed legislative requirements.
- Clinic policy should operate within legislative requirements.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	2	2	2	2	2	2

- ◇ **Communicating** - with clients and clinic staff
- ◇ **Collecting and analysing and organising information** - on patient condition and previous histories
- ◇ **Planning and organising activities** - surgery scheduling and staff support
- ◇ **Working with teams and others** - to carry out surgical routines
- ◇ **Using mathematical ideas and techniques** - to monitor pulse and respiration rates
- ◇ **Solving problems** - in operating theatre in consultation with veterinarian
- ◇ **Using technology** - to monitor and record vital signs

RUV VEN306 A - Provide animal care	
Unit Descriptor: This unit describes the skills required in providing quality care for all animals treated or housed at the clinic.	
Element of Competency	Performance Criteria
306.1 Identify patients	306.1.1 Patients are identified according to features and fixed identification. 306.1.2 Signs are documented through observation and owner interview. 306.1.3 Patient details are referred to duty veterinarian.
306.2 Provide routine animal health advice	306.2.1 Patient needs are established in consultation with veterinarian. 306.2.2 Animal owner is advised on animal care as instructed by veterinarian. 306.2.3 Relevant literature and aftercare advice is provided in line with clinic policy. 306.2.4 Nursing intervention is provided for individual animals in line with clinic policy. 306.2.5 Poisons information is relayed to clients based on poisons law, legislation and clinic policy.
306.3 Communicate with owners concerning hospitalised patients	306.3.1 Clients counselled and informed of patient's progress and condition at regular intervals. 306.3.2 Client complaint and grief support is carried out in line with clinic policy. 306.3.3 Patient records are checked to ensure instructed routines are communicated to client. 306.3.4 Prescribed routines are implemented and treatments recorded.
306.4 Recognise and identify signs of pain	306.4.1 Audible, visual or measurable signs of pain are identified and recorded or reported as required. 306.4.2 An appreciation of signs of pain in animals is utilised in the identification of pain and the need for analgesics. 306.4.3 Behavioural changes which indicate pain are identified and succinctly reported to the supervising veterinarian.
306.5 Provide animal care in pain situations	306.5.1 Empathetic and caring approach is utilised in the husbandry of animals in pain. 306.5.2 Compassionate and safe handling techniques are employed in animal care in the clinic. 306.5.3 Industry recognised pain management techniques are utilised to minimise patient trauma.
306.6 Care for animals	306.6.1 Animals are safely returned to owner or housing after treatment. 306.6.2 Regular patient monitoring is carried out in line with clinic policy. 306.6.3 Patient observations are recorded according to clinic policy.

306.7 Care for hospitalised animals	306.7.1 Basic animal requirements are provided in line with Code of Welfare. 306.7.2 Micro-environment specifically required for the individual animal is maintained in line with veterinarian's instruction. 306.7.3 Patient's bodily functions are monitored and facilitated according to instruction. 306.7.4 Frequent observations of patients are carried out and recorded in line with clinic policy. 306.7.5 Industry recognised animal psychology procedures are carried out in conjunction with patient monitoring.
306.8 Provide animal First Aid	306.8.1 Animal First Aid is applied in line with clinic policy. 306.8.2 Observations and actions are recorded in clinic record.

A. RANGE OF VARIABLES

- For the purposes of training recognition, animals are considered in four groups:
 - dogs and cats
 - horses
 - food producing animals
 - exotic animals/wildlife
- Identifying features of an animal may include:
 - species, sex, colour/markings, age, attached tags or implanted microchips and collars and leads
- Basic animal maintenance routines may include:
 - grooming, nail clipping, bathing, exercising, providing nutritional requirements, simple dental procedures, beak trimming, oral administration of tablets, liquids and pastes and neonatal nursing
- Animal health advice (and merchandising) may include :
 - vaccination schedules
 - training and socialisation
 - poisons information
 - control of external and internal parasites
 - potential hazards of the use of restricted agents
 - breeding issues including desexing, artificial insemination and care of newborn and orphan animals
 - nutrition
 - post-operative hygiene
 - bandage, splint and cast care
 - First Aid advice regarding emergency treatment of animals
 - fees for standard procedures
 - pre- and post-operative information
 - turnaround times for procedures required
- Monitoring of patients includes maintenance of drips, etc. as well as reporting of all changes to veterinarian.
- Appropriate micro-environment elements may include:
 - light, sound, suitable bedding, warmth, atmosphere, access to food and water as appropriate, allowing animals to facilitate bodily functions and non-intervention
- Industry recognised animal psychological procedures may include:
 - touching, stroking, speaking, soothing and reassurance
- Some conditions which require animal first aid may include:
 - haemorrhage, wounds, injuries to organs and systems and fractures and dislocations
- Audible, visual or measured signs that indicate pain, including behavioural changes may include:
 - biting, kicking, whimpering, increased respiration, elevated temperature, withdrawal of affected limbs, displacement of bones, wounds or bleeding, straining, arching of the back, trembling and changes in normal physiology
- Industry recognised pain management techniques may include:
 - maintenance of body temperature, patent airway, comfortable bedding, limb elevation, restraints or cradles and appropriate analgesics

B. EVIDENCE GUIDE**Key Outcome**

- Patient histories are determined and relayed to veterinarian.
- Routine animal health advice is conveyed to animal owners.
- Patient needs are provided and owners advised both in care and nutritional needs when being returned to their homes.
- Animal First Aid is provided as required.

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

High quality animal care and advice is provided.

Underpinning knowledge and skills

- It is vital in all veterinary treatment for all personnel to have a working knowledge of veterinary chemicals and the relevant poisons schedule and the legislative requirements relevant to their use.
- A working knowledge of the requirements for safe and suitable housing and appropriate materials for their construction underpins competency in this unit.
- Routine animal health advice requires a sound background knowledge of the federal and state legislation and codes of welfare such as :
 - State Acts for the Control of Domestic Animals
 - Prevention of Cruelty to Animals Acts
 - The National Health and Medical Research Council's Code of Practice on the Use of Animals in Research Areas
 - State Departments of Agriculture Codes of Welfare Practice for :
 - animals in transit
 - animal management
 - each farming sector
 - slaughter
 - National Parks and Welfare Acts
 - Food and Drug Acts
 - Veterinary Surgeons Acts
 - Relevant State Departments of Health Acts
- Animal care must be based on a well developed empathy between the nurse with the patients in their care and a sound background knowledge of basic animal behaviour.
- The usage and recording of chemicals and medicines in the practice should be carried out within the relevant legislative requirements.
- Clinic policy should operate within legislative requirements.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.
- A basic working knowledge of:
 - animal physiology and anatomy
 - applied pharmacology
 - the range of analgesics in use in the clinic
 - antagonists and their use
- The ability to:
 - work effectively in a team situation in the clinic
 - gently and carefully handle animals in pain
 - act promptly and effectively to the veterinarian's instructions
 - recognise signs or behavioural change indicators in animal patients
 - recognise and appreciate pain in animals

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with owners or other clinic staff
- ◇ **Collecting, analysing and organising information** - for accurate patient histories and for provision of advice to owners
- ◇ **Planning and organising activities** - consultation scheduling, etc.
- ◇ **Working with teams and others** - to provide animal care
- ◇ **Using mathematical ideas and techniques** - to monitor pulse or respiration rates
- ◇ **Solving problems** - in order to preserve life and provide timely treatment
- ◇ **Using technology** - to monitor vital signs and record patient histories, etc.

RUV VEN307 A - Apply specific clinic routines	
Unit Descriptor: The completion of this unit will equip the individual with the skills to implement non-routine clinic procedures where particular (often expensive) equipment requires specific care and handling and animals require specific preparation for the routines to be performed.	
Element of Competency	Performance Criteria
307.1 Prepare for ultrasound procedures	307.1.1 Ultrasound unit is prepared, cleaned and maintained for use in line with clinic guidelines. 307.1.2 Patient preparation is carried out and restraint applied as instructed. 307.1.3 Desired exposures are processed in line with practice procedures. 307.1.4 Procedures are recorded as instructed by supervising veterinarian. 307.1.5 Patient is cleaned as appropriate and returned to animal housing or owner according to clinic policy.
307.2 Prepare for endoscopic and laparoscopic procedures	307.2.1 Equipment is prepared for use in line with clinic policy. 307.2.2 Patient is prepared and restraint applied as instructed. 307.2.3 Biopsies are placed in appropriate containers, labelled and details recorded in line with clinic policy. 307.2.4 Patient is cleaned as appropriate and returned to animal housing or owner according to clinic policy. 307.2.5 Endoscope is cleaned and sterilised in line with manufacturer's instructions.
307.3 Prepare for electrocardiographic (ECG) trace procedures	307.3.1 ECG equipment is prepared for use and calibrated according to instructions. 307.3.2 Patient is prepared for examination and restraint applied as instructed. 307.3.3 ECG trace is produced and shown to veterinarian. 307.3.4 Patient is returned to animal housing or owner according to clinic policy. 307.3.5 Procedures are recorded in clinical record and in line with clinic policy.
307.4 Prepare for medical procedures	307.4.1 Equipment and instruments are prepared for required procedure. 307.4.2 Patient is prepared in line with clinic policy. 307.4.3 Scheduled procedures are carried out as instructed. 307.4.4 Patient is returned to animal housing or owner in line with clinic policy. 307.4.5 Procedures are recorded in clinic record and in line with clinic policy.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Preparation for clinical examination routines such as these may include the cleaning and the appropriate sterilisation of the facilities and equipment. • Preparations for ultrasound include restraint, shaving of abdominal or target areas, application of electroconductive medium and preparation of the transducer. • Images may be reproduced in : <ul style="list-style-type: none"> - printed paper format, photographic form, ECG trace and video image • Cleaning and sterilising an endoscope will include : <ul style="list-style-type: none"> - dismantling, cleaning, sterilising, reassembly and testing 	

A. RANGE OF VARIABLES (continued)

- Medical procedures for small animals may include:
 - urinary catheterisation
 - cleaning ear pinna and ear canals of dogs
 - enemas
 - set up and maintain an intravenous drip/fluid therapy/blood transfusions
- Medical procedures for large animals may include:
 - attending horses for general anaesthesia
 - providing hoof and leg care to horses
 - oral administration of electrolytes, pastes and drenches
 - subcutaneous, intravenous or intramuscular injection
 - set up, regulate and maintain an intravenous drip/fluid therapy

B. EVIDENCE GUIDE**Key Outcomes**

- Ultrasound, endoscopic and laparoscopic procedures are completed as instructed.
- Electrocardiographic procedures are implemented.
- Patients are cared for during special procedures.
- Basic medical procedures are implemented.

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Specific clinic routines are implemented.

Underpinning knowledge and skills

- The knowledge and application of safe working procedures in the use of this equipment underpins achievement of competence in this unit.
- A working knowledge of animal anatomy and physiology is a key element in the completion of this unit.
- A working knowledge of the use, value and rationale of endoscopic, electrocardiographic and laparoscopic procedures is also required.
- Teamwork and the close working arrangements with the supervising veterinarian is crucial in the performance of this unit.
- Ensuring that equipment is regularly maintained and that the recommended handling procedures for the endoscopic and laparoscopic probes are carried out are essential in the completion of this unit.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

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Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

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- Conduct assessment in accordance with an established assessment procedure; and
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or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	2	3	2	2	2	2

- ◇ **Communicating** - with other clinic personnel and animal owners
- ◇ **Collecting, analysing and organising information** - about procedure outcomes
- ◇ **Planning and organising activities** - such as scheduling of procedures or consultation
- ◇ **Working with teams and others** - to apply specific clinic routines
- ◇ **Using mathematical ideas and techniques** - in recording observations and implementing trace procedures
- ◇ **Solving problems** - with difficult patients or difficult procedures
- ◇ **Using technology** - including ECG and ultrasound equipment

LEVEL

4

RUV VEN401 A - Apply haematology and blood chemistry tests and other test procedures	
Unit Descriptor: The completion of this unit will equip the individual with the skills to collect specified samples from the emergency or critically ill patient and perform with precision and alacrity a variety of laboratory and other tests as requested by the veterinary surgeon.	
Element of Competency	Performance Criteria
401.1 Carry out sample collection procedures	401.1.1 Biological samples are collected as required under veterinary direction. 401.1.2 Samples are placed in appropriate containers and labelled. 401.1.3 Record of collection and tests required is completed in the clinic record.
401.2 Perform appropriate haematology and blood chemistry tests and other tests	401.2.1 Haematological and blood chemistry tests are performed using specific laboratory equipment. 401.2.2 Clinic pathology, analytical and observatory tests are performed as directed by veterinarian.
401.3 Communicate and record test results	401.3.1 Test results are recorded in clinic patient record and elsewhere in line with clinic policy. 401.3.2 Results are communicated to the attending veterinarian and veterinary nurse.
<p>A. RANGE OF VARIABLES</p> <ul style="list-style-type: none"> • Biological samples may include: <ul style="list-style-type: none"> - blood, serum, urine, wound material, vomitus, faecal smear, skin scraping and gram stain smear • Laboratory tests may include the following tests: <ul style="list-style-type: none"> - haematocrit (PCV), total serum proteins, white cell counts, platelet numbers, blood glucose, differential cell counts, serum electrolytes, blood urea nitrogen, blood gases, blood pH, heart worm microfilarial test, activated clotting time, serum chemistries, blood cross-match and cytological evaluation of urine and body cavity fluids • Patient positioning may include consideration of: <ul style="list-style-type: none"> - injuries, respiratory difficulties, patient condition and veterinary direction 	
<p>B. EVIDENCE GUIDE</p> <p><u>Key Outcomes</u></p> <ul style="list-style-type: none"> • Biological samples are collected in line with case history and veterinarian's requirements • Basic laboratory tests are conducted in accordance with clinic policy • Test results are communicated to the attending veterinarian <p><u>OHS issues that impact upon the performance of this unit</u></p> <ul style="list-style-type: none"> • Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks. • Some routines may incur potential hazards such as radiation exposure and have specific safe working procedures to be followed. • The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained. • Clinic activities also have the inherent risks including: <ul style="list-style-type: none"> - gas leakage - zoonoses - release of infective agents (animal and human) - needle pricks and cuts from other sharps • Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation. 	

