Assessment Requirements for ACMVET401 Coordinate veterinary reception duties

Release: 1

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Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 2.0.

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 coordinated and undertaken the admission of a minimum of five patients, covering two species, for routine and non-routine procedures, including:

- carrying out triage procedures for a minimum of two patients
- demonstrating a simulation of applying animal first aid in order to sustain life and minimise pain
- coordinating the discharge of a minimum of three patients
- communicating appropriately with practice staff and clients in varying situations
- performing the activities outlined in the performance criteria of this unit during a period of at least 240 hours of work in a veterinary practice.

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:

- emergency situations at that may occur with animals, including:
  - dystocia
  - hit by a car or other trauma
  - fractures
  - collapse
  - haemorrhage
  - poisoning
  - respiratory distress
  - heat stroke
  - snake envenomation
  - tick paralysis

- hypothermia
- medical emergencies
- first aid procedures related to sustaining life and minimising pain, including:
  - establish airway
  - provide oxygen
  - control haemorrhage
  - support injured or broken limbs
  - support the veterinarian and assisting in cardiopulmonary resuscitation (CPR) procedures
- practice policies and procedures related to admissions, treatment and discharge of animals
- appropriate handling and restraining techniques to minimise animal stress and discomfort
- drugs within each drug schedule and the regulations applicable in state or territory legislation
- clinical signs of illness, disease and trauma
- triage classification
- need for isolation
- interview, listening and questioning techniques, including:
  - gather relevant information to triage and admit patients
  - record patient history (current medication, normal toilet functions, eating routines)
- advice for post-treatment home care, including medication needs, wound management, bandaging/casting, immediate housing, prevention of self-trauma, nutrition, pain management exercise and veterinary review
- pain management as part of triage and admission processes
- normal and abnormal vital signs of animals commonly seen in the practice
- the recognised stages of grieving and tactics for managing grief, including:
  - verbal assurance and communication
  - provision of grief hotline details and literature, including brochures
  - providing advice on burial or cremation decisions
  - follow-up contact and support
- strategies to manage own stress and fatigue
- veterinary terminology relevant to the observations of patients and medical conditions
- patient records management
- practice appointment scheduling systems.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
  - a workplace or an environment that accurately reflects a veterinary practice
- resources, equipment and materials:
  - a range of real, live animals

- equipment, instruments and resources typically available in a veterinary practice
- specifications:
  - organisational policies and procedures, current legislation, regulations and relevant codes of practice
- relationships (internal and/or external):
  - interactions with real clients
  - interactions with a registered veterinarian or minimum of Certificate IV qualified veterinary nurse.

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