



Australian Government

ACMVET508 Support veterinary practice communication and professional development

Release: 1

ACMVET508 Support veterinary practice communication and professional development

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 communicate at an advanced clinical level with veterinarians, other allied health professionals, practice staff and clients as well as contributing to the knowledge base and professional development of the veterinary practice.

This unit applies to veterinary nurses with extensive vocational expertise who are responsible for managing practice communications and staff development and support for veterinarians in general practice. The unit applies to veterinary nurses who work in a veterinary practice under the supervision of a registered veterinarian, in senior supervisory role.

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.

Pre-requisite Unit

Nil

Unit Sector

Veterinary Nursing (VET)

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. Facilitate admission and discharge referral patients	1.1 Explain admission and discharge procedures to the relevant parties and complete procedures for referral patients 1.2 Document patient case history, diagnostics and treatments

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	information and relay information to stakeholders 1.3 Comply with practice policies on information security and privacy requirements 1.4 Explain specific nursing requirements to stakeholders and make follow-up appointments as per veterinary instructions 1.5 Forward details of patient's treatment and after care to the referring veterinarian
2. Interact with other veterinary health care professionals	2.1 Identify the range of veterinary health care professionals and services available for veterinary practice needs 2.2 Align veterinary health care professionals and support services to specific veterinary case needs 2.3 Use effective communication strategies and appropriate veterinary terminology when liaising with consulting veterinary health care professionals
3. Communicate with clients about veterinary processes	3.1 Explain veterinary terminology to clients to ensure they understand relevant treatments 3.2 Use effective communication strategies to verify and clarify instructions from veterinarians or other health care professionals 3.3 Interpret abbreviations used in workplace specific contexts and use them in recording information
4. Seek out and apply veterinary nursing information	4.1 Critically evaluate collected data using a variety of methods and sources relevant to the clinical setting 4.2 Improve existing workplace practices and procedures using knowledge of the historical, theoretical and philosophical aspects of the field of practice 4.3 Evaluate new treatments, protocols and procedures within the scope of work role and report them to supervisor 4.4 Evaluate research strategies and methodologies for relevance, reliability and quality of evidence 4.5 Critically evaluate specific research information
5. Contribute to professional development	5.1 Establish links with veterinary nurses and other relevant allied healthcare professionals 5.2 Identify and use personal professional development opportunities to plan skills and knowledge enhancement for self and others

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	5.3 Monitor changes in veterinary nursing procedures and techniques and report findings to others 5.4 Present case study and literature review to others in a public or peer setting 5.5 Transfer skills and knowledge to new contexts

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	• Proofread texts to ensure clarity of meaning, accuracy of grammar and terminology • Read and interpret a variety of research texts
Writing	• Prepare general information, reports and papers to meet the needs of the target audience
Interacting with others	• Play a lead role in situations requiring effective collaboration, demonstrating effective veterinary skills
Get the work done	• 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
ACMVET508 Support veterinary practice communication and professional development	ACMVET508A Support veterinary practice communication and professional development	Updated to meet Standards for Training Packages Minor changes to clarify content Assessment requirements revised Work placement	No equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
		requirement included	

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 ACMVET508 Support veterinary practice communication and professional development

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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:

- facilitated a minimum of three separate professional development activities for others in a public or peer setting, covering a variety of circumstances, patients, cases and responsibilities, and including:
 - admission and discharge processes and procedures
 - new treatments or research relevant to work at practice
 - case study of animal care
 - literature review of relevant products or processes
- created a professional development plan for self and one junior staff member
- 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 supervising the work of others.

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:

- principles of animal welfare and ethics in the conduct of veterinary practice and nursing care
- information and research sources for veterinary nursing and related practice policies, regulations and protocols
- roles and responsibilities of relevant parties, including:
 - in-house veterinarian and other staff
 - referring veterinarian
 - consulting health care professionals
 - animal insurance company representative
 - medication or specialist surgical or equipment industry representatives

- workplace policies, guidelines, protocols and procedures, including:
 - accessing and updating files
 - admission and discharge of patients
 - admittance of visitors
 - treatment, preparation for surgery and post treatment management of patients
 - compliance with relevant legislative requirements
 - post-surgery clean-up and treatment of patients
 - guidelines for the sale of medicines and animal treatments (prescription and non-prescription)
 - information specific to the practice
 - recording information
 - security, confidentiality and privacy
 - type and scope of information and advice that can be provided by staff or clients
 - practice hierarchy when confirming or verifying information or instructions
- types of information and sources in veterinary practice
- research strategies and methodologies relevant to veterinary practice
- veterinary terminology, including:
 - case taking and case notes
 - describing health conditions and disease processes
 - describing medical, nursing and surgical procedures; equipment and instruments
 - labeling specimens
 - reading and interpreting labels
 - interpreting prescriptions
 - completing animal assessments, reporting and interpreting vital signs and symptoms
- professional development opportunities for veterinary nurses.

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
- resources, equipment and materials:
 - equipment and resources typically available for veterinary
 - practice records and client/patient information
- specifications:
 - access to organisational policies and procedures, current legislation, regulations and relevant codes of practice
- relationships (internal and/or external):
 - interactions with veterinary staff.

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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