B. EVIDENCE GUIDE (continued)**Holistic Outcome**

The use of relevant testing procedures provides accurate diagnosis for critical care patients

Underpinning knowledge and skills

- A basic working knowledge of:
 - veterinary physiology and anatomy
 - biological sample collection methods and procedures
 - appropriate biological sampling sites
 - relevant industry laboratory techniques and procedures
- The ability to:
 - accurately sample a range of biological material
 - carry out a range of standard industry laboratory tests
 - accurately maintain testing records
 - reliably and precisely inform the supervising veterinarian of clinic signs and test results
 - collect required samples using a variety of techniques under veterinary direction

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	3	3	2	3	3	3

- ◇ **Communicating** - with supervising veterinarian and clinic personnel
- ◇ **Collecting and analysing and organising information** - for blood and tissue sampling
- ◇ **Planning and organising activities** - including laboratory analysis and sampling
- ◇ **Working with teams and others** - to achieve timely and accurate diagnosis
- ◇ **Using mathematical ideas and techniques** - to perform relevant counts and calculate volumes
- ◇ **Solving problems** - of difficult identification
- ◇ **Using technology** - to conduct laboratory tests

RUV VEN402 A - Coordinate theatre routines	
Unit Descriptor: The completion of this unit will equip the individual with the skills to prepare theatre, equipment and personnel for the performance of non-routine surgical procedures and to assist the surgeon during those procedures.	
Element of Competency	Performance Criteria
402.1 Prepare surgery schedules	402.1.1 Surgery schedules are prepared and prioritised in consultation with veterinarian. 402.1.2 Accurate patient histories are collated and prepared as per clinic policy. 402.1.3 Surgery programs are facilitated in cooperation with supervising veterinarian.
402.2 Implement surgery preparations	402.2.1 Specialised surgical packs are prepared for scheduled procedures as instructed. 402.2.2 Routine surgical site preparation procedures are implemented in line with veterinarian's instruction. 402.2.3 Staff preparation routines are carried out in line with clinic policy. 402.2.4 Anaesthetic equipment is checked for correct operation.
402.3 Prepare theatre personnel	402.3.1 Veterinarian and theatre personnel are gloved and gowned in line with practice policy.
402.4 Carry out post-operative theatre routines	402.4.1 Theatre cleaning personnel are organised in line with clinic policy. 402.4.2 Theatre stocks are verified in line with clinic policy. 402.4.3 Theatre is restored to a fully stocked condition as per clinic policy.
<p>A. RANGE OF VARIABLES</p> <ul style="list-style-type: none"> • Surgical packs including required surgery equipment will be prepared for non-routine procedures which may include: <ul style="list-style-type: none"> - trauma repair, orthopaedic surgery, reconstructive surgery and tumour removal • Gloving and gowning may include fitting the following theatre clothing : <ul style="list-style-type: none"> - surgical gowns, caps, masks, boots, optical aids and gloves • Staff preparation routines may include : <ul style="list-style-type: none"> - the exposure of junior staff to the range of surgical procedures carried out in the practice - task allocations - timetabling • Theatre stocks may include: <ul style="list-style-type: none"> - sterile scrubbing brushes - bone pins - orthopaedic equipment - suturing material - emergency drugs - anaesthetic supplies - intravenous fluids • Post-operative advice may include routine animal requirements, grief support as a result of the loss of an animal or anxiety on condition or treatment 	
<p>B. EVIDENCE GUIDE</p> <p>Key Outcome</p> <ul style="list-style-type: none"> • Surgery preparations including the completion of surgery schedules are carried out. • Theatre personnel preparations and gowning are completed. • Non-routine equipment is provided as instructed. • Post operative duties are completed. 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit**

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Theatre routine scheduling and operations are completed.

Underpinning knowledge and skills

- The storage, use and disposal of both the chemicals and biological debris from veterinary procedures is, like the medical equivalent, subject to health regulations and a knowledge of the legislative requirements in this area is essential.
- An acquired knowledge of the possible requirements of the surgeon during operations is invaluable background in this unit.
- Sterilisation techniques include a working knowledge of the operation of autoclaves.
- A knowledge of the range of non-routine surgical instruments and equipment used in the preparation and theatre areas is required.
- A working knowledge of animal anatomy and physiology is a key element in completion of this unit.
- Administration of anaesthetic agents should only be carried out by registered veterinarian.
- The usage and recording of chemicals and medicines in the practice should be carried out with reference to legislative requirements.
- Clinic policy should operate within legislative requirements.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

C. ASSESSMENT GUIDE (continued)**Qualifications of assessor**

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit:

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting, analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with clients and clinic staff
- ◇ **Collecting, analysing and organising information** - monitoring vital signs during surgery
- ◇ **Planning and organising activities** - surgery and staff coordination
- ◇ **Working with teams and others** - to coordinate theatre routines
- ◇ **Using mathematical ideas and techniques** - to calculate dose rates, monitor vital signs
- ◇ **Solving problems** - relating to client interactions
- ◇ **Using technology** - in theatre procedures

RUV VEN403 A - Carry out nursing procedures for non-routine surgery	
Unit Descriptor: The completion of this unit will equip the individual with the skills to perform defined surgical nursing procedures and monitor anaesthesia under veterinary supervision and to prepare and maintain the equipment utilised during these procedures.	
Element of Competency	Performance Criteria
403.1 Perform defined surgery procedures under veterinary supervision	403.1.1 Patient is prepared according to routine, restrained and positioned as requested by the veterinarian. 403.1.2 Routines are carried out and theatre equipment is provided to veterinarian as instructed. 403.1.3 Emergency first aid procedures are carried out as prescribed in clinic policy. 403.1.4 Post-operative patient management programs are completed in line with veterinarian's instructions.
403.2 Monitor anaesthesia under veterinary direction	403.2.1 Consent forms are completed in co-operation with owners. 403.2.2 Patient is prepared for anaesthesia and positioned according to clinic policy. 403.2.3 Anaesthesia induction and maintenance is continually monitored under veterinary supervision. 403.2.4 Endotracheal intubation is completed in line with patient requirements. 403.2.5 Vital signs are continually monitored during surgery as instructed. 403.2.6 Post-anaesthetic or emergency procedures are completed in line with clinic policy.
403.3 Maintain anaesthetic equipment	403.3.1 Anaesthetic equipment and supplies are maintained in line with clinic policy. 403.3.2 Equipment maintenance procedures are implemented to ensure machine is functional and operational.
403.4 Prepare for non-routine procedures	403.4.1 Equipment is prepared for scheduled procedures. 403.4.2 Patient is prepared for defined procedures in line with clinic policy. 403.4.3 Safe working practices are employed to minimise risks to animals and hospital staff in line with clinic policy.
403.5 Perform post-operative procedures	403.5.1 Defined post-operative patient management procedures are carried out in line with veterinarian's instructions. 403.5.2 Post operative advice is provided to animal owner in line with veterinarians instructions.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Anaesthetic equipment and supplies may include : <ul style="list-style-type: none"> - filters, soda lime & canisters, gas cylinders, vaporisers, anaesthetic machine, scavenging system, tubes, masks, incubators, anaesthetic trolley and re-breathing bags • Routines may include : <ul style="list-style-type: none"> - preparation and dispatch of pathological samples under veterinary instruction • Anaesthetics in common use include both gaseous and injectable preparations. 	

A. RANGE OF VARIABLES (continued)

- Non-routine surgery procedures for both small and large animals may include :
 - orthopaedic
 - ophthalmic
 - dental
 - soft tissue
- Defined surgery procedures may include diathermy, cryosurgery or dental prophylaxis.
- Samples for pathological examination may include :
 - tissue stored in formaldehyde,
 - stained or unstained slides for microscopic examination
 - blood, faecal or urine samples
- Equipment may include :
 - dental instruments
 - ultrasonic descalers
 - equipment for diathermy
 - equipment for cryosurgery
- Instrumentation for non-routine procedures may include:
 - air powered and electrically powered equipment
 - bone plates and screws
 - retractors
 - bone chucks
- Emergency first aid procedures may be required for:
 - shock
 - anaesthetic emergencies
 - respiratory distress
 - hypothermia
 - hyperthermia

B. EVIDENCE GUIDE**Key Outcomes**

- Non-routine procedures are conducted under veterinary supervision.
- Anaesthesia monitoring is completed in line with instruction and patient requirements.
- Routine maintenance to anaesthetic equipment is completed as instructed.
- Post-operative care is applied.

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Animal care reflects skilled surgical treatment.

B. EVIDENCE GUIDE (continued)**Underpinning knowledge and skills**

- A basic working knowledge of:
 - the commonly used anaesthetics including injectable and gaseous compounds is essential in the performance of this unit.
 - the relevant Codes of Animal Welfare
- The usage and recording of chemicals and medicines in the practice needs to be carried out within the relevant legislative requirements.
- An “Act of Veterinary Surgery (Science)” will be defined by state legislation.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- Skills required include:
 - keen observation
 - rapport with animals
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.

C. ASSESSMENT GUIDE

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Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with owners and other clinic staff
- ◇ **Collecting and analysing and organising information** - for accurate patient histories and for provision of advice to supervising veterinarians
- ◇ **Planning and organising activities** - scheduling routines
- ◇ **Working with teams and others** - to complete non-routine surgical routines
- ◇ **Using mathematical ideas and techniques** - calculate dose rates and ECG monitoring
- ◇ **Solving problems** - in order to preserve life and provide timely treatment
- ◇ **Using technology** - to monitor vital signs, record patient histories and utilise surgical or monitoring equipment

RUV VEN404 A - Implement clinic office routines	
Unit Descriptor: The completion of this unit will equip the individual with the skills to perform clinic office administration including bookkeeping, maintenance of employment and patient records and management of clinic policy.	
Element of Competency	Performance Criteria
404.1 Manage financial records	404.1.1 Practice charges are levied according to services rendered and account provided to client. 404.1.2 Financial records are reconciled regularly in line with outstanding debtors, creditors and bank statements. 404.1.3 Procedures for operations manual are followed for financial controls and accountability. 404.1.4 Accounts received are verified for accuracy and paid according to clinic policy. 404.1.5 Payroll procedures are completed in a timely and accurate manner. 404.1.6 Collated information is used in decision making.
404.2 Maintain veterinary supplies	404.2.1 Practice veterinary supplies are managed in line with practice protocols. 404.2.2 Clinic stock pricing policy is established. 404.2.3 Stocktaking procedures are implemented in line with inventories provided.
404.3 Manage animal patient process	404.3.1 Admission and discharge routines are planned and implemented. 404.3.2 Owners are advised of patient requirements. 404.3.3 Appointment management is carried out in line with patient priorities and available resources.
404.4 Maintain clinic policy	404.4.1 Provisions of clinic policy are maintained in consultation with supervising veterinarian. 404.4.2 Adherence to defined clinic policy is monitored in total clinical operation.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • The financial management network may include : <ul style="list-style-type: none"> - accountants, banking staff, auditors and Taxation Office • Advice to owners may include: <ul style="list-style-type: none"> - use of dispensed medications and products - procedures carried out - possible complications - after care requirements • Practice protocols include prescribed measures for veterinary chemical storage, handling, sale and security. • Provisions of clinic policy may include: <ul style="list-style-type: none"> - Business Plan - Policy or procedures manual - animal admissions - animal care - debt collection 	
B. EVIDENCE GUIDE <p>Key Outcomes</p> <ul style="list-style-type: none"> • Clinic financial records are maintained in line with accounting practice. • Veterinary supplies for use or sale are maintained at required levels. • Animal patient processes are managed. • Clinic policy is developed and maintained. 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit**

Management processes must always reflect the principles of OHS management:

- identify hazards
- assess risks
- control risks

Holistic Outcome

Efficient clinic office management maintained.

