



**Australian Government**

# **ACMVET409A Provide specific animal care advice**

**Release 2**

## ACMVET409A Provide specific animal care advice

### Modification History

Release	TP Version	Comments
2	ACM10v3	Reference to OHS legislation replaced with generic terminology
1	ACM10v1	Initial release. Supersedes and is equivalent to RUV4609A

### Unit Descriptor

This Unit of Competency covers the process of providing advice to clients (owners) about animal care, nutrition, behaviour and products. All advice must be provided in a competent manner and in accordance with clinic policies and procedures.

### Application of the Unit

This Unit applies to a veterinary nurse working under supervision of a veterinarian in a veterinary clinic or similar practice. In addition to legal and ethical responsibilities, all Units of Competency in the ACM10 Animal Care and Management Training Package have the requirement for animals to be handled gently and calmly. The individual is required to exhibit appropriate care for animals so that stress and discomfort is minimised.

### Licensing/Regulatory Information

Licensing, legislative, regulatory or certification requirements may apply to this Unit. Therefore, it will be necessary to check with the relevant state or territory regulators for current licensing, legislative or regulatory requirements before undertaking this Unit.

### Pre-Requisites

Nil.

### Employability Skills Information

This Unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Provide specific <i>animal health advice</i>	1.1. Evaluation of patient's needs is completed to provide the basis for advice provision. 1.2. Primary care advice is provided to the client as required, noting relevant <i>workplace health and safety</i> requirements.
2. Offer <i>animal care product advice</i>	2.1. Background information on the range of <i>animal care products</i> stocked by the clinic is prepared and documented as required. 2.2. Client requirements are established through discussion and evaluation. 2.3. Specific product advice is provided to clients in accordance with established procedures.
3. Advise on <i>animal nutritional requirements</i>	3.1. Relevant data on patient and patient history are collected in accordance with established protocols. 3.2. Basic advice is provided to the owner on the nutritional needs of the animal. 3.3. Details of advice and actions are provided and recorded in clinic records and patient history.
4. Provide animal behaviour advice	4.1. Types of normal and <i>inappropriate animal behaviour</i> are explained and discussed with the owner. 4.2. Basic advice is provided on techniques to modify inappropriate behaviour. 4.3. Details of advice and strategies are recorded in the patient's history.

## Required Skills and Knowledge

This section describes the skills and knowledge required for this Unit.

### Required skills

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#### Ability to:

- apply animal behaviour modification techniques
- interpret the value of home-prepared rations versus commercial formulae
- provide advice on animal feeding for all species and conditions applicable in the clinic
- read and understand animal food labels
- read and understand ration definitions (e.g. 'complete' and 'balanced') and relevant regulations
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, infection control and other clinic policies and procedures; coordinate patient admission and discharge; implement sequenced written instructions; and record patient details accurately and legibly
- use oral communication skills/language required to fulfil the job role as specified by the clinic, including negotiating and questioning techniques, active listening, asking for clarification from the owner, and acknowledging and responding to a range of views
- use numeracy skills required to measure rations and doses
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- use problem-solving skills to use available resources, prioritise tasks and utilise patient information to provide advice on animal care.

### Required knowledge

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#### Knowledge of:

- animal husbandry requirements
- awareness of the components of nutrient measurement, including calories, digestibility and biological value
- causes, control and prevention of diseases (e.g. cardiovascular)
- clinical pathology tests associated with disease diagnosis (e.g. glucose curve)
- clinic policy and procedures related to providing advice
- components of animal digestive systems and feeding behaviours, including oral or dental factors, gastrointestinal tract, liver, pancreas, kidneys, hormones, feeding biology and palatability
- differing nutritional requirements of differing species
- disease processes (e.g. diabetes and pancreatitis)
- energy requirements of animals for:
  - clinical nutrition areas
  - disease

- environmental interactions
- gestation and lactation
- life stage (e.g. growth, geriatrics, puppy or kitten feeding)
- maintenance
- obesity control
- surgical rehabilitation
- working and performance
- elements of animal nutrition, including water, protein, fat, fibre, carbohydrates, minerals, vitamins and energy
- factors influencing animal behaviour
- nutrition process, including home-prepared rations and commercial formulae.

## Evidence Guide

<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<p><b>Overview of assessment</b></p>	
<p><b>Critical aspects for assessment and evidence required to demonstrate competency in this Unit</b></p>	<p>The evidence required to demonstrate competency in this Unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this Unit. Assessors should ensure that candidates can:</p> <ul style="list-style-type: none"> <li>• determine patient details, needs and requirements from interview and clinic records</li> <li>• communicate effectively with clients and provide advice on animals' health, nutrition and behaviour and on animal care products in accordance with clinic policy and procedures and in a competent manner</li> <li>• maintain accurate patient records.</li> </ul> <p>The skills and knowledge required to provide specific animal care advice must be transferable to a range of work environments and contexts and include the ability to deal with unplanned events.</p>
<p><b>Context of and specific resources for assessment</b></p>	<p>Assessment for this Unit is to be practical in nature and will be most appropriately assessed in a veterinary practice or in a situation that reproduces normal work conditions.</p> <p>There must be access to the appropriate equipment and/or resources to enable one to demonstrate competence.</p>
<p><b>Method of assessment</b></p>	<p>To ensure consistency of performance, competency should be demonstrated, to industry defined standards, on more than two occasions over a period of time in order to cover a variety of circumstances, patients, cases and responsibilities and over a number of assessment activities.</p> <p>The assessment strategy must include practical skills assessment. Suggested strategies for this Unit are:</p> <ul style="list-style-type: none"> <li>• written and/or oral assessment of candidate's required knowledge</li> <li>• observed, documented and first-hand testimonial evidence of candidate's application of practical tasks</li> <li>• simulation exercises that reproduce normal work</li> </ul>

