



**Australian Government**

# **Assessment Requirements for ACMGEN310 Provide reception services for an animal care facility**

**Release: 1**

## Assessment Requirements for ACMGEN310 Provide reception services for an animal care facility

### Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 4.0.

### Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- provided reception services completing all reception tasks required of the role at the facility, including:
  - organised at least three client bookings
  - created, updated and stored two client records
  - completed at least two financial procedures or transactions
  - communicated effectively with at least two clients and team members
  - provided basic animal care assistance on two occasions.

### Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- effective communication methods to use with clients across a range of interactions, including:
  - inquiries or instructions about products and services
  - collecting and/or advising of problems with payments
  - providing information within the limits of business policy and personal responsibility
  - referring clients to senior staff
  - privacy and confidentiality of client information
- workplace procedures for dealing with:
  - distressed clients
  - initial complaints about products, service or staff
  - reporting on animal welfare or progress
  - stock control

- appropriate telephone communication techniques used when providing reception services
- types of information added to client records, including:
  - animal identification
  - animal health information
  - client/owner information
- routine tasks carried out in an animal care facility, including:
  - collecting and documenting information
  - moving animals to housing or handling area
  - handing animal over to other team members or returning to client
  - fitting animal equipment, including collars, leads and/or clothing
  - confirming identity
  - weighing an animal
- range of species handled by the animal care facility
- safe and humane animal restraint and handling techniques
- office equipment and software packages typically used in an animal care facility
- typical financial and administrative procedures relative to receptionist role.

## Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
  - an animal care facility or an environment that represents workplace conditions
- resources, equipment and materials:
  - live animals specified in the performance evidence
  - equipment and resources appropriate to work undertaken in an animal care environment, including reception office equipment
  - information management/customer relationship record-keeping system
- specifications:
  - workplace policies and procedures for reception services, including management of client and animal records
- relationships:
  - clients, team members and supervisor specified in the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>