Underpinning knowledge and skills

- A sound background (including appropriate training) in the role of office management and well developed organisational abilities are primary requirements in this unit.
- Veterinary nurses at this level are expected to collate information prepared by other staff and to analyse that information in order to provide the overall management of operations.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - within the clinic network
- ◇ **Collecting and analysing and organising information** - on finance and patient details
- ◇ **Planning and organising activities** - of clinic staff including appointment coordination
- ◇ **Working with teams and others** - to implement clinic office management
- ◇ **Using mathematical ideas and techniques** - to maintain and reconcile financial records
- ◇ **Solving problems** - at all levels be it patient, financial or stock issues
- ◇ **Using technology** - in recording information and communication

RUV VEN405 A - Provide specific animal care advice	
Unit Descriptor: Completion of this unit will provide the individual with the skills to competently provide advice to clients about animal care, nutrition and animal care products.	
Element of Competency	Performance Criteria
405.1 Provide specific clinical care advice	405.1.1 Evaluation of patient needs completed to provide the base for advice provision. 405.1.2 Primary care advice provided to animal owner as required. 405.1.3 Non clinical care advice provided to animal owner as required. 405.1.4 Clinical, pre or post operative care advice provided in consultation with the supervising veterinary surgeon.
405.2 Provide animal care product advice	405.2.1 Background information on the range of animal care products stocked by the clinic is prepared and documented as required. 405.2.2 Client requirements are established through discussion and evaluation. 405.2.3 Specific product advice is provided to client in line with established procedures.
405.3 Provide animal nutritional advice	405.3.1 Relevant data on patient and patient history aggregated in line with established protocols. 405.3.2 Advice provided to owners on nutritional needs of the animal. 405.3.3 Details of advice and actions provided and recorded in clinic record and patient history if required.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Animal care products may include: <ul style="list-style-type: none"> - restraints, housing, enrichment tools and toys, handling tools, bedding and prostheses • Animal care product advice may include: <ul style="list-style-type: none"> - vaccination regimes - the use of grooming equipment and topical applications - internal and external parasite control products - health maintenance and disease preventative programs - selection and use of pet accessories - non restricted preparations • Nutritional advice may include advice on requirements for: <ul style="list-style-type: none"> - animal maintenance - lactation/gestation - prescription diets due to disease - vegetarian diets - obesity/weight reduction diets - life stage - geriatric, puppy or kitten - working/performance - surgical rehabilitation - environmental interaction factors • Primary care advice may include: <ul style="list-style-type: none"> - housing - feeding 	

A. RANGE OF VARIABLES (continued)

- optimum health perimeters Non clinical advice may include:
 - housing
 - common ailments
 - potential health challenges
 - routine effective surgery
 - responsible pet ownership
 - local law requirements
 - behaviour
- Feeding recommendations may include the use of:
 - home prepared rations
 - livestock forage
 - additives, treats, supplements
 - production animal rations
 - commercially prepared foods
- Clinical nutritional advice may involve feeding regimes for the following:

- urinary system disease	- oral health
- Gastro intestinal tract disorders	- urolithiasis
- anorexia	- cardiovascular disease
- pancreatitis	- malnutrition
- diabetes mellitus	- neoplasia
- obesity	- hospital feeding/intensive care
- senior / puppy diets	
- Nutritional advice may include information on education about diets:

- feeding levels	- adverse reactions
- ingredient types	- comparative feeding costs
- prescriptive requirements	- drug interactions
- Species for which advice may be provided may include large, small or exotic animals

B. EVIDENCE GUIDE**Key Outcomes**

- Patient details are determined from interview and clinic records
- Nutritional and animal care product advice is competently provided
- Specialised animal care advice is provided to clients

OHS issues that impact upon the performance of this unit

- Animal care of small, large or exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect of these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practises are maintained.
- Sharps disposal must be carried out in line with relevant OHS legislation.
- Veterinary clinics and surgeries expose personnel to risks such as:
 - zoonoses
 - release of infective agents (both animal and human)
 - chemical spillage
 - gas leakages
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

B. EVIDENCE GUIDE (continued)**Holistic Outcome**

Soundly based animal care advice provided and implemented

Underpinning knowledge and skills

- A basic working knowledge of the causes, control and prevention of common diseases.
- A basic working knowledge of the elements of animal nutrition including:
 - water, protein, fat, fibre, carbohydrates, minerals, vitamins and energy
- An awareness of the components of nutrient measurement including calories, digestibility and biological value
- A working knowledge of the components of animal digestive systems and feeding behaviours including:
 - oral/dental factors, gastro intestinal tract, liver, pancreas, kidneys, hormones, feeding biology and palatability
- A working knowledge of the energy requirements of animals for:
 - maintenance
 - gestation/lactation
 - clinical nutrition areas
 - lifestage, eg. growth, geriatrics, puppy or kitten feeding
 - obesity control
 - working/performance
 - disease/surgical rehabilitation
 - environmental interactions
- An understanding of the nutrition process including home prepared rations and commercial formulae
- An awareness of the differing nutritional requirements of differing species
- The ability to:
 - read and understand animal food labels
 - provide advice on animal feeding for all species applicable in the practice
 - read and understand ration definitions (eg. complete and balanced) and relevant regulations
 - interpret the value of home prepared rations vs commercial formulae

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with animal owners, suppliers and other clinic personnel
- ◇ **Collecting and analysing and organising information** - on patient histories and suitable products
- ◇ **Planning and organising activities** - for advice provision
- ◇ **Working with teams and others** - to optimise animal care
- ◇ **Using mathematical ideas and techniques** - to calculate rations and dosages
- ◇ **Solving problems** - of animal health in partnership with veterinarians and pet owners
- ◇ **Using technology** - to measure, calculate and communicate

RUV VEN406 A - Carry out admission and discharge of patients undergoing specialised surgical procedure	
Unit Descriptor: The completion of this unit will equip the individual with the skills to record a precise history and collate existing medical records of a patient about to undergo specialised surgical procedures and to communicate with the owner accurate instructions on home nursing post surgery.	
Element of Competency	Performance Criteria
406.1 Carry out admission procedures	406.1.1 Patient history retrieval routines are carried out in line with clinic policy. 406.1.2 Patient and client histories are compiled in line with surgeon requirements. 406.1.3 Referral and associated documentation is coordinated as required. 406.1.4 Pathological and diagnostic aid results are assimilated with patient history.
406.2 Instruct client on patient progress reporting systems	406.2.1 Hospital routines information on patient visiting and patient progress are communicated to the client. 406.2.2 Availability of surgeon to confer with clients on patient progress is communicated and appointments confirmed.
406.3 Discharge patient and communicate with client	406.3.1 Specific home-nursing requirements are communicated to clients in line with surgeon's instructions. 406.3.2 Instructions on administration of prescribed medications and specific dietary requirements are detailed to the client. 406.3.3 Instructions on observation and maintenance of surgical dressings and appliances are detailed to the client. 406.3.4 Instructions on patient physiotherapy and exercise are communicated to the client. 406.3.5 Emergency contact numbers are communicated and required re-visit appointment organised.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Patient histories may be maintained manually or electronically • Patient history data collection may include: <ul style="list-style-type: none"> - clinic history retrieval - referral and associated documentation - assimilation of pathological and diagnostic aid results • In clinic advice to clients may include: <ul style="list-style-type: none"> - referral to specialised advice - patient progress - patient visiting arrangements - progress report times - availability of specialist advice • Specialised surgical operations may have life threatening consequences even during the home recovery period. • Client advice on discharge may include: <ul style="list-style-type: none"> - specific home nursing requirements detailed by the surgeon - administration of prescribed medications - surgical dressing observation and maintenance - diet and/or exercise - advice and contact numbers for potential emergency - re-visit appointments 	

B. EVIDENCE GUIDE

Key Outcomes

- Clinic admission procedures are completed in line with clinic policy
- Clients are provided with appropriate instructions on patient care and procedures
- Discharge routines are completed in line with clinic policy and individual client needs

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Patient admission and discharge procedures reflect industry best practice.

Underpinning knowledge and skills

- A basic working knowledge of:
 - the commonly used anaesthetics including injectable and gaseous compounds is essential in the performance of this unit.
 - the relevant Codes of Animal Welfare
- The usage and recording of chemicals and medicines in the practice needs to be carried out within the relevant legislative requirements.
- An "Act of Veterinary Surgery (Science)" will be defined by state legislation.
- Completion of relevant units of the Certificate or Advanced Certificate of Veterinary Nursing is evidence of appropriate background knowledge.
- Skills required include:
 - keen observation
 - rapport with animals
- All units of competency in the veterinary nursing sector have a requirement that the individual develops an empathy with all animals in their care and an acquired ability to calmly and gently handle and treat these animals.
- The ability to accurately observe and report animal condition and vital signs.

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

C. ASSESSMENT GUIDE (continued)**Interdependent assessment of units**

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	2	2	2	2	2	2

- ◇ **Communicating** - with surgeon, clients and specialist personnel
- ◇ **Collecting and analysing and organising information** - on patient histories and treatment
- ◇ **Planning and organising activities** - for specialised procedures
- ◇ **Working with teams and others** - to achieve efficient procedures and planned outcomes
- ◇ **Using mathematical ideas and techniques** - to calculate dosage, weight and monitor vital signs
- ◇ **Solving problems** - of fractious patients or emergencies
- ◇ **Using technology** - to monitor patient condition

RUV VEN407 A - Carry out specialised surgical nursing procedures	
Unit Descriptor: The completion of this unit will equip the individual with the skills to prepare patient, theatre and staff to exacting standards prior to specialised surgical procedures and to perform specialised anaesthetic procedures and supervised surgical assistance for particular surgical patients. Additionally, skills required for the immediate post-operative care of these patients.	
Element of Competency	Performance Criteria
407.1 Perform specific pre-operative procedures	407.1.1 Patient samples are obtained and submitted for analytical tests according to clinic policy. 407.1.2 Pre-surgical evaluation is performed and observations reported. 407.1.3 Patients are stabilised and an individual fluid therapy plan is designed under direction of veterinarian. 407.1.4 Patient is prepared for surgery following consultation with the surgeon. 407.1.5 Patient is suitably positioned on operating table in line with procedure and surgeon needs.
407.2 Prepare the theatre environment	407.2.1 Theatre environment is prepared to achieve aseptic conditions prior to and during surgery. 407.2.2 Personal preparation routines and procedures for theatre are carried out in line with clinic policy. 407.2.3 Personal preparation and donning of theatre attire by other theatre personnel is supervised as required.
407.3 Monitor anaesthesia under veterinarian direction	407.3.1 Specific anaesthetic procedures are applied as directed by the surgeon. 407.3.2 Specific artificial respiration systems are applied as directed by the surgeon.
407.4 Provide surgeon support	407.4.1 Support is provided for surgeon's personal preparation for theatre if directed. 407.4.2 Progress of surgery and surgeons requirements is anticipated and requirements met in a timely manner. 407.4.3 Instruments, materials and equipment are handed to the surgeon in line with defined clinic policy. 407.4.4 Specific surgical operating support is provided as directed.
407.5 Apply post-operative procedures	407.5.1 Patient anaesthetic recovery is monitored and patient condition is stabilised as required. 407.5.2 Fluid therapy plan is performed and vital signs are monitored in line with clinic policy. 407.5.3 Specialised dressings or splints are applied and medication administered as instructed by the surgeon. 407.5.4 Industry recognised animal psychology procedures carried out and specific patient micro-environment maintained.

A. RANGE OF VARIABLES

- Patient samples obtained and submitted for analytical tests may include:
 - blood, tissue, hair, skin scrapings, faeces, body fluids, urine and other exudates
- Pre-surgical evaluation may include:
 - heart rate, respiration, temperature, mucous membrane colour and capillary refill time
- Patient stabilisation may include:
 - calming actions and words, application of restraints, clearing the airway as required, provision of supportive padding, intubation, connection to artificial respiration, monitoring vital signs, administration of fluid therapy and maintenance of fluid or electrolyte balance
- Patient preparation for non-routine surgical procedures may include:
 - clipping, limb support, taping, sterilisation of surgical area, fitting of surgical drapes and application of splints
- Personal preparation and the preparation of other personnel for theatre environment will include:
 - scrubbing up aseptically, gloving up and gowning
- Specific anaesthetic procedures may include:
 - administration of anaesthetic agents
 - patient monitoring
- Specific artificial respiration systems application may include:
 - constant monitoring of vital signs
 - monitoring and recording of anaesthesia levels
 - administration of oxygen into recovery
- Anticipation of surgeon requirements may include:
 - provision of instruments and tray maintenance
 - selection and provision of suture material
 - haemostasis, wet and dry swabbing
 - animal restraint
 - clean up
 - notifying changes in vital signs or level of anaesthesia
- Specific surgical operating support may include:
 - instrument passage, cleansing and assembly
 - instrument tray maintenance
 - instrument holding
 - organ packing, retraction (as appropriate)
 - swab counting
 - limb positioning (as appropriate)
 - suture selection and cutting
- Industry recognised psychology procedures may include:
 - touching, stroking, speaking, soothing and reassurance

B. EVIDENCE GUIDE**Key Outcomes**

- Specific pre-operative preparation procedures are completed in line with policy
- Theatre environment is prepared in line with clinic policy
- Anaesthesia is monitored throughout surgery and recovery
- Specific support is provided to the surgeon as required
- Post operative procedures are implemented in line with individual patient requirements

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit** (continued)

- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Non-routine surgical support provided maximises patient care.

