



Australian Government

ACMGEN310 Provide reception services for an animal care facility

Release: 1

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.

Application

This unit of competency describes the skills and knowledge required to undertake office reception and administration activities, including scheduling and basic financial tasks for an animal care facility.

This unit applies to individuals in the animal care industry who work under broad direction, typically in a team environment, and are required to take responsibility for their own work, including carrying out assigned tasks, organising processes, solving routine problems and working to schedules.

All work must be carried out to comply with workplace procedures according to Commonwealth and state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

General Animal Care (GEN)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Complete reception services	1.1 Provide facility services and fee structure information to clients in a courteous manner

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.2 Schedule and monitor appointments or bookings 1.3 Identify animals according to species, breed and permanent markings 1.4 Create or update records according to workplace procedures 1.5 Compile appointment details and records, and provide to relevant team members 1.6 Process client and animal on arrival, and monitor waiting clients and keep them informed of appointment progress or delays 1.7 Maintain reception area in a clean, tidy and hygienic state at all times
2. Perform routine office activities	2.1 Process incoming communications and relay to relevant team members according to workplace practices 2.2 Maintain information and records system to ensure integrity 2.3 Perform routine tasks, including processing financial transactions, using relevant office equipment 2.4 Invoice or receipt services and products in line with workplace fee structure 2.5 Monitor stock levels of office supplies and animal care products and order supplies following supervisor approval
3. Provide basic animal care assistance	3.1 Identify animals accurately and assist with animal care tasks, as directed by supervisor 3.2 Secure, restrain and handle animals in a safe and humane manner using low stress methods 3.3 Document interactions with clients according to workplace procedures and client confidentiality requirements
4. Maintain records	4.1 Identify client follow-up requirements and document according to workplace procedures 4.2 Update and store client records according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Oral communication	<ul style="list-style-type: none">Interact appropriately with clients on phone and face-to-face, using appropriate industry terminologyUse active listening skills and questioning techniques to determine and respond to client needs
Numeracy	<ul style="list-style-type: none">Calculate financial transactions and percentages accuratelyMeasure and calculate quantities, time, and weight

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGEN310 Provide reception services for an animal care facility	ACMGAS207 Provide reception services for an animal care facility	Minor changes to application, element and performance criteria for clarity Unit code AQF identifier changed to reflect work outcomes Assessment requirements updated	Equivalent

Links

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