



**Australian Government**

**ACMVET508 Support veterinary practice  
communication and professional  
development**

**Release: 1**

# ACMVET508 Support veterinary practice communication and professional development

## Modification History

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

## Application

This unit of competency describes the skills and knowledge required to communicate at an advanced clinical level with veterinarians, other allied health professionals, practice staff and clients as well as contributing to the knowledge base and professional development of the veterinary practice.

This unit applies to veterinary nurses with extensive vocational expertise who are responsible for managing practice communications and staff development and support for veterinarians in general practice. The unit applies to veterinary nurses who work in a veterinary practice under the supervision of a registered veterinarian, in senior supervisory role.

Legislative and regulatory requirements apply to veterinary nurses but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before delivery.

## Pre-requisite Unit

Nil

## Unit Sector

Veterinary Nursing (VET)

## 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. Facilitate admission and discharge referral patients	1.1 Explain admission and discharge procedures to the relevant parties and complete procedures for referral patients 1.2 Document patient case history, diagnostics and treatments

<b>Elements</b>	<b>Performance Criteria</b>
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	<p>information and relay information to stakeholders</p> <p>1.3 Comply with practice policies on information security and privacy requirements</p> <p>1.4 Explain specific nursing requirements to stakeholders and make follow-up appointments as per veterinary instructions</p> <p>1.5 Forward details of patient's treatment and after care to the referring veterinarian</p>
2. Interact with other veterinary health care professionals	<p>2.1 Identify the range of veterinary health care professionals and services available for veterinary practice needs</p> <p>2.2 Align veterinary health care professionals and support services to specific veterinary case needs</p> <p>2.3 Use effective communication strategies and appropriate veterinary terminology when liaising with consulting veterinary health care professionals</p>
3. Communicate with clients about veterinary processes	<p>3.1 Explain veterinary terminology to clients to ensure they understand relevant treatments</p> <p>3.2 Use effective communication strategies to verify and clarify instructions from veterinarians or other health care professionals</p> <p>3.3 Interpret abbreviations used in workplace specific contexts and use them in recording information</p>
4. Seek out and apply veterinary nursing information	<p>4.1 Critically evaluate collected data using a variety of methods and sources relevant to the clinical setting</p> <p>4.2 Improve existing workplace practices and procedures using knowledge of the historical, theoretical and philosophical aspects of the field of practice</p> <p>4.3 Evaluate new treatments, protocols and procedures within the scope of work role and report them to supervisor</p> <p>4.4 Evaluate research strategies and methodologies for relevance, reliability and quality of evidence</p> <p>4.5 Critically evaluate specific research information</p>
5. Contribute to professional development	<p>5.1 Establish links with veterinary nurses and other relevant allied healthcare professionals</p> <p>5.2 Identify and use personal professional development opportunities to plan skills and knowledge enhancement for self and others</p>

<b>Elements</b>	<b>Performance Criteria</b>
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	5.3 Monitor changes in veterinary nursing procedures and techniques and report findings to others 5.4 Present case study and literature review to others in a public or peer setting 5.5 Transfer skills and knowledge to new contexts

## 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.*

<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>• Proofread texts to ensure clarity of meaning, accuracy of grammar and terminology</li> <li>• Read and interpret a variety of research texts</li> </ul>
Writing	<ul style="list-style-type: none"> <li>• Prepare general information, reports and papers to meet the needs of the target audience</li> </ul>
Interacting with others	<ul style="list-style-type: none"> <li>• Play a lead role in situations requiring effective collaboration, demonstrating effective veterinary skills</li> </ul>
Get the work done	<ul style="list-style-type: none"> <li>• Address irregularities and contingencies in the context of the work role</li> </ul>

## Unit Mapping Information

<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
ACMVET508 Support veterinary practice communication and professional development	ACMVET508A Support veterinary practice communication and professional development	Updated to meet Standards for Training Packages Minor changes to clarify content Assessment requirements revised Work placement	No equivalent unit

<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
		requirement included	

## **Links**

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