



Australian Government

Department of Education, Employment and Workplace Relations

ACMVET201A Carry out veterinary nursing reception duties

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the process of compiling patient (animal) and client (animal owner) histories, maintaining records and consulting the veterinarian as required. 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 veterinary industry and will provide an individual with the background and ability to carry out basic veterinary reception duties working under supervision of a veterinarian in a veterinary clinic or similar practice. 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. Compile patient and client histories	1.1. Patients are identified according to species, breed and permanent identification features. 1.2. Existing client and patient histories are identified and retrieved from clinic records. 1.3. New client and/or patient records are established, if required. 1.4. Patient admission and discharge documentation is promptly and efficiently completed.
2. Consult the duty veterinarian	2.1. Emergency situations are recognised and reported to the duty veterinarian in accordance with clinic policies and procedures. 2.2. Patient details are provided to the duty veterinarian. 2.3. Patient is presented to the duty veterinarian. 2.4. Restraint is provided as instructed by the veterinarian and in consideration of advice from the owner. 2.5. Treatment details are obtained from the veterinarian and recorded if required. 2.6. Strict compliance with clinic policy provisions, occupational health and safety (OHS) and relevant legislative requirements is practised in the sale or dispensing of veterinary prescribed products to clients.
3. Identify information required	3.1. Appropriate interpersonal skills are used to accurately identify customer information needs. 3.2. Initial customer enquiries are handled courteously and promptly in accordance with clinic policies. 3.3. Personal and professional limitations in dealing with customer enquiries and veterinary product needs are identified and assistance is sought from the veterinarian or qualified veterinary nurse when required.
4. Maintain clinic records	4.1. Visit details are recorded and stored in accordance with clinic policies. 4.2. Veterinary chemicals and medicines dispensed by the veterinarian are recorded in accordance with clinic policies. 4.3. Office routines are completed in accordance with clinic policies.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- employ keen observation skills
- follow the clinic policy manual and relevant OHS requirements
- literacy skills to read, select and apply policies and procedures, including OHS and other clinic policies and procedures; follow sequenced written instructions; and record patient details accurately and legibly
- oral communication skills language required to fulfil the job role as specified by the clinic, including questioning techniques, active listening, asking for clarification from the owner, consulting with the duty veterinarian and communicating core clinic regimes
- numeracy skills required to estimate, calculate and record routine workplace measures
- interpersonal skills to work with and relate to people from a range of social, cultural, religious and ethnic backgrounds and with a range of physical and mental abilities
- problem-solving skills to use available resources and prioritise daily tasks
- use, and record the use of, chemicals and medicines in accordance with relevant state or territory legislation.

Required knowledge

- clinic policies and procedures
- core clinic regimes, such as vaccinations, flea control, worming, heartworm and animals' basic nutritional requirements
- recognisable normal and abnormal vital signs
- relevant legislation and regulations, including OHS, animal welfare and the sale of medications and animal treatments
- specific patient admission and discharge documentation requirements

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: • identify patients and compile accurate patient and client histories • recognise emergency situations and report these immediately to the duty veterinarian or clinic nurse as applicable • communicate effectively with the veterinarian and clinic clientele and follow instructions • comply strictly with clinic policies, OHS and other relevant legislative requirements • handle and restrain animals in a safe and humane manner • maintain clinic records and follow basic office routines. The skills and knowledge required to carry out veterinary nursing reception duties 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 a veterinary practice or in a situation that reproduces normal work conditions. There must be access to the relevant information, equipment and/or resources to enable one to demonstrate competence. Assessment must cover a minimum of one species from at least two of the six major animal groups (mammals, birds, reptiles, amphibians, fish and invertebrates).

EVIDENCE GUIDE	
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 cases and where possible, 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>Patient and client histories</i> may include:	• patient details: • species, colour, breed, sex and markings • brands, tattoos and/or microchip • age, height and weight • past or current treatment (e.g. vaccination status) • animals' belongings • client details: • owner's name, address and contact details • preferred payment method and details • payment history.
Range of animal <i>species</i> may include:	• birds • dogs, cats and horses • small animals (e.g. rabbits, rodents, ferrets and guinea pigs) • food-producing animals (e.g. cattle, pigs and sheep) • wildlife or exotic animals (e.g. amphibians, reptiles and fish).
<i>Documentation</i> may include:	• admission form • anaesthetic forms • discharge instructions • after care sheets.
<i>Emergency situations</i> may include:	• birthing problems • car accident • collapse • haemorrhage • poisoning • respiratory distress.
<i>Clinic policies</i> may include:	• guidelines for the sale of medicines and animal treatments prescribed by the veterinary surgeon, differentiating between:

RANGE STATEMENT	
	• over-the-counter sales permitted or prohibited • responsible use of prescribed medications • compliance with relevant legislative requirements.
Animal restraints that may be used include:	• collars and muzzles • rearing bits, twitch or hobbles (used on horses) • holding leads • holding cages. Note: Chemical restraints are excluded.
OHS and legislative requirements may include:	• OHS legislation and regulations: • chemical handling • hygiene control • manual handling • responsibilities of employers, employees, visitors and contractors • working with animals • federal, state or territory legislation related to: • animal welfare considerations • client privacy • companion animal legislation • environmental management • handling and dispensing of medications • local council animal and business regulations • notification of animal diseases and biohazards • owner or breeder licence regulations • Veterinary Surgeons Act and regulations • wildlife regulations.
OHS risks when working with animals may include:	• animal bites, kicks, scratches and crush injuries • biological hazardous waste and sharps disposal • handling of chemicals and medicines • gas leakage • inhalation of aerosol particles • intraocular contamination • manual handling, including carrying, lifting

RANGE STATEMENT	
	- and shifting • needle pricks and cuts from other sharps • release of infective agents (animal and human) • slippery or uneven work surfaces • zoonoses.
<i>Interpersonal skills</i> may require:	• having regard for personal space considerations • listening and responding appropriately to what customers are communicating • providing an opportunity for customers to confirm their requests • questioning and seeking feedback from customers to confirm understanding of needs • summarising and paraphrasing to check understanding of customers' messages • using appropriate vocal tone and body language.
<i>Customer information needs</i> may include:	• range of products and services available • specific needs of customers • specialised or technical assistance needs.
<i>Personal and professional limitations</i> may include:	• clinic policies and procedures relating to the type of information and advice that can be provided by staff • lack of knowledge in regard to: • clinic policies and procedures • OHS and other legal considerations • specific products and product applications • lack of skills in: • handling difficult customers • accessing and providing information.
<i>Clinic records</i> may include:	• electronic or manual systems: • patient histories • anaesthetic consent forms and treatment records • clinic activities and individual animal care • accounts • invoice, statement and payment records • restricted medication stocktake and use records • other product stocktake records

RANGE STATEMENT	
	• environmental control practices • material safety data sheets (MSDS) • safe work method statements (SWMS).
<i>Office routines</i> may include:	• balancing cash register and credit card transactions • 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.

Unit Sector(s)

Unit sector	Veterinary nursing
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		