



Australian Government

ACMVET404A Perform clinic office procedures

Release 2

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Modification History

Release	TP Version	Comments
2	ACM10v3	Reference to OHS legislation replaced with generic terminology
1	ACM10v1	Initial release. Supersedes and is equivalent to RUV4604A

Unit Descriptor

This Unit of Competency covers the process of maintaining veterinary supplies, controlling stock, maintaining clinic accounts and preparing and processing clinic correspondence.

Application of the Unit

This Unit applies to a veterinary nurse 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.

Licensing/Regulatory Information

Licensing, legislative, regulatory or certification requirements may apply to this Unit. Therefore, it will be necessary to check with the relevant state or territory regulators for current licensing, legislative or regulatory requirements before undertaking this Unit.

Pre-Requisites

Nil.

Employability Skills Information

This Unit contains employability skills.

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Maintain veterinary supplies	1.1. Clinic veterinary supplies are managed in accordance with <i>clinic protocols</i> and <i>workplace health and safety</i> requirements. 1.2. Clinic stock-pricing policy is followed. 1.3. <i>Stocktaking</i> procedures are implemented in accordance with inventories provided. 1.4. Veterinary medicines are documented, <i>stored</i> and secured as required by legislative requirements and <i>clinic policy</i>.
2. Maintain clinic accounts	2.1. <i>Accounts</i> are prepared and issued in accordance with clinic policy. 2.2. Basic monetary records are maintained in accordance with established industry business practices and clinic policy. 2.3. Daily takings are recorded and <i>banking processes</i> are completed in accordance with clinic policy. 2.4. Payment of customer accounts is received and recorded in accordance with clinic policies.
3. Process and prepare correspondence	3.1. Clinic <i>correspondence</i> to animal owners is completed. 3.2. Correspondence is written in accordance with clinic policy. 3.3. Correspondence is processed and mailed in accordance with clinic policy. 3.4. Correspondence is filed and stored in accordance with clinic policy.

Required Skills and Knowledge

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

Required skills

Ability to:

- accurately maintain veterinary medicine inventories
- file and store clinical records
- effectively use computer software applicable in the clinic, including word processing, accounