



Australian Government

ACMGEN310 Provide reception services for an animal care facility

Release: 1

ACMGEN310 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 4.0.

Application

This unit of competency describes the skills and knowledge required to undertake office reception and administration activities, including scheduling and basic financial tasks for an animal care facility.

This unit applies to individuals in the animal care industry who work under broad direction, typically in a team environment, and are required to take responsibility for their own work, including carrying out assigned tasks, organising processes, solving routine problems and working to schedules.

All work must be carried out to comply with workplace procedures according to Commonwealth and state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

General Animal Care (GEN)

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

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.2 Schedule and monitor appointments or bookings 1.3 Identify animals according to species, breed and permanent markings 1.4 Create or update records according to workplace procedures 1.5 Compile appointment details and records, and provide to relevant team members 1.6 Process client and animal on arrival, and monitor waiting clients and keep them informed of appointment progress or delays 1.7 Maintain reception area in a clean, tidy and hygienic state at all times
2. Perform routine office activities	2.1 Process incoming communications and relay to relevant team members according to workplace practices 2.2 Maintain information and records system to ensure integrity 2.3 Perform routine tasks, including processing financial transactions, using relevant office equipment 2.4 Invoice or receipt services and products in line with workplace fee structure 2.5 Monitor stock levels of office supplies and animal care products and order supplies following supervisor approval
3. Provide basic animal care assistance	3.1 Identify animals accurately and assist with animal care tasks, as directed by supervisor 3.2 Secure, restrain and handle animals in a safe and humane manner using low stress methods 3.3 Document interactions with clients according to workplace procedures and client confidentiality requirements
4. Maintain records	4.1 Identify client follow-up requirements and document according to workplace procedures 4.2 Update and store client records according to workplace 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 - Use active listening skills and questioning techniques to determine and respond to client needs
Numeracy	- Calculate financial transactions and percentages accurately - Measure and calculate quantities, time, and weight

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGEN310 Provide reception services for an animal care facility	ACMGAS207 Provide reception services for an animal care facility	Minor changes to application, element and performance criteria for clarity Unit code AQF identifier changed to reflect work outcomes Assessment requirements updated	Equivalent

Links

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

Assessment Requirements for ACMGEN310 Provide reception services for an animal care facility

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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:

- provided reception services completing all reception tasks required of the role at the facility, including:
 - organised at least three client bookings
 - created, updated and stored two client records
 - completed at least two financial procedures or transactions
 - communicated effectively with at least two clients and team members
 - provided basic animal care assistance on two occasions.

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:

- effective communication methods to use with clients across a range of interactions, including:
 - inquiries or instructions about products and services
 - collecting and/or advising of problems with payments
 - providing information within the limits of business policy and personal responsibility
 - referring clients to senior staff
 - privacy and confidentiality of client information
- workplace procedures for dealing with:
 - distressed clients
 - initial complaints about products, service or staff
 - reporting on animal welfare or progress
 - stock control

- appropriate telephone communication techniques used when providing reception services
- types of information added to client records, including:
 - animal identification
 - animal health information
 - client/owner information
- routine tasks carried out in an animal care facility, including:
 - collecting and documenting information
 - moving animals to housing or handling area
 - handing animal over to other team members or returning to client
 - fitting animal equipment, including collars, leads and/or clothing
 - confirming identity
 - weighing an animal
- range of species handled by the animal care facility
- safe and humane animal restraint and handling techniques
- office equipment and software packages typically used in an animal care facility
- typical financial and administrative procedures relative to receptionist role.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - an animal care facility or an environment that represents workplace conditions
- resources, equipment and materials:
 - live animals specified in the performance evidence
 - equipment and resources appropriate to work undertaken in an animal care environment, including reception office equipment
 - information management/customer relationship record-keeping system
- specifications:
 - workplace policies and procedures for reception services, including management of client and animal records
- relationships:
 - clients, team members and supervisor specified in the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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