



Australian Government

ACMVET404 Perform practice office procedures

Release: 1

ACMVET404 Perform practice office procedures

Modification History

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

Application

This unit of competency describes the skills and knowledge required to perform office procedures in a veterinary practice, including maintaining veterinary supplies, controlling stock, maintaining practice accounts, generating and responding to practice correspondence.

This unit applies to a veterinary nurse working under supervision of a registered veterinarian in a veterinary practice. Veterinary nurses use discretion and judgement in the selection, allocation and use of available resources and communicate solutions to a range of predictable and sometimes unpredictable problems.

Legislative and regulatory requirements apply to veterinary nurses but vary according to state/territory jurisdictions. Users must check with the relevant regulatory authority before 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>
1. Maintain veterinary supplies in compliance	1.1 Maintain practice supplies according to practice protocols and

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
with regulatory and practice practices	WHS requirements 1.2 Carry out practice order to wholesaler 1.3 Follow practice stock pricing policy 1.4 Implement stock-ordering procedures using inventories provided 1.5 Communicate effectively with supervising veterinarian regarding practice stock levels 1.6 Document, store and secure veterinary medicines according to legislative requirements and practice policy
2. Maintain practice accounts according to practice policies	2.1 Prepare and issue accounts 2.2 Complete reconciliation of daily takings 2.3 Receive and record payment of customer accounts 2.4 Maintain basic monetary records according to established industry business practices
3. Process and prepare correspondence according to practice policies	3.1 Complete correspondence for clients 3.2 Write practice correspondence using industry terminology and appropriate styles for clients, suppliers and other health care providers 3.3 Process correspondence and mail documents to relevant parties 3.4 File and store correspondence

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	Access and follow practice policies and procedures and relevant legislation
Get the work done	- Effectively use computer software, including word processing, accountant and database patient records - Problem-solve issues with accounts and correspondence

Skill	Description
	Address irregularities and contingencies in the context of the work role

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMVET404 Perform practice office procedures	ACMVET404A Perform clinic office procedures	Updated to meet Standards for Training Packages Title updated to reflect changes to content Minor changes to clarify content Assessment requirements revised Work placement requirement included	No 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 ACMVET404 Perform practice office procedures

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>