Assessment Requirements for ACMVET404
Perform practice office procedures
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Modification History

<table>
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<th>Release</th>
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<td>Release 1</td>
<td>This version released with ACM Animal Care and Management Training Package Version 2.0.</td>
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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:

- maintained practice stock, including veterinary medicines, supplies, food and bedding for hospitalised patients
- ordered weekly supplies on at least two occasions
- maintained, filed and stored accurate practice records for a minimum of five customers
- processed practice correspondence and reconciled daily takings for a minimum of two days
- communicated effectively with the veterinarian, clients, consultants and suppliers
- performed 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:

- daily transaction, reconciliation and banking processes
- practice policies and procedures with respect to the administration of the practice, including practice accounts and correspondence
- scope of information required for practice clients, consultants, suppliers and contractors
- the requirements of drugs and poisons scheduling legislation and workplace practices related to the ordering, storing, prescribing and dispensing procedures for medications, pharmaceuticals and general supplies
- state or territory legislation and regulations relating to work health and safety
- considerations for storing veterinary medicines, including:
  - expiry dates and special storage requirements, including light and temperature
  - relevant drugs and poisons schedules and legislation
- safe work practices related to the storing, handling and monitoring of veterinary supplies and medications.

**Assessment Conditions**

Assessment of skills must take place under the following conditions:

- physical conditions:
  - in the workplace or an environment that accurately reflects a veterinary practice office
- resources, equipment and materials:
  - equipment and resources typically available in a veterinary practice office, including access to client records, veterinary software, veterinary drugs and poisons
- specifications:
  - organisational policies and procedures, current legislation, regulations and relevant codes of practice
- relationships (internal and/or external):
  - interactions with wholesalers and suppliers
  - 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.education.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103