Underpinning knowledge and skills

- A basic working knowledge of:
 - anatomy and physiology of animals in care
 - the equipment and instrument requirements for surgery and their operation, usage and interpretation of results
 - surgical approaches
 - anaesthesia agents
 - anaesthetic routines
 - disinfection and sterilisation of the theatre environment
- The ability to:
 - work as part of a team
 - identify appropriate surgical equipment and instruments
 - prepare patients, equipment and facilities for surgery
 - perform post operative cleaning, maintenance and storage of equipment and facilities
 - perform post operative procedures as specified
 - effectively communicate with clients

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	3	2	3	2	2	2

- ◇ **Communicating** - with the surgeon and clients as required
- ◇ **Collecting and analysing and organising information** - on patients and the procedures
- ◇ **Planning and organising activities** - for theatre and scheduled procedures
- ◇ **Working with teams and others** - to facilitate specified routines
- ◇ **Using mathematical ideas and techniques** - to monitor vital signs and dosage
- ◇ **Solving problems** - of emergencies or fractious animals
- ◇ **Using technology** - to monitor patient condition

RUV VEN408 A - Facilitate/supervise operating theatre maintenance	
Unit Descriptor: The completion of this unit will equip the individual with the skills to prepare and maintain theatre furniture and equipment and surfaces to ensure an acceptable surgical environment and optimum performance are achieved. This unit also involves the design of maintenance strategies and embodies overall responsibility for the maintenance process in the operating theatre.	
Element of Competency	Performance Criteria
408.1 Oversee the preparation of theatre furniture and equipment to provide acceptable operating environment	408.1.1 Equipment, tubing and parts are cleaned using manufacturer recommended agents and cleaning tools. 408.1.2 Furniture surfaces are cleaned using industry recommended antibacterial/ virucide agents and specific cleaning tools. 408.1.3 Painted surfaces are cleaned and disinfected according to industry standard.
408.2 Facilitate/supervise the maintenance of theatre furniture and equipment to ensure optimum performance	408.2.1 Hydraulic lifts, tracks and wheels are lubricated to ensure smooth operation. 408.2.2 Theatre equipment maintenance routines are completed in line with clinic policy.
408.3 Facilitate/supervise the maintenance and sterilisation of specialised surgical equipment	408.3.1 Damaged and ineffective specialised surgical equipment parts are identified and replaced or set aside for repair. 408.3.2 Specialised surgical equipment is carefully handled, cleaned, dried, lubricated and packed as directed by surgeon and in line with clinic policy. 408.3.3 Specialised surgical equipment or parts are sterilised using industry recognised methods and in line with clinic policy.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Theatre operating environment includes: <ul style="list-style-type: none"> - theatre furniture, theatre equipment and all painted surfaces • Industry recommended cleaning procedures may include the use of: <ul style="list-style-type: none"> - chemical agents, specific cleaning tools, appropriate antibacterial or virucide agents and soft toothbrush • Industry standards for cleaning are specified by Standards Australia in the Australian Standard Code of Practice for Cleaning, Disinfecting & Sterilising Re-useable Medical and Surgical Instruments and Equipment and Maintenance of Associated Environments in Health Care Facilities (AS 4189 1994) • Theatre equipment maintenance may include: <ul style="list-style-type: none"> - disassembly, parts sharpening, lubrication, reassembly, light globe tests, calibration, performance testing, checks of scavenger and checks of heating and cooling systems • Specialised surgical equipment may include: <ul style="list-style-type: none"> - endoscope, laryngoscope, laparoscope, ophthalmic equipment, orthopaedic equipment, anaesthetic equipment, capnograph, pulse oximeter, oesophageal stethoscope, ECG, ventilator, electro surgical units, drills and fibroscopes 	
B. EVIDENCE GUIDE <p>Key Outcomes</p> <ul style="list-style-type: none"> • Operating environment is prepared and maintenance in an aseptic condition • Theatre furniture and equipment maintenance ensures optimum performance • Theatre equipment (including specialised surgical equipment) is cleaned and stored to industry standard 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit**

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Surgery activities have inherent additional risks including:
 - gas leakage
 - zoonoses
 - relevant infective agents (animal and human)
 - chemical or drug spillage
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Operating theatre reflects industry standards for maintenance and hygiene

Underpinning knowledge and skills

- A basic working knowledge of:
 - equipment required for a range of common surgical procedures
 - industry standard cleaning methods and materials
 - the limitations of clinic cleaning and sterilising strategies
- The ability to:
 - apply meticulous cleaning methods in cleaning theatre equipment and furniture
 - work with others to achieve optimum aseptic conditions

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	2	3	3	3	3	3

- ◇ **Communicating** - with the clinic network
- ◇ **Collecting and analysing and organising information** - on theatre requirements and scheduled procedures
- ◇ **Planning and organising activities** - of theatre staff
- ◇ **Working with teams and others** - to complete theatre maintenance routines
- ◇ **Using mathematical ideas and techniques** - to audit stocks and order supplies
- ◇ **Solving problems** - of malfunction or breakdown
- ◇ **Using technology** - to carry out maintenance routines

RUV VEN409 A - Manage the maintenance of surgical clothing and instruments	
Unit Descriptor: The completion of this unit will equip the individual with the skills to prepare, sterilise, maintain and store theatre clothing, drapery and specialised surgical instruments. It also involves the provision of support to the veterinarian in designing maintenance protocols and embodies overall responsibility for this process.	
Element of Competency	Performance Criteria
409.1 Implement the process of preparation and sterilisation of theatre clothing and drapery	409.1.1 Damaged and worn drapery and theatre clothing is identified and replaced or set aside for repair. 409.1.2 Drapery is washed, dried, folded, packed and sterilised in line with clinic policy. 409.1.3 Theatre clothing is washed, dried, folded, packed and sterilised in line with industry and clinic policies. 409.1.4 Sterilised theatre clothing and drapery is stored in suitable environment and atmosphere.
409.2 Facilitate the maintenance and sterilisation of specialised surgical instruments	409.2.1 Damaged and ineffective specialised surgical instruments are identified and replaced or set aside for repair. 409.2.2 Specialised surgical instruments are carefully handled, cleaned, dried, and packed as directed by surgeon and in line with clinic policy. 409.2.3 Specialised surgical instruments are sterilised using industry recognised methods and in line with clinic policy.
409.3 Facilitate instrument storage	409.3.1 Packed and sterilised instruments are stored in an appropriate environment and atmosphere. 409.3.2 Non-sterilised instruments are stored in an appropriate environment and atmosphere.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Theatre clothing and drapery may include: <ul style="list-style-type: none"> - gowns, caps, gloves, boots, drapes, masks and surgical glasses • Industry recommended cleaning procedures may include: <ul style="list-style-type: none"> - ultrasonic cleaners, appropriate antibacterial and virucide agents, specific cleaning tools and soft toothbrush - maintenance of dust free, dry, low traffic (people) areas • Industry standards for cleaning are specified by Standards Australia in the Australian Standard Code of Practice for Cleaning, Disinfecting & Sterilising Re-useable Medical and Surgical Instruments and Equipment and Maintenance of Associated Environments in Health Care Facilities (AS 4189 1994) • Clinic policy may include: <ul style="list-style-type: none"> - dating, rotating and re-sterilising clothing, equipment and instruments 	
B. EVIDENCE GUIDE <p>Key Outcomes</p> <ul style="list-style-type: none"> • Theatre clothing is cleaned and sterilised • Specialised surgical instruments are maintained in a serviceable and sterile condition • Instruments are packed and stored after use <p>OHS issues that impact upon the performance of this unit</p> <ul style="list-style-type: none"> • Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks. • The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained. 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit** (continued)

- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation

Holistic Outcome

Clothing and instruments are maintained in a serviceable and sterile condition

Underpinning knowledge and skills

- A basic working knowledge of:
 - cleaning agents and systems
 - theatre routines, equipment and instruments
- The ability to:
 - identify equipment and instruments in the clinic
 - carry out industry standard cleaning and sterilisation
 - an awareness of the limitations of sterilisation methods utilised in the clinic
 - operate autoclaves and sterilisation equipment

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	2	2	3	2	3	3

- ◇ **Communicating** - with suppliers and the clinic network
- ◇ **Collecting and analysing and organising information** - on cleaning agents and methods
- ◇ **Planning and organising activities** - for maintenance and cleaning
- ◇ **Working with teams and others** - to achieve optimum conditions
- ◇ **Using mathematical ideas and techniques** - to calculate volume and dilutions
- ◇ **Solving problems** - of infection or malfunction of equipment
- ◇ **Using technology** - to complete maintenance tasks

RUV VEN410 A - Carry out admission and discharge of dental patients	
Unit Descriptor: The completion of this unit will equip the individual with the skills to record a precise history and collate existing records of a patient about to undergo routine and non-routine dental procedures and to communicate accurate instructions to the owner on home nursing strategies - post surgery.	
Element of Competency	Performance Criteria
410.1 Carry out admission procedures	410.1.1 Patient dental history retrieval routines are completed in line with established procedures. 410.1.2 Patient and client histories are compiled in line with surgeon requirements. 410.1.3 Referral and associated documentation are coordinated as requested by the surgeon. 410.1.4 Dental pathology and diagnostic aid results are collated in line with patient needs.
410.2 Instruct client on patient progress reporting system	410.2.1 Progress reporting systems are explained to client. 410.2.2 Patient progress regularly reported to client in line with surgeon's instructions.
410.3 Discharge patient and communicate with client	410.3.1 Specific home-nursing requirements are communicated to client in line with surgeon's instructions. 410.3.2 Instructions on administration of prescribed medications are detailed to the client. 410.3.3 Client is instructed on the performance of patient dental prophylaxis at home.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • The establishment of patient histories may include: <ul style="list-style-type: none"> - previous history - referrals - pathological test results - diagnostic test results • Client advice may include: <ul style="list-style-type: none"> - continued prophylaxis at home - dietary requirements - gum and dental hygiene - use of bones and toys 	
B. EVIDENCE GUIDE <p><u>Key Outcomes</u></p> <ul style="list-style-type: none"> • Dental patients are admitted in line with prescribed procedures • Patient progress systems are established and utilised • Patients are discharged and animal care advice is provided for patients at home <p><u>OHS issues that impact upon the performance of this unit</u></p> <ul style="list-style-type: none"> • Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks. • The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained. • Clinic activities also have the inherent risks including: <ul style="list-style-type: none"> - gas leakage - zoonoses - release of infective agents (animal and human) - needle pricks and cuts from other sharps • Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation 	

B. EVIDENCE GUIDE (continued)**Holistic Outcome**

Dental patient admission and discharge procedures maximise patient care

Underpinning knowledge and skills

- A basic working knowledge of:
 - anatomy and physiology
 - dental health
 - surgical dental procedures and terminology
 - prophylactic strategies utilised in dental care
- The ability to:
 - competently handle a range of animal dental patients occurring in the clinic
 - communicate effectively with owners and veterinarian providing advice
 - observe accurately and report concisely on animal condition and health

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	2	3	3	2	2	2

- ◇ **Communicating** - with clients and animal owners
- ◇ **Collecting and analysing and organising information** - on patient histories and requirements
- ◇ **Planning and organising activities** - for dental surgery
- ◇ **Working with teams and others** - to provide optimum care
- ◇ **Using mathematical ideas and techniques** - to calculate dose rates and quantity
- ◇ **Solving problems** - of difficult patients or trauma
- ◇ **Using technology** - to provide animal care

RUV VEN411 A - Manage instrument and equipment maintenance	
Unit Descriptor: The completion of this unit will equip the individual with the skills to care for specialist dental instruments through cleaning, sharpening, testing and storing. This unit also involves the overall management of the maintenance program and the development of clinic strategies for this process.	
Element of Competency	Performance Criteria
411.1 Facilitate maintenance routines	411.1.1 Damaged and ineffective dental surgery instruments, equipment and attachments are identified in cooperation with other clinic staff and replaced or set aside for repair. 411.1.2 Maintenance routines for dental instruments are completed as directed by the surgeon and in line with clinic policy. 411.1.3 Maintenance routines for dental equipment and attachments are carried out in line with manufacturers recommendations.
411.2 Calibrate and test equipment	411.2.1 Specialist dental equipment is calibrated according to manufacturers directions. 411.2.2 Dental equipment performance and accuracy is tested as an integral part of maintenance routines.
411.3 Facilitate the sharpening of instruments and tools	411.3.1 Ineffective instruments and tools are disassembled, parts are sharpened, lubricated and reassembled in cooperation with other clinic staff. 411.3.2 Sharpened instruments and tools are performance tested and packed.
411.4 Oversee the sterilisation and storage of instruments and tools	411.4.1 Packed dental instruments and tools are sterilised using industry recognised methods and in line with clinic policy. 411.4.2 Packed and sterilised dental instruments, tools and equipment attachments are stored in an appropriate environment and atmosphere. 411.4.3 Non-sterilised dental instruments, tools, equipment and attachments are stored in an appropriate environment and atmosphere.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> Maintenance for dental instruments and equipment may include: <ul style="list-style-type: none"> disassembly, cleaning, drying, reassembly, packing and oiling Tools requiring sharpening may include: <ul style="list-style-type: none"> elevators, forceps, chisels, curettes and scalers Equipment requiring calibration and testing may include: <ul style="list-style-type: none"> ultrasonic scaler, suction, saws, pumps and air driven dental base and hand pieces 	
B. EVIDENCE GUIDE <p>Key Outcomes</p> <ul style="list-style-type: none"> Maintenance routines on instruments and equipment are completed in line with established procedures Appropriate equipment is tested and calibrated to ensure working function Instruments and tools are sharpened as required Sterilisation and storage of tools are completed according to clinic policy <p>OHS issues that impact upon the performance of this unit</p> <ul style="list-style-type: none"> Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks. The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained. 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit** (continued)

- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Dental instruments and equipment maintained in optimum working condition

Underpinning knowledge and skills

- A basic working knowledge of:
 - veterinary dental procedures and requirements
 - veterinary dental equipment and instruments
 - sharpening techniques
 - calibration procedures
 - sterilisation techniques
 - equipment and instrument handling techniques
- The ability to:
 - carry out a range of maintenance routines
 - identify dental equipment and instruments
 - safely sharpen dental instruments
 - accurately calibrate equipment as required
 - complete sterilisation of instruments and equipment to quality standards

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with suppliers and the clinic network
- ◇ **Collecting and analysing and organising information** - on ordered equipment and clinic requirements
- ◇ **Planning and organising activities** - for maintenance of instruments and equipment
- ◇ **Working with teams and others** - to maintain instruments and equipment in a state of readiness
- ◇ **Using mathematical ideas and techniques** - to facilitate calibration
- ◇ **Solving problems** - of damaged or ineffective tools and equipment
- ◇ **Using technology** - to maintain and sterilise

RUV VEN412 A - Produce oral cavity radiographs	
Unit Descriptor: The completion of this unit will equip the individual with the skills to prepare and position the dental patient and safely and effectively perform procedures necessary for the production of diagnostic dental radiographs using minimum X-ray emission.	
Element of Competency	Performance Criteria
412.1 Prepare patient for radiograph	412.1.1 Specific sedation and/or anaesthetic procedures are applied as directed by the surgeon. 412.1.2 Appropriate technique is determined in consultation with the surgeon and contrast medium is applied. 412.1.3 Patient is positioned and film/cassette positioned as required to suit patient needs.
412.2 Prepare radiographic equipment	412.2.1 Radiographic room and darkroom is prepared for use in line with clinic policy and legislative requirements. 412.2.2 Automatic radiograph developer or dark room chemicals are prepared in line with manufacturers instructions and clinic policy. 412.2.3 Film cassettes are marked, labelled and loaded for use and pre-packed dental films made ready. 412.2.4 Radiographic machine is positioned and set for required procedure as instructed by veterinarian. 412.2.5 Safety equipment is prepared and fitted to all staff.
412.3 Develop radiographs	412.3.1 Exposed film is developed and displayed for examination by the surgeon. 412.3.2 Patient anaesthetic recovery is monitored and observations are recorded.
412.4 File and record radiographic results	412.4.1 Film and outcomes are recorded in line with clinic policy and legislative requirements. 412.4.2 Film debris and waste chemicals are disposed of in line with clinic policy and legislative requirements.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Patients may be sedated or anaesthetised for dental procedures. • Radiographs may be taken with: <ul style="list-style-type: none"> - intra oral positioning • Film may include: <ul style="list-style-type: none"> - non screen (dental) - regular screen • Preparation of the radiography room may include the preparation of: <ul style="list-style-type: none"> - the room, screens, radiography machine, dark room, automatic radiographic developer, film and gags or restraining tapes • Safety equipment may include: <ul style="list-style-type: none"> - aprons, gloves, glasses, masks and thyroid collar 	
B. EVIDENCE GUIDE <p>Key Outcomes</p> <ul style="list-style-type: none"> • Patients are prepared for radiography according to exacting industry standards • Radiographic equipment and supplies are prepared for use • Exposed films are developed and presented to the surgeon for examination • Record keeping is completed for all radiographic routines 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit**

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

High quality radiographs produced to industry standards

Underpinning knowledge and skills

- A basic working knowledge appropriate for a veterinary dental nurse of:
 - sedation for dental procedures
 - anaesthesia and anaesthetic agents
 - positioning of animals for radiography
 - contrast media
 - radiographic print development procedures
 - clinic recording systems and legislative requirements
 - appropriate exposure techniques (bisecting angle or parallel)
- The ability to:
 - provide caring and capable support to the surgeon and the patient during dental radiography procedures
 - prepare patients and equipment for required procedures
 - process and develop high quality standard radiographs
 - accurately monitor vital signs of patients through induction, during procedure and through recovery

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

C. ASSESSMENT GUIDE (continued)**Qualifications of assessor** (continued)

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	2	3	2	3	2	3

- ◇ **Communicating** - with suppliers and the surgeon
- ◇ **Collecting and analysing and organising information** - on patient history and surgeon requirements
- ◇ **Planning and organising activities** - for dental radiography routines
- ◇ **Working with teams and others** - to produce high quality radiographs
- ◇ **Using mathematical ideas and techniques** - to calculate exposure times and processing requirements
- ◇ **Solving problems** - of trauma cases and adverse conditions
- ◇ **Using technology** - to complete dental radiographic procedures

RUV VEN413 A - Perform dental prophylaxis	
Unit Descriptor: The completion of this unit will equip the individual with the skills, in consultation with the surgeon, to perform an oral examination, complete a dental chart and safely and effectively scale tooth surfaces and polish teeth.	
Element of Competency	Performance Criteria
413.1 Perform oral examination	413.1.1 Abnormalities are identified and reported to the surgeon.
413.2 Complete dental chart	413.2.1 Patient details and current home dental care are recorded.
	413.2.2 Recognised encoded system to record presence and condition of individual teeth and of gums and oral cavity is used under direction of surgeon.
	413.2.3 Pre-treatment pathology and graphic treatment plan is recorded as instructed by the surgeon.
	413.2.4 Post-treatment dentition is recorded under direction of the surgeon.
413.3 Scale and polish tooth surfaces	413.3.1 Patient is positioned and anaesthetic monitored.
	413.3.2 Personal protective equipment is fitted and worn in line with clinic policy.
	413.3.3 Dental tartar is removed using recommended dental scaling instruments.
	413.3.4 Teeth are polished using techniques and equipment in line with clinic policy.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Prophylactic procedures may include: <ul style="list-style-type: none"> - oral hygiene procedures - basic dental treatment - provision of advice on dietary modifications - provision of advice on gingival cleaning and stimulation - provision of advice on regular brushing - provision of advice on the need for veterinary attention • Cleaning and polishing may include: <ul style="list-style-type: none"> - removing calculus - teeth polishing - supra gingival scaling and sub gingival scaling • Instruments used for cleaning and polishing teeth may include: <ul style="list-style-type: none"> - dental forceps - hand-held instruments including scrapers and curettes - ultrasonic tartar remover - motorised dental burr - rubber polishing cups and paste - toothbrush 	
B. EVIDENCE GUIDE <p>Key Outcomes</p> <ul style="list-style-type: none"> • Oral examinations for prophylactic dental treatment is completed under direction • Appropriate dental charts and records are completed • Dental maintenance and prophylactic procedures are completed under veterinary direction 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit**

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

High quality dental prophylaxis regimes applied.

Underpinning knowledge and skills

- A basic working knowledge of:
 - the anatomy of teeth and gums
 - dietary modifications to reduce dental and gingival disease
 - the elements of routine oral maintenance such as daily brushing
 - instruments and equipment required
 - protective clothing required
- The ability to:
 - clean teeth by removing calculus
 - polish teeth
 - carry out post operative care of dental patients

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

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C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
2	3	3	3	3	3	3

- ◇ **Communicating** - with other clinic personnel and the clinic network
- ◇ **Collecting and analysing and organising information** - on patient dental records
- ◇ **Planning and organising activities** - for examination and treatment of dental patients
- ◇ **Working with teams and others** - to achieve clinic goals and high standards of veterinary care
- ◇ **Using mathematical ideas and techniques** - to calculate dosage
- ◇ **Solving problems** - of dental disease or degeneration
- ◇ **Using technology** - to monitor and treat patients

RUV VEN414 A - Provide veterinary nursing support for dental surgery	
Unit Descriptor: The completion of this unit will equip the individual with the skills to prepare the theatre, patient and personnel and to assist the operating veterinary dental surgeon by preparing specific materials and anticipating and responding to surgeon's requirements.	
Element of Competency	Performance Criteria
414.1 Prepare theatre for dental surgery	414.1.1 Theatre furniture and equipment are prepared for specific dental surgery. 414.1.2 Patient radiographs for scheduled procedure are displayed. 414.1.3 Dental equipment is prepared in line with proposed procedures. 414.1.4 Sterile dental packs are prepared to meet procedure requirements.
414.2 Prepare patient for dental surgery	414.2.1 Specific anaesthetic procedures are applied as directed by the surgeon. 414.2.2 Patient is suitably positioned on operating table and restraints are applied. 414.2.3 Endotracheal tube is examined to ensure it is patent and pharyngeal pack is applied.
414.3 Prepare personnel for theatre	414.3.1 Support provided for other operating personnel for gloving and gowning. 414.3.2 Personal scrubbing and gowning completed in line with clinic policy.
414.4 Prepare specific materials and anticipate surgeon's requirements	414.4.1 Specific dental materials appropriate for the scheduled procedure are prepared. 414.4.2 Progress of surgery and the surgeon's requirements are anticipated and responded to positively. 414.4.3 Dental instruments, equipment and materials are handed to the surgeon as requested. 414.4.4 Specific dental surgical support is provided as directed by the surgeon.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Theatre furniture and equipment may include: <ul style="list-style-type: none"> - operating table, anaesthetic machine, surgical instruments tray and trolley, dental scaler, sterile dental pack, suction, radiograph displays, ultra violet lamp, endotracheal tubes and cuff, pharyngeal packs, air driven dental base including high and low speed hand pieces and amalgamator • Gowning and gloving may include: <ul style="list-style-type: none"> - personal hygiene and scrubbing, gloving up, fitting of masks, fitting of boots, fitting of gowns and fitting of goggles • Specific dental materials may include: <ul style="list-style-type: none"> - sutures, restorative materials, prosthesis, wire, pins, plates and screws • Restraints may include: <ul style="list-style-type: none"> - mouth gags 	
B. EVIDENCE GUIDE Key Outcomes <ul style="list-style-type: none"> • Theatre and dental equipment is prepared for prescribed procedures in line with industry standards • Patients are prepared for dental surgery under veterinary direction 	

B. EVIDENCE GUIDE (continued)**Key Outcomes** (continued)

- Theatre personnel are prepared for nominated procedures
- Surgery support materials are prepared and the surgeon's needs anticipated throughout scheduled procedures.

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Quality support provided for veterinary surgeon during dental procedures

Underpinning knowledge and skills

- A basic working knowledge of:
 - cleaning and hygiene procedures in the dental surgery
 - industry standard gloving and gowning procedures
 - dental surgery procedure sequences
- The ability to:
 - harmoniously work as a member of the theatre team
 - anticipate surgeon requirements
 - provide caring and capable support during the procedure
 - accurately monitor and adjust anaesthesia levels as instructed by the surgeon
 - keep accurate records of anaesthetic levels
 - accurately monitor patient vital signs

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

C. ASSESSMENT GUIDE (continued)**Qualifications of assessor**

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with the surgeon and animal owners
- ◇ **Collecting and analysing and organising information** - on anaesthetic levels and patient progress
- ◇ **Planning and organising activities** - for dental theatre routines
- ◇ **Working with teams and others** - to complete dental procedures
- ◇ **Using mathematical ideas and techniques** - to calculate dose rates and monitor vital signs
- ◇ **Solving problems** - of inappropriate levels of anaesthesia or animal reaction
- ◇ **Using technology** - to administer anaesthetic and complete dental procedures

RUV VEN415 A - Carry out patient admission	
Unit Descriptor: The completion of this unit will equip the individual with the skills to respond with urgency to perform pre-hospital evaluations (often by telephone), apply and maintain first aid to sustain life, and by assessing the seriousness of individual admissions, carry out triage procedures. Also, in communication with the veterinary surgeon, to stabilise the patient and record accurate history.	
Element of Competency	Performance Criteria
415.1 Perform pre-hospital evaluation	415.1.1 Accurate immediate patient history is established through client interview. 415.1.2 Emergency first aid procedures required for the patient are communicated to the client. 415.1.3 Transportation advice and the clinic location are communicated to the client.
415.2 Apply and maintain first aid to sustain life	415.2.1 Emergency respiratory/resuscitation procedures are applied as required according to patient needs. 415.2.2 Emergency cardio-pulmonary resuscitation procedures are applied as required according to patient needs. 415.2.3 Industry recognised procedures for haemorrhage are applied according to patient needs.
415.3 Perform initial survey	415.3.1 Patient assessment is conducted initially from a distance. 415.3.2 Patient assessment is conducted on approach from a rostral direction.
415.4 Carry out triage procedures	415.4.1 Parameters of triage are evaluated in line with industry recognised and clinic policies. 415.4.2 Triage procedures ensure that most serious cases are urgently referred to the veterinarian.
415.5 Stabilise patient under veterinary direction	415.5.1 Specific emergency and critical care nursing assistance is provided as directed by the veterinarian.
415.6 Complete history and secondary survey	415.6.1 Detailed patient history is confirmed in communication with client and historical records. 415.6.2 Patient status is re-evaluated on admission in consultation with the veterinarian.
A. RANGE OF VARIABLES	
<ul style="list-style-type: none"> • Advice to clients during pre hospital evaluation may include the need for: <ul style="list-style-type: none"> - appropriate handling and method of transportation in consideration of injuries, mouth to nose resuscitation, chest compressions, direct digital pressure, pressure bandage, leave penetrating foreign bodies, support fractures, GDV, clearing airway, poison evidence or identification and instructions for the induction of emesis • Industry recognised haemorrhage control procedures may include the use of: <ul style="list-style-type: none"> - digital pressure and pressure bandages • Emergency first aid advice may include: <ul style="list-style-type: none"> - response to poisonings from snakes, toads, ticks, rat bait, snail bait, fleas collars, organo-phosphates, etc, response to hyperthermia and hypothermia, response to gastric dilation/torsion, response to burns and scalds, response to dystocia and response to convulsions • Transportation advice may include: <ul style="list-style-type: none"> - immobilisation of limbs, immobilisation of patient, suppression of haemorrhage and ocular support (maintenance of hydration) • Specific emergency and critical care nursing assistance may include: <ul style="list-style-type: none"> - assistance with open chest cardiac massage - assistance with defibrillation - assistance with tracheostomy procedure 	

A. RANGE OF VARIABLES (continued)

- Patient evaluation may include the following assessments:
 - assess from a distance and approach from rostral, observe and palpate abdomen, flank and pelvis, spine, limbs, airway and breathing status, cardiovascular function, bleeding, capillary refill time (CRT), mucous membranes (MM's), pulses, heart rate, level of consciousness, hydration status, temperature, assessment of head trauma and papillary reflex
- First aid to sustain life may include:
 - respiratory resuscitation procedures, cardio pulmonary resuscitation, administration of fluid therapy, drugs and introduction of catheters

B. EVIDENCE GUIDE**Key Outcomes**

- Pre hospital evaluations are provided in response to client inquiry
- Animal first aid procedures are applied as required on arrival
- Initial survey broadly establishes patient needs
- Triage procedures are applied to correctly prioritise patients
- Specific emergency and critical care is provided as directed
- Patient histories are completed following secondary surveys and re-evaluation

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Optimum patient care provided on admission

Underpinning knowledge and skills

- A basic working knowledge of:
 - animal first aid techniques
 - handling trauma patients
 - client counselling techniques (including grief counselling)
 - industry recognised triage procedures
 - the relative urgency of common disease vs trauma incidents
 - common poisoning symptoms
- The ability to:
 - accurately identify and prioritise patients
 - provide clear and concise advice to clients
 - accurately observe and report to the veterinarian
 - apply industry standard first aid procedures to sustain life
 - provide caring grief support

C. ASSESSMENT GUIDE

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Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with clients, supervising veterinarian and referred expertise
- ◇ **Collecting and analysing and organising information** - on patient histories and current symptoms
- ◇ **Planning and organising activities** - for patient care
- ◇ **Working with teams and others** - to carry out triage and expedite veterinary treatment
- ◇ **Using mathematical ideas and techniques** - to monitor vital signs and calculate dosage rates
- ◇ **Solving problems** - of trauma and isolation from veterinary advice
- ◇ **Using technology** - to monitor vital signs and sustain life

RUV VEN416 A - Provide specific critical care nursing routines	
Unit Descriptor: The completion of this unit will equip the individual with the skills to implement and continue with resuscitation and monitoring procedures to assist the veterinarian during emergency surgery with the preparation of a Patient Care Plan.	
Element of Competency	Performance Criteria
416.1 Apply continued monitoring and resuscitation procedures	416.1.1 Vital signs are monitored constantly and data is recorded. 416.1.2 Abnormal vital signs are reported immediately or immediate action taken in line with clinic policy. 416.1.3 Patency of in-dwelling apparatus is monitored and restored as necessary.
416.2 Support provided to the veterinarian in the preparation of the Patient Care Plan	416.2.1 Patient short-term positioning, environment, medication, nutrition and nursing care is determined in consultation with veterinarian. 416.2.2 Patient Care Plan including all relevant aspects of treatment and care is developed on advice from the veterinarian.
416.3 Provide non-routine surgical nursing routines	416.3.1 Specific emergency anaesthetic procedures are applied as directed by veterinarian. 416.3.2 Progress of surgery and surgeons requirements are anticipated. 416.3.3 Specific surgical operating support is provided as directed. 416.3.4 Patient post-operative procedures are applied as instructed by the veterinarian.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Vital signs include: <ul style="list-style-type: none"> - respiration, pulse and stimulation response • Monitoring of vital signs may include: <ul style="list-style-type: none"> - mucous membranes, renal function, CRT, heart rate, chest auscultation, thermo regulation and pupil light response • Monitoring vital signs may include the use of: <ul style="list-style-type: none"> - pulse oximeter, capnograph and oesophageal stethoscope • In-dwelling apparatus may include: <ul style="list-style-type: none"> - catheters, endotracheal tube, tracheostomy tube and thoracic or other drains • Critical care nursing routines may include the monitoring of: <ul style="list-style-type: none"> - vital signs, catheter placement, fluid therapy, chest and other drains, tracheostomy tubes and urinary output • Patient Care Plan may include consideration of: <ul style="list-style-type: none"> - environmental conditions, housing, nutrition, physiotherapy, equipment, psychological factors, need for analgesia and medication (calculation of dosages in total mgs and mls) • Anaesthetic procedures may include: <ul style="list-style-type: none"> - artificial and assisted respiration - administration of life supporting techniques and medicines - response to anaesthetic recovery/shock complications - particular attention to transport to recovery ward - positioning of patient - revision of fluid therapy plan - supervision of anaesthetic monitoring equipment 	

B. EVIDENCE GUIDE**Key Outcomes**

- Constant monitoring of vital signs and application of resuscitation procedures maintains life and recovery
- Support is provided to the veterinarian in the preparation of Patient Care Plan
- Non-routine surgical nursing routines are completed to industry standard

OHS issues that impact upon the performance of this unit

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Effective critical care nursing promotes recovery and life support

Underpinning knowledge and skills

- A basic working knowledge of:
 - administration of medications by intravenous means including use of fluid pumps and syringe infusers
 - fluid and intravenous therapy
 - clinic signs of shock
 - the maintenance of adequate housing and nutrition for the range of patients under care
 - industry standard psychological procedures for animal care
 - standard physiotherapy treatments for animals
- The ability to:
 - accurately monitor vital signs
 - maintain accurate records
 - demonstrate empathy with the animals in their care
 - perform artificial respiration techniques
 - perform emergency cardio-pulmonary techniques
 - monitor anaesthesia as required

C. ASSESSMENT GUIDE

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Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

C. ASSESSMENT GUIDE (continued)**Qualifications of assessor**

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	2	3	2

- ◇ **Communicating** - with clinic personnel and clients
- ◇ **Collecting and analysing and organising information** - on vital signs and administered therapy
- ◇ **Planning and organising activities** - to maintain critical care
- ◇ **Working with teams and others** - to maintain life and speed recovery
- ◇ **Using mathematical ideas and techniques** - to calculate dosage and monitor vital signs
- ◇ **Solving problems** - of life threatening emergencies
- ◇ **Using technology** - to monitor vital signs

RUV VEN417 A - Ensure a state of readiness is maintained by all staff	
Unit Descriptor: The completion of this unit will equip the individual with the skills to assist in the preparation of personnel and of an Emergency Station for response to the emergency and critical care situation. Also to assist in the formation of protocols which guide physical and mental preparedness training, team response training and performance efficiency.	
Element of Competency	Performance Criteria
417.1 Support provided for the preparation of personnel	417.1.1 Instructions to critical care team provide clear direction and professional enthusiasm. 417.1.2 Practise drills for critical care team individuals provide physically preparation for all clinic operatives. 417.1.3 Preparation and delivery of in-house training sessions is supported using clinic policy procedures. 417.1.4 Currency on new procedures, drugs and systems for all personnel is maintained through regular updates.
417.2 Prepare and maintain emergency station	417.2.1 Centralised emergency equipment and facilities area are prepared according to clinic standards. 417.2.2 Centralised emergency stocks are checked and maintained as required. 417.2.3 Centralised emergency equipment is tested for viability and performance.
417.3 Provide support for the preparation of emergency and critical protocols	417.3.1 General assessment of systems is prepared and a performance appraisal recorded. 417.3.2 Improved response procedures are developed in consultation with the supervising veterinary surgeon. 417.3.3 Protocols for treatment of life threatening injuries and illness are developed in consultation with the supervising veterinarian as an integral part of clinic policy.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Training sessions may include: <ul style="list-style-type: none"> - simulated emergency situations, drill sessions, triage protocols and team building and roles • Centralised emergency equipment and facilities may include: <ul style="list-style-type: none"> - resuscitation equipment, prescribed medicines, mobile crash trolley, wall charts, blood components, fluids, laboratory equipment, radiology and environment 	
B. EVIDENCE GUIDE <p>Key Outcomes</p> <ul style="list-style-type: none"> • Support is provided to veterinary staff for the preparation of personnel to cope with emergency situations • Emergency station is established, equipped and tested for viability and performance • Emergency and critical care protocols are developed as required in consultation with veterinarian <p>OHS issues that impact upon the performance of this unit</p> <ul style="list-style-type: none"> • Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks. • The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained. 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit** (continued)

- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Emergency station resources maintained in a state of efficient readiness.

