



Australian Government

Department of Education, Employment and Workplace Relations

ACMGAS207A Provide reception services for an animal care facility

Revision Number: 1

ACMGAS207A Provide reception services for an animal care facility

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the process of coordinating client (animal owner) appointments or bookings and undertaking office administration and basic financial tasks for an animal care facility: No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	This unit is applicable to new entrants to the animal care and management industry where reception services are required. Workplaces may include for a range of facilities including: breeding or boarding kennels and catteries; companion animal training, grooming establishments, animal shelters or similar. For veterinary reception refer to ACMVET201A Carry out veterinary nursing reception duties. In addition to legal and ethical responsibilities, all units of competency in the ACM10 Animal Care and Management Training Package have the requirement for animals to be handled gently and calmly. The individual is required to exhibit appropriate care for animals so that stress and discomfort is minimised.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Complete reception services	1.1. Facility services and fee structure information is provided to clients accurately and courteously. 1.2. Client appointments or bookings are scheduled and monitored. 1.3. Animals are identified according to species, breed and permanent markings. 1.4. Client records are created or updated in accordance with facility policies and procedures. 1.5. Appointment details and client records are compiled and provided to relevant staff. 1.6. Drop in and waiting clients are monitored and kept informed of appointment progress or any delays. 1.7. Reception area is maintained in a clean, tidy and hygienic state at all times.
2. Maintain office records	2.1. Telephone and mail communications are processed and relayed as required. 2.2. Information and records system is maintained to ensure integrity. 2.3. Office equipment is used to perform routine tasks, including computer files and programs. 2.4. Services and products are invoiced in line with facility fee structure. 2.5. Cash control is monitored and basic financial documents prepared.
3. Provide basic animal care assistance	3.1. Routine tasks to assist with animal during appointment or booking are carried out. 3.2. Animals are restrained and handled in a safe and humane manner. 3.3. Interactions with clients are documented in accordance with facility policies and procedures as directed.
4. Maintain records	4.1. Stock levels are monitored and supplies ordered following supervisor approval. 4.2. Client follow-up requirements are identified and documented as directed. 4.3. Client records are updated and stored in accordance with facility policies and procedures.

Required Skills and Knowledge

Required knowledge
• administrative procedures • facility policies and procedures and associated services provided • financial procedures • methods used to safely restrain and handle animals • stock management requirements • recognisable signs and abnormal vital signs in relevant species • range of species handled by the facility to enable completion of client records.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competence in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit. Assessors should ensure that candidates can: - effectively coordinate reception services and maintain a clean, tidy and hygienic reception area - communicate effectively with facility staff and clientele and follow instructions - perform office administration and basic financial routines and provide basic animal care assistance as directed - maintain accurate records and assist with stock control. The skills and knowledge required to provide reception services for an animal care facility must be transferable to a range of work environments and contexts and include the ability to deal with unplanned events.
Context of and specific resources for assessment	Assessment of this unit is to be practical in nature and will be most appropriately assessed in an animal care workplace or in a situation that reproduces normal work conditions. Workplaces can include breeding or boarding kennels and catteries, companion animal training, grooming establishments, animal shelters or similar. There must be access to a range of animals as well as relevant information, equipment and/or resources to enable one to demonstrate competence.
Method of assessment	To ensure consistency in one's performance, competency should be demonstrated, to industry defined standards, on more than one occasion over a period of time in order to cover a variety of circumstances and where possible,

EVIDENCE GUIDE	
	over a number of assessment activities. The assessment strategy must include practical skills assessment. Suggested strategies for this unit are: • written and/or oral assessment of candidate's required knowledge • observed, documented and first-hand testimonial evidence of candidate's application of practical tasks • simulation exercises that reproduce normal work conditions • third-party evidence • workplace documentation • portfolio. This unit may be assessed in a holistic way with other units of competency relevant to the industry sector, workplace and job role.
Guidance information for assessment	Assessment methods should reflect workplace demands (e.g. literacy and numeracy demands) and the needs of particular target groups (e.g. people with disabilities, Aboriginal and Torres Strait Islander people, women, people with a language background other than English, youth and people from low socioeconomic backgrounds).

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Reception services</i> may include:	- greeting clients - providing information on products and services - completing admission and discharge documentation for animals.
<i>Permanent markings</i> may include:	- brands, tattoos, ear tags and leg bands - colours and markings: - body - face - leg - nail or hoof colour - permanent scars - missing digits or damage to ears, tail or other unusual features of individual animals.
<i>Client records</i> may include:	- animal identification: - colour, markings, brands, tattoos and microchip - name - sex and age - species breed - animal health information: - diet - known allergies - past or current injuries - past or current treatment (e.g. vaccination status) - weight - other animal information: - animals' belongings - board or agistment records - breeding records - future appointments planned

RANGE STATEMENT	
	• regular treatments and/or services used • training plans • owner information: • animals that have attended this business • contact details • name • payment records.
<i>Information and records system</i> may include:	• business information: • animal admission and discharge information • breeding records • boarding or agistment records and diets • client newsletters • products, equipment and disposables stocktake • product and service charges • supplier contact information • training plans and individual animal progress • client information: • information and advice on breeding, diet and health • care, housing, training and exercise needs of specific animals • need for specialised or technical assistance • range of products and services available.
<i>Office equipment</i> may include:	• cash register • computer and associated software and hardware: • email and social networking software used for business promotion and communication • office sales software • printer, scanner and modem operation • word processing, database and spreadsheet functions • photocopier • staff communication systems (e.g. two-way radio and intercom) • telephone.

RANGE STATEMENT	
Basic financial documents may include:	• cash register daily total • credit card payments summary • invoice for services and products • receipt for payment by client.
Routine tasks may include:	• collecting admission and discharge information • documenting items to be kept with animal • moving animals to housing or handling area • handing animal over to other staff or returning to client • fitting collars, head collars, leads and/or clothing • measuring size for clothing or other items • weighing animal.
Animal restraints may include:	• muzzles, collars, halters and head collars • rearing bits, twitch or hobbles (used on horses) • leads • holding cages • physical holds using hands, gloves and equipment (e.g. towels or bags). Note: this unit excludes chemical restraints.
Interaction with clients may include:	• inquiries about products and services: • telephone or face to face • email or internet • collecting payments • advising of problems with payments • dealing with initial complaints about products, service or staff • dealing with distressed clients • instructions from clients about products and services required • providing information within the limits of business policy and personal responsibility • referring clients to senior staff • reporting on animal welfare or progress • relaying potentially upsetting news.
Follow-up requirements may include:	• home care instructions for client relating to: • behaviour management • equipment dimensions or construction

RANGE STATEMENT

	• feeding and health care • grooming • training or exercise • after business communication on animal progress at home: • behaviour modification progress • operation of equipment or other products • settling in of a new animal • training and exercise plan progress • re-booking of services: • advising of seminars or training opportunities • advising of product or other service special offers • reminder of grooming or other appointments.
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Unit Sector(s)

Unit sector	General animal studies
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		