



Australian Government

Assessment Requirements for ACMVET201 Assist with veterinary nursing reception duties

Release: 2

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Modification History

Release	Comments
Release 2	This version released with ACM Animal Care and Management Training Package Version 2.0.
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

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:

- compiled histories for a minimum of two new patients of different species, including:
 - obtained client details
 - identified patient according to species, breed and permanent identification features
- maintained a minimum of two patient and client records, as directed
- handled and restrained two different animals in a safe, humane and calm manner
- communicated effectively with the supervisor and with clients, using appropriate industry terminology.

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:

- practice policies and procedures related to reception duties, patient history, client confidentiality and treatment documentations
- information typically included in patient histories, including:
 - species, colour, breed, sex and markings
 - brands, tattoos, or microchip as applicable
 - age, height and weight
 - past or current treatment, including vaccination status
 - animals' belongings
- information typically included in client histories, including owner's name, address and contact details

- core practice treatments, including vaccinations, parasite control and basic nutritional requirements for animals
- relevant legislation and regulations, including WHS, animal welfare and the sale of medications and animal treatments
- specific patient admission and discharge documentation requirements, including:
 - admission forms
 - anaesthetic forms
 - discharge instructions
 - after care sheets
- types of animal restraints, including:
 - collars and muzzles
 - rearing bits, twitch or hobbles (used on horses)
 - holding leads
 - holding cages
- typical office routines, including:
 - cash register sales
 - communication by telephone and email
 - completing animal discharge documents
 - dispatching pre-packed specimens
 - making appointments
 - photocopying
 - processing credit cards and conducting electronic banking
 - sending and receiving faxes
 - unpacking orders
 - word processing.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or an environment that accurately represents a veterinary clinic
- resources, equipment and materials:
 - a range of real, live animals
 - equipment and resources typically available in a veterinary practice
- specifications:
 - organisational policies and procedures, current legislation, regulations and relevant codes of practice
- relationships (internal and/or external):
 - interactions with team members
 - 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.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>