Underpinning knowledge and skills

- A basic working knowledge of:
 - teamwork
 - critical care procedures
 - equipment and facilities required in an emergency station
 - resuscitation procedures and practises
 - veterinary physiology and anatomy
- The ability to:
 - instruct and train clinic personnel in mental and physical preparedness
 - develop practical and efficient working protocols in consultation with others
 - act efficiently in emergencies
 - administer intravenous fluids as required
 - perform triage efficiently

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

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C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with emergency and critical personnel and training practitioners
- ◇ **Collecting and analysing and organising information** - on station requirements and personnel needs
- ◇ **Planning and organising activities** - for the training of station personnel
- ◇ **Working with teams and others** - to achieve efficient working preparedness
- ◇ **Using mathematical ideas and techniques** - to calculate quantities and process orders
- ◇ **Solving problems** - of supply deficiencies and staff conflict
- ◇ **Using technology** - to measure and record

RUV VEN418 A - Implement patient discharge routines	
Unit Descriptor: The completion of this unit will equip the individual with the skills to discharge a stabilised patient from a specialised emergency hospital either to the owner's regular veterinary clinic or home, communicate instructions regarding patient medication and well being and prepare referral documentation.	
Element of Competency	Performance Criteria
418.1 Prepare patient for discharge	418.1.1 Transportation procedures implemented for specific critical care patients in line with clinic policy. 418.1.2 Wound dressing and applications for anticipated motion are prepared to suit patient needs. 418.1.3 Patients are prepared for transport within the clinic and to external transport.
418.2 Instruct client on patient care	418.2.1 Instructions are provided to the client on the administration of medication in the home environment. 418.2.2 Instruction is provided to the client on wound management, exercise, environment, nutrition and other after care requirements. 418.2.3 Instructions are provided to the client on patient's anticipated physical and psychological behaviour. 418.2.4 Instruction is provided to the client on requirements for ongoing communication with their regular practitioner.
418.3 Prepare referral documents	418.3.1 Client is instructed on the delivery of referral documentation to their regular practitioner. 418.3.2 History, records and veterinarian's report are collated and presented to client. 418.3.3 Diagnostic reports are collated and presented to client.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Transportation procedures may include: <ul style="list-style-type: none"> - IV fluid line maintenance, wound management, respiration monitoring, limb support, feed and water, blanket stretcher, physical carrying trolley and restraint • Patient may be discharged: <ul style="list-style-type: none"> - to another clinic, to specialised treatment and to home • Client instructions on patient care may include: <ul style="list-style-type: none"> - wound and dressing management, administration of medication, bedding, environment, nutrition, cast care and consultation with regular practitioner • Referral documentation may include: <ul style="list-style-type: none"> - reports, radiographs, clinic pathological results, blood chemistry, haematology and other tests 	
B. EVIDENCE GUIDE <p>Key Outcomes</p> <ul style="list-style-type: none"> • Quality care systems are used in the preparation of patients for discharge • Client instructions provide total after care on discharge from the hospital • Referral documents are collated and forwarded to the regular practitioner 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit**

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Patient discharge routines reflect the highest standards of animal care

Underpinning knowledge and skills

- A basic working knowledge of:
 - transportation procedures
 - critical care requirements for a range of after care transportation
 - the requirements for referral documentation
 - after care requirements including nutrition, exercise, environment and management
 - where and how to access relevant patient records
- The ability to:
 - maximise patient care both to and during transport
 - clearly communicate patient needs to clients and transporting agents
 - effectively record all aspects of patient treatment
 - efficiently retrieve patient histories in case of client referral

C. ASSESSMENT GUIDE

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Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

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C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with clients and transport personnel
- ◇ **Collecting and analysing and organising information** - on patient histories and treatments provided
- ◇ **Planning and organising activities** - for efficient and caring discharge
- ◇ **Working with teams and others** - to maximise patient care
- ◇ **Using mathematical ideas and techniques** - to calculate dosage, costs and monitor recovery
- ◇ **Solving problems** - transporting critical care patients
- ◇ **Using technology** - to monitor and assess animal health

LEVEL

5

RUV VEN501 A - Prepare and organise implementation of specific clinic policies	
Unit Descriptor: This unit details the competency required to develop and implement specific clinic policies and communication systems with the clinic network	
Element of Competency	Performance Criteria
501.1 Develop clinic OHS and security policies	501.1.1 Legislative statutory reference material is collated from all sources including external advisers. 501.1.2 Directions, concerns and recommendations of clinic personnel are determined through personal interview and recorded. 501.1.3 Policy material is prepared and written to suit clinic needs. 501.1.4 Systems and structures for policy implementation in the clinic are organised in consultation with the veterinary or specialist advisers.
501.2 Prepare and develop clinic communication and marketing policies	501.2.1 Reference material with regard to communication and marketing issues is collated from all sources. 501.2.2 Input is sought and collated from all clinic personnel and recommendations recorded. 501.2.3 Systems and structures for policy implementation are documented and facilitated.
501.3 Implement clinic management policies	501.3.1 Reference materials with regard to business management issues are collated from all sources. 501.3.2 Manager/practice principal is consulted with regard to established business and outcomes are recorded. 501.3.3 Systems and structures for business policy implementation are documented and facilitated.
501.4 Communicate clinic policies to all personnel	501.4.1 Developed clinic policies are distributed to all staff as required. 501.4.2 Training programs in the use of and adherence to clinic policy are initiated and facilitated with all clinic staff. 501.4.3 Regular reviews are conducted to monitor staff adherence to clinic policy and measured training outcomes.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Clinic management policy may include: <ul style="list-style-type: none"> - business and marketing plan, marketing research, financial management and asset management • OHS and security policies may include the description of: <ul style="list-style-type: none"> - workplace (clinic) OHS, OHS issues in the external provision of clinic services, stock security, personnel security, premises security and client and patient security • Communication and marketing policies may include communication with or through: <ul style="list-style-type: none"> - pharmaceutical company personnel - suppliers or services - clinic newsletters - community health programs - brochures - surveys - open days - advertising and public relations 	

B. EVIDENCE GUIDE**Key Outcomes**

- Clinic policies are developed for occupational health and safety in consultation with veterinary staff
- Security issues as a part of overall clinic policy are established and documented
- Communication process are identified and utilised in optimising clinic performance
- Marketing programs are developed in parallel with other aspects of clinic policy

OHS issues that impact upon the performance of this unit

Development of clinic policy will include:

- relevant OHS hazards identification
- risk assessment
- risk control measures
- enterprise OHS risk management programs

Holistic Outcome

Clinic policy provides sound management of OHS, security, communication and marketing

Underpinning knowledge and skills

- A basic working knowledge of:
 - the clinic network
 - security requirements and systems
 - communication methods
 - human resources management
- The ability to:
 - communicate effectively
 - provide effective management input to the clinic
 - prepare high quality reports and documents
 - participate in group training or marketing activities

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

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- Conduct assessment in accordance with an established assessment procedure; and
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C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with the animal health network
- ◇ **Collecting and analysing and organising information** - on best practice for all aspects of clinic policy
- ◇ **Planning and organising activities** - for information collation
- ◇ **Working with teams and others** - to develop sound policies
- ◇ **Using mathematical ideas and techniques** - to calculate requirements within the clinic
- ◇ **Solving problems** - of poor communication
- ◇ **Using technology** - to communicate and calculate

RUV VEN502 A - Prepare and implement animal care education systems	
Industry Descriptor: Completion of this unit will prepare an individual for active participation in the preparation and implementation of animal care education programs and their delivery to the community at large	
Element of Competency	Performance Criteria
502.1 Communicate with local community groups	502.1.1 Suitable target groups and group leaders are identified and interest in educational programs established. 502.1.2 Meetings with principal community groups are organised and conducted. 502.1.3 Reciprocal benefits and objectives are determined and recorded. 502.1.4 Action plans are developed and meetings scheduled.
502.2 Animal care education material prepared	502.2.1 Information on existing community animal care education systems and programs is obtained and relevancy is assessed in consultation with target group. 502.2.2 Communication methods and materials for delivery of animal care information are developed and scheduled. 502.2.3 Associated industry groups are contacted and the provision of resources is discussed. 502.2.4 Materials for program delivery are prepared in consultation with the relevant parties.
502.3 Animal care education programs provided	502.3.1 Animal care education programs are provided to community groups in line developed schedule. 502.3.2 Animal care outcomes achieved through the delivery of relevant education programs are evaluated and delivery policies adjusted as required.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Community groups may include: <ul style="list-style-type: none"> - schools, facilities for the elderly, dog obedience groups and clubs, dog and cat breed support groups, local government authorities and large animal support groups • Existing animal care education systems may include: <ul style="list-style-type: none"> - "Pet Pep" and "Cats in Schools" programs • Education programs may include: <ul style="list-style-type: none"> - written notes and activity sheets, overhead slides, videos, brochures and endorsed pet care products 	
B. EVIDENCE GUIDE <p>Key Outcomes</p> <ul style="list-style-type: none"> • Total community needs are established in consultation with all relevant community interests • Relevant animal care education programs are developed to suit community needs • Animal care education programs are delivered and evaluated within the local community <p>OHS issues that impact upon the performance of this unit</p> <ul style="list-style-type: none"> • Development of education programs will include consideration of: <ul style="list-style-type: none"> - relevant OHS hazards identification - risk assessment - risk control measures - enterprise OHS risk management programs 	

B. EVIDENCE GUIDE (continued)**OHS issues that impact upon the performance of this unit** (continued)

- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation.

Holistic Outcome

Animal care education program delivery improves community regard and care for animals

Underpinning knowledge and skills

- A basic working knowledge of:
 - existing animal education programs
 - teaching strategies
 - animal care needs
 - animal nutrition and health
- The ability to:
 - relate to and communicate with the full range of community partners
 - develop clear and concise materials as the basis for education programs
 - critically evaluate and report

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years current experience in veterinary practice.

C. ASSESSMENT GUIDE (continued)**Where this unit is assessed**

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with the total animal care community
- ◇ **Collecting and analysing and organising information** - on animal care education programs
- ◇ **Planning and organising activities** - for community education
- ◇ **Working with teams and others** - to achieve established goals
- ◇ **Using mathematical ideas and techniques** - to evaluate statistical information
- ◇ **Solving problems** - of poor communication linkages and structures
- ◇ **Using technology** - extending and delivery education programs

RUV VEN503 A - Implement practice marketing policies	
Industry Descriptor: This unit provides the basis for the overall promotion of the practice within the community through individual contact and mass media activities	
Element of Competency	Performance Criteria
503.1 Establish and utilise communication systems	503.1.1 Communication strategies to promote practice services to clients are established in consultation with other clinic personnel in line with established business plan. 503.1.2 Promotional material is prepared in consultation with other clinic personnel and in line with established clinic policy. 503.1.3 Budgets are prepared and negotiations completed with external agents and services. 503.1.4 Relevant clinic personnel are trained and utilised to fulfil promotional goals. 503.1.5 Promotional materials are prepared as programmed and impact monitored. 503.1.6 Outcomes of communication and promotion strategies are evaluated and policy reviewed accordingly.
503.2 Promote clinic to clients/animal owner	503.2.1 Clinic public access times are determined in consultation with other clinic personnel and established policy. 503.2.2 Advertising routines are performed in line with clinic policy and budgets. 503.2.3 Clinic involvement with community and associated groups and the level of involvement is determined in consultation with the relevant parties. 503.2.4 Clinic personnel are notified of their respective roles and details recorded. 503.2.5 Staff are trained in line with marketing policies and measured outcomes are evaluated. 503.2.6 Policy adjustments are made as a result of measured outcomes.
A. RANGE OF VARIABLES <ul style="list-style-type: none"> • Research methods may be conducted using: <ul style="list-style-type: none"> - communication with past, present and potential clients via: <ul style="list-style-type: none"> ◊ demographic analysis, computer analysis, focus groups, community groups and surveys - current market research publications (books, magazines, ABS, industry reports) - communication with other practices • Communication methods may include: <ul style="list-style-type: none"> - newsletters, brochures, business cards, fridge magnets, audio telephone tapes, open days, evening or individual client clinic tours, client seminars/puppy parties and practice handouts • External services may include: <ul style="list-style-type: none"> - graphic artists, printers, veterinary product suppliers, pharmaceutical companies and marketing consultants and advisers • Associated groups may include: <ul style="list-style-type: none"> - veterinary distributors, pharmaceutical distributors, product distributors, local businesses, community groups, animal breed groups, dog obedience clubs, agricultural societies and racing clubs • Evaluation and monitoring method may include: <ul style="list-style-type: none"> - data retrieval, budget comparison per activity/promotion, client response methods (surveys, direct feedback), product turnover and annual budget turnover • Training may include: <ul style="list-style-type: none"> - individual training, commercial training and group clinic training 	

B. EVIDENCE GUIDE**Key Outcomes**

- Promotional and marketing materials for the clinic are determined, developed and utilised
- Promotional and advertising activities for the practice are regularly conducted to maximise community awareness of the clinic
- Regular evaluations are conducted of clinic presence in the local community

OHS issues that impact upon the performance of this unit

- Development of promotional and marketing programs will include consideration of:
 - relevant OHS hazards identification
 - risk assessment
 - risk control measures
 - enterprise OHS risk management programs
- Animal care for small, large and exotic animals has a range of associated risks from bites, kicks or scratches. All clinic duties should reflect an awareness of and a respect for these risks.
- The handling of chemicals and medicines in the practice requires extra care to ensure safe working practices are maintained.
- Clinic activities also have the inherent risks including:
 - gas leakage
 - zoonoses
 - release of infective agents (animal and human)
 - needle pricks and cuts from other sharps
- Biological hazardous waste and sharps disposal must be carried out in line with relevant OHS legislation

Holistic Outcome

Practice participation in the local community is maximised

Underpinning knowledge and skills

- A basic working knowledge of:
 - the animal population in the local community
 - suitable promotional strategies for veterinary clinics
 - local animal health issues
 - the clinic network
 - the animal health industry participants
 - active community groups associated with animal care
- The ability to:
 - effectively communicate with the full range of community groups
 - develop promotional materials for the practice that stimulate widespread community appeal
 - establish effective team working processes in the clinic

C. ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

C. ASSESSMENT GUIDE (continued)**Qualifications of assessor**

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	3	3	3

- ◇ **Communicating** - with the animal care community
- ◇ **Collecting and analysing and organising information** - on community needs and clinic solutions
- ◇ **Planning and organising activities** - for clinic promotion
- ◇ **Working with teams and others** - to maximise clinic exposure in the market
- ◇ **Using mathematical ideas and techniques** - collate statistical information
- ◇ **Solving problems** - of apathy and scattered communities
- ◇ **Using technology** - to communicate and calculate