	<p>conditions</p> <ul style="list-style-type: none"><li>• third-party evidence</li><li>• workplace documentation</li><li>• portfolio.</li></ul> <p>This Unit may be assessed in a holistic way with other Units of Competency relevant to the industry sector, workplace and job role.</p>
<b>Guidance information for assessment</b>	Assessment methods should reflect workplace demands (e.g. literacy and numeracy demands) and the needs of particular target groups (e.g. people with disabilities, Aboriginal and Torres Strait Islander people, women, people with a language background other than English, youth and people from low socioeconomic backgrounds).

## Range Statement

The range statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><b><i>Animal health advice</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• animal husbandry:             <ul style="list-style-type: none"> <li>• behaviour</li> <li>• common ailments</li> <li>• housing</li> <li>• local law requirements</li> <li>• nutrition</li> <li>• potential health challenges</li> <li>• responsible pet ownership</li> <li>• routine elective surgery</li> </ul> </li> <li>• breeding issues:             <ul style="list-style-type: none"> <li>• artificial insemination</li> <li>• desexing</li> <li>• care of newborn and orphan animals</li> <li>• oestrus cycle</li> <li>• whelping</li> </ul> </li> <li>• control of external and internal parasites</li> <li>• disease processes</li> <li>• fees for standard procedures</li> <li>• first aid advice regarding the emergency treatment of animals</li> <li>• optimum health parameters</li> <li>• poisons information</li> <li>• post-operative hygiene, bandage, splint and cast care</li> <li>• potential hazards of the use of restricted agents</li> <li>• pre- and post-operative information</li> <li>• training and socialisation</li> <li>• turnaround times for procedures required</li> <li>• vaccination schedules, including heartworm preventative systems.</li> </ul>
<p><b><i>Workplace health and safety</i></b> risks when dealing with animals may include:</p>	<ul style="list-style-type: none"> <li>• animal bites, kicks, scratches and crush injuries</li> <li>• biological hazardous waste</li> <li>• handling of chemicals and medicines</li> <li>• inhalation of aerosol particles</li> </ul>



	<ul style="list-style-type: none"><li>• manual handling, including carrying, lifting and shifting</li><li>• release of infective agents (animal and human)</li><li>• slippery or uneven surfaces</li><li>• zoonoses.</li></ul>
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<p><b><i>Animal care product advice</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• health maintenance and disease preventative programs</li> <li>• internal and external parasite control regimes</li> <li>• non-restricted preparations</li> <li>• selection and use of pet accessories</li> <li>• use of grooming equipment and topical applications</li> <li>• vaccination regimes.</li> </ul>
<p><b><i>Animal care products</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• bedding</li> <li>• enrichment tools and toys</li> <li>• grooming aids</li> <li>• handling tools</li> <li>• housing</li> <li>• restraints.</li> </ul>
<p><b><i>Animal nutritional requirements</i></b> advice may include:</p>	<ul style="list-style-type: none"> <li>• information on: <ul style="list-style-type: none"> <li>• additives</li> <li>• adverse reactions</li> <li>• animal maintenance</li> <li>• environmental interaction factors</li> <li>• feeding regimes</li> <li>• feeding levels</li> <li>• ingredient types</li> <li>• lactation and gestation</li> <li>• livestock forage</li> <li>• prescriptive requirements and drug interactions</li> <li>• supplements and commercial foods</li> <li>• surgical rehabilitation</li> <li>• treats</li> <li>• use of home-prepared rations</li> </ul> </li> <li>• information on prescribed diets: <ul style="list-style-type: none"> <li>• diets necessary with disease</li> <li>• vegetarian diets</li> <li>• obesity and weight reduction diets</li> <li>• life stage diets (young, active or old)</li> </ul> </li> <li>• clinical nutritional advice: <ul style="list-style-type: none"> <li>• feeding regimes for: <ul style="list-style-type: none"> <li>• anorexia</li> <li>• cardiovascular disease</li> <li>• diabetes mellitus</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• gastrointestinal tract disorders</li> <li>• hospital feeding</li> <li>• intensive care</li> <li>• malnutrition</li> <li>• neoplasia</li> <li>• obesity</li> <li>• oral health</li> <li>• pancreatitis</li> <li>• senior and puppy diets</li> <li>• urinary system disease</li> <li>• urolithiasis.</li> </ul>
<p><b><i>Inappropriate animal behaviour</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• aggression</li> <li>• anxiety</li> <li>• barking</li> <li>• destructive behaviour</li> <li>• digging holes</li> <li>• feather picking (birds)</li> <li>• phobias</li> <li>• vocalisation</li> <li>• wind sucking.</li> </ul>

## Unit Sector(s)

Veterinary nursing