



Australian Government

ACMGAS207 Provide reception services for an animal care facility

Release: 1

ACMGAS207 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 1.0.

Application

This unit of competency describes the skills and knowledge required to coordinate animal owner appointments or bookings and undertake office administration and basic financial tasks for an animal care facility.

This unit applies to new entrants to the animal care and management industry. Animal care may occur in a wide variety of workplaces, including breeding or boarding kennels and catteries, companion animal training, grooming establishments, animal shelters or similar.

This unit applies to individuals who work under general supervision and exercise limited autonomy. They undertake defined activities and work in a structured context.

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

Pre-requisite Unit

Nil

Unit Sector

General Animal Studies (GAS)

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 1.2 Schedule and monitor client appointments or bookings

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.3 Identify animals according to species, breed and permanent markings 1.4 Create or update client records according to workplace policies and procedures 1.5 Compile appointment details and client records, and provide to relevant staff 1.6 Monitor waiting clients and keep them informed of appointment progress or any delays 1.7 Maintain reception area in a clean, tidy and hygienic state at all times
2. Maintain office records	2.1 Process telephone and mail communications and relay as required 2.2 Maintain information and records system to ensure integrity 2.3 Use office equipment, including computer files and programs, to perform routine tasks 2.4 Invoice services and products in line with facility fee structure 2.5 Monitor cash control and prepare basic financial documents
3. Provide basic animal care assistance	3.1 Carry out routine tasks to assist with animal during appointment or booking 3.2 Restrain and handle animals in a safe and humane manner 3.3 Document interactions with clients according to workplace policies and procedures
4. Maintain records	4.1 Monitor stock levels and order supplies following supervisor approval 4.2 Identify client follow-up requirements and document according to workplace policies and procedures 4.3 Update and store client records according to workplace policies and 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	Interact appropriately with clients on phone and face-to-face, using appropriate industry terminology
Numeracy	Accurately complete cash and card financial transactions
Get the work done	Review all tasks and prioritise the order they need to be carried out

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGAS207 Provide reception services for an animal care facility	ACMGAS207A Provide reception services for an animal care facility	Updated to meet Standards for Training Packages.	Equivalent unit

Links

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