RUV VEN504 A - Deliver and review training	
Unit Descriptor: This unit is aligned to Category I Workplace Trainer qualification and will provide the nursing manager with appropriate skills to provide workplace training for all clinic personnel	
Element of Competency	Performance Criteria
504.1 Confirm the need for training	504.1.1 The specified training need is identified or advised by appropriate personnel. 504.1.2 The specific training need is confirmed with appropriate personnel. 504.1.3 The training objectives reflect the specific training need.
504.2 Plan and document training session	504.2.1 Training outcomes are clearly stated. 504.2.2 Steps in the training session follow a logical sequence. 504.2.3 The training method(s) selected are appropriate for: <ul style="list-style-type: none"> - the training outcomes - trainee characteristics - availability of equipment and resources 504.2.4 Plans for practice by trainees are made. 504.2.5 Evidence required for assessment and how it will be collected is stated.
504.3 Arrange location and resources	504.3.1 Resources required for training are identified and approved by appropriate personnel. 504.3.2 Suitable locations for training are arranged. 504.3.3 The equipment, tools and other resources required are organised to be available when needed. 504.3.4 Arrangements are made with any people who are required to help in the training session or in the follow-up to the training session. 504.3.5 The training environment arranged is safe and accessible.
504.4 Notify trainees	504.4.1 Trainees are notified of the time and place of the training. 504.4.2 Supervisors of trainees are notified of the time and place of the training and of any other requirements for the training session. 504.4.3 The purpose of the training is notified to all involved.
504.5 Instruct trainees	504.5.1 A systematic approach is taken to instruction, taking into account: <ul style="list-style-type: none"> - explanation - demonstration - review - trainee explanation - trainee demonstration - feedback. 504.5.2 Instruction process is revised and modified as necessary to meet the learning needs of trainees. 504.5.3 Trainees are encouraged by positive comments from the trainer. 504.5.4 Feedback during instruction is designed to help trainees learn from their mistakes. 504.5.5 Trainees are encouraged and guided to evaluate their own performance and assess it for improvement..

504.6 Provide opportunities for practice	<p>504.6.1 Opportunities for practice are provided according to the specific learning situation and the training objectives.</p> <p>504.6.2 Constructive feedback and reinforcement are provided during practice.</p> <p>504.6.3 Readiness of trainees for assessment is monitored.</p>
504.7 Confirm trainee has reached required standard of performance	<p>504.7.1 Evidence of satisfactory performance by the trainee is collected in accordance with the training session plan.</p> <p>504.7.2 The trainee is advised that he/she has reached the required standard of performance.</p> <p>504.7.3 Other appropriate personnel are advised that the trainee has reached the required standard of performance.</p>
504.8 Evaluate training session	<p>504.8.1 Trainees are encouraged to raise problems or difficulties with any aspect of the training session.</p> <p>504.8.2 Trainees are asked to discuss their ability to apply the learning outcomes.</p> <p>504.8.3 Reaction of trainees to the training session is sought.</p> <p>504.8.4 Review comments are summarised.</p> <p>504.8.5 The results of the evaluation are used to guide further training.</p>
504.9 Record training	<p>504.9.1 The details of the trainees who have completed the training are accurately recorded according to the organisation's requirements.</p> <p>504.9.2 Other records as required by legislation or agreement are kept.</p> <p>504.9.3 Records are released to authorised personnel only.</p> <p>504.9.4 Records are securely stored.</p>
504.10 Provide information on training	<p>504.10.1 Information on training proposed, in hand or completed, is provided to management as required.</p> <p>504.10.2 Information on proposed training is provided to prospective trainees on request.</p> <p>504.10.3 Information on appropriate, available training is provided to employees on request.</p>
<p>A. RANGE OF VARIABLES</p> <ul style="list-style-type: none"> • Enterprise environment may range from a small agribusiness without formal management structures or formal training systems to an agribusiness of size to have an organisation structure, and structured enterprise training • Trainers provide training in the workplace, but not as a major part of their job. Training may be provided: <ul style="list-style-type: none"> - infrequently or regularly - in a structured training context as part of a training program, as well as informed training within the enterprise requirements - on use of particular piece of equipment, basic cleaning and clinic procedures - training materials developed by others are used as appropriate, or basic materials may be developed for enterprise training • Documentation procedures follow enterprise requirements. Minimum documentation may comprise: <ul style="list-style-type: none"> - lists of personnel trained in competencies and information for instructor use only • Trainee group size may include: <ul style="list-style-type: none"> - one-to-one instruction, in-house in smaller practices or more formally on or off-the-job in larger practices and sometimes small group 	

A. RANGE OF VARIABLES (continued)

- Explanations may include:
 - safe work practices
 - quality assurance procedures
 - basic operating principles
 - components of equipment/system
- Presentations and training methods:
 - step by step demonstration of practical skills and explanation
 - application of knowledge to practical agribusiness activities

B. EVIDENCE GUIDE**Key Outcomes**

Staff are trained to the standard required, capable of performing all duties to enterprise standards without supervision.

OHS issues that impact upon the performance of this unit

Relevant OHS hazards identification, risk assessment and risk control measures. These include:

- induction of new workers in OHS roles and responsibilities
- the enterprise OHS risk management programs

Holistic Outcome

Staff training is an on-going aspect of employment and supervision where old skills are improved and new skills developed in an environment that encourages learning and skilling of all staff.

Underpinning knowledge and skills

- A basic working knowledge of:
 - possible training locations with the workplace
 - relevant safety and health standards to be observed
 - organisation's record keeping arrangements and security and access procedures
 - training procedures and processes
- The ability to:
 - explain specific training needs and how they were determined
 - prepare an outline of the training session, preferably in writing
 - apply training methods selected
 - recognise trainee characteristics, eg. language and literacy/numeracy skills, cultural background, previous experience, that may affect learning
 - provide evidence that trainees and their supervisor know about training arrangements made

C ASSESSMENT GUIDE

Assessment of this unit is to be conducted in accordance with this Assessment Guide and the endorsed "Assessment Guidelines" for the Qualifications for Veterinary Nursing.

Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

RUV VEN504 A *Deliver and evaluate training (Category 1 Workplace Trainer)* and assessment units may be assessed independently, concurrently or sequentially.

C. ASSESSMENT GUIDE (continued)**Qualifications of assessor**

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

Only qualified assessors engaged or auspiced by a Registered Training Organisation are able to assess a person against this unit of competency. This assessment is to be conducted by an assessor who is qualified as workplace competent, or in cooperation with an individual or group of people who are competent in this unit. It is recommended that assessment involves at least one person who has a minimum of 5 years experience in workplace training and assessment in addition to relevant veterinary experience.

Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	1	2	2

- ◇ **Communicating** - with trainees, before, during and after each training session
- ◇ **Collecting and analysing and organising information** - about training needs, services available
- ◇ **Planning and organising activities** - training schedules and programs
- ◇ **Working with others and in teams** - staff, training procedures
- ◇ **Using mathematical ideas and techniques** - may be required for some units being taught
- ◇ **Solving problems** - training process, trainee's difficulties, training providers off-jobs
- ◇ **Using technology** - overhead projector, tape recorder, VCR, computers for some tasks

RUV VEN505 A - Organise human resources	
Unit Descriptor: This unit will provide the individual with the competence to facilitate all aspects of human resources management as they apply in the clinic	
Element of Competency	Performance Criteria
505.1 Participate in staff selection	505.1.1 Staffing requirements are reported to enterprise management. 505.1.2 Potential recruits are identified and following interview, selected according to enterprise policies. 505.1.3 Selected staff are informed of required performance standards and practice policies. 505.1.4 Wages and conditions are negotiated to enterprise and industry standards. 505.1.5 Employment documentation is completed according to established protocols.
505.2 Induct staff	505.2.1 New employees are introduced to other staff. 505.2.2 New employees are familiarised with work place. 505.2.3 New employees are familiarised with work and safety procedures and clinic policies. 505.2.4 New employees are familiarised with communication channels and procedures as a part of the induction process.
505.3 Organise work programs	505.3.1 Work plans are developed in consultation with management. 505.3.2 Staff are informed of duties to be undertaken. 505.3.3 Work activities are developed to provide employees with experience in line with job specification. 505.3.4 Staff opinions are sought and adopted as appropriate. 505.3.5 Intermediary role is performed between employer and employee.
505.4 Develop teamwork	505.4.1 Actions are initiated to develop good teamwork and morale. 505.4.2 Staff contributions are acknowledged and rewarded.
505.5 Supervise staff	505.5.1 Effective contributions are acknowledged and rewarded. 505.5.2 Efforts to reach required standards are encouraged. 505.5.3 Errors are corrected and required standards reinforced. 505.5.4 Individual training plans are developed in line with individual employee needs. 505.5.5 Regular monitoring of supervised staff ensures compliance with management, clinic and OHS policies and practices.
505.6 Review staff performance	505.6.1 Staff are trained to the standard required. 505.6.2 Staff performance is monitored on a regular basis in line with clinic policy. 505.6.3 Staff performance is reported to enterprise management. 505.6.4 Enterprise employment termination procedures are followed.

A. RANGE OF VARIABLES

- Staffing requirements may include:
 - preparation of job/role descriptions
 - advertising in appropriate media
- Unless otherwise stated, directions, specifications and prescriptions come from management or other advisers and may include prescriptions for staffing plans. Staffing plans may include:
 - total annual staff numbers, seasonal staff numbers, total staffing budgets, staff classifications by job description, training and development policies, staff recruiting, policy restraints and reporting mechanisms
- Performance review may include:
 - individual meeting, performance appraisal interview, group meetings, discussion of promotion opportunities and discussion of extra training requirements
- Staff training may include:
 - commercial, public provider/private, conferences, individual training and rosters to rotate new employees through all areas of the practice
- Media may include:
 - professional journals, local papers, nursing schools and associations
- Employment documentation may include:
 - contract employment, ATO forms, superannuation and practice policy manual/handbook
- Human resources may include:
 - family members (paid and unpaid), permanent and casual employees, contractors, volunteers, students on work experience and technical and professional support
- Contracts of employment may include task specific and general contracts of employment as well as special schemes to encourage on and off the job training and continuing education.
- Records may be paper or computer based.
- Development of teamwork may include staff meetings, communication and social events.

B. EVIDENCE GUIDE**Key Outcomes**

Supervisors assist in staff selection and can induct staff, organise their work programs and develop teamwork and morale through effective supervision.

OHS issues impacting upon the performance of this unit

Relevant OHS hazards identification, risk assessment and risk control measures. These include:

- systems to ensure that workers undertake OHS induction
- systems to ensure that workers safety skills are assessed and training provided
- systems to ensure that workers are involved in the identification and reporting of hazards to health and safety
- systems to ensure that risks are assessed by relevant workers
- systems to ensure that effective short term and long term OHS risk control measures are implemented

Holistic Outcome

The enterprise is appropriately staffed throughout the year, duties are performed to the standards required, teamwork and morale are developed, performance is reviewed and training carried out where required.

Underpinning knowledge and skills

- A basic working knowledge of:
 - human motivation and development, relevant industrial awards, measure of efficiency, teams and teamwork, recruitment options and supervision and training
- The ability to:
 - organise people, observe and measure, analyse and make decisions, interpersonal skills, negotiate, record and report, train and supervise and support staff through change of management

C. ASSESSMENT GUIDE

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Authority managing and conducting assessments and issuing qualifications

Registered Training Organisation (RTO)

Special outcomes of assessment for purposes of licensing by a government or other authority

Specification of and definitions for Acts of Veterinary Science will be defined by state legislation

Interdependent assessment of units

This unit can be assessed independently

Qualifications of assessor

Assessors are to be qualified as competent against the Competency Standards of Assessment. As a minimum this is to be in the two units:

- Conduct assessment in accordance with an established assessment procedure; and
- Plan and review assessment

or the intent of these units as contained in any amendment to the Workplace Training and Assessment Training Package

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Where this unit is assessed

Competency is to be demonstrated in a veterinary workplace or in a situation which reproduces veterinary workplace conditions.

Resources required beyond those normally found in a functioning veterinary workplace

There are no additional resources required for assessment of this unit

Utilisation of key competencies in the performance of this unit

Level of utilisation of Key Competencies (1 perform; 2 administer; 3 design)

Communicating ideas & information	Collecting analysing & organising information	Planning & organising activities	Working with teams & others	Using mathematical ideas & techniques	Solving problems	Using technology
3	3	3	3	1	3	2

- ◇ **Communicating** - with staff and management and applicants for jobs
- ◇ **Collecting and analysing and organising information** - wages and conditions, contracts
- ◇ **Planning and organising activities** - work programs every day
- ◇ **Working with teams and others** - with staff in their daily work
- ◇ **Using mathematical ideas and techniques** - wages and wage calculations, time sheets, productivity analyses
- ◇ **Solving problems** - with staff, unions, management and daily work
- ◇ **Using technology** - to record, calculate and communicate