



**Australian Government**

# **Assessment Requirements for ACMVET404 Perform practice office procedures**

**Release: 1**

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## Modification History

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

## 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:

- maintained practice stock, including veterinary medicines, supplies, food and bedding for hospitalised patients
- ordered weekly supplies on at least two occasions
- maintained, filed and stored accurate practice records for a minimum of five customers
- processed practice correspondence and reconciled daily takings for a minimum of two days
- communicated effectively with the veterinarian, clients, consultants and suppliers
- performed the activities outlined in the performance criteria of this unit during a period of at least 240 hours of work in a veterinary practice.

## 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:

- daily transaction, reconciliation and banking processes
- practice policies and procedures with respect to the administration of the practice, including practice accounts and correspondence
- scope of information required for practice clients, consultants, suppliers and contractors
- the requirements of drugs and poisons scheduling legislation and workplace practices related to the ordering, storing, prescribing and dispensing procedures for medications, pharmaceuticals and general supplies
- state or territory legislation and regulations relating to work health and safety
- considerations for storing veterinary medicines, including:
  - expiry dates and special storage requirements, including light and temperature
  - relevant drugs and poisons schedules and legislation

- safe work practices related to the storing, handling and monitoring of veterinary supplies and medications.

## Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
  - in the workplace or an environment that accurately reflects a veterinary practice office
- resources, equipment and materials:
  - equipment and resources typically available in a veterinary practice office, including access to client records, veterinary software, veterinary drugs and poisons
- specifications:
  - organisational policies and procedures, current legislation, regulations and relevant codes of practice
- relationships (internal and/or external):
  - interactions with wholesalers and suppliers
  - 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>