



Australian Government

ACMVET201 Assist with veterinary nursing reception duties

Release: 2

ACMVET201 Assist with veterinary nursing reception duties

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.

Application

This unit of competency describes the skills and knowledge required to compile patient (animal) histories including client details, maintain records and consult the veterinarian as required.

This unit applies to new entrants to the veterinary industry who carry out basic veterinary reception duties working under supervision of a qualified veterinary nurse or registered veterinarian, in a veterinary practice.

Legislative and regulatory requirements apply to the performance of veterinary tasks (or work). These vary according to state/territory jurisdictions and users must check with the relevant regulatory authority before training delivery.

NOTE: The terms ‘occupational health and safety’ (OHS) and ‘work health and safety’ (WHS) generally have the same meaning in the workplace. In jurisdictions where the national model WHS legislation has not been implemented, RTOs must contextualise the unit of competency by referring to current OHS legislative requirements.

Pre-requisite Unit

Nil

Unit Sector

Veterinary Nursing (VET)

Elements and Performance Criteria

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

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1. Compile patient and client histories	1.1 Identify patients according to species, breed and permanent identification features 1.2 Identify and retrieve existing client and patient histories 1.3 Establish new client or patient records 1.4 Complete patient admission and discharge documentation
2. Consult the duty veterinarian	2.1 Recognise and report emergency situations to veterinarian, in line with practice procedures 2.2 Present patient and details to the veterinarian 2.3 Restrain animal as instructed by veterinarian with consideration of advice from the owner 2.4 Obtain treatment details as directed by veterinarian 2.5 Comply with practice policy provisions, WHS and relevant legislative requirements in the sale of veterinary products prescribed to clients
3. Identify information required	3.1 Identify customer information needs using appropriate interpersonal skills 3.2 Handle customer enquiries courteously and promptly according to practice policies 3.3 Provide information on treatments that address customer requirements in a timely and professional manner 3.4 Present products and services that meet client requirements to customers as directed
4. Maintain practice records according to practice policies	4.1 Record and store visit details 4.2 Record details of treatments provided for the client 4.3 Complete office routines

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
Reading	Interpret and follow detail in practice policies, procedures and current legislation
Writing	Record information using computer based technology
Oral communication	Use industry standard terminology to relay information to the duty veterinarian
Numeracy	Carry out sale of veterinary products

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMVET201 Assist with veterinary nursing reception duties Release 2	ACMVET201 Assist with veterinary nursing reception duties Release 1	Corrected legislative statement in application	Equivalent unit

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 ACMVET201 Assist with veterinary nursing reception duties

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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:

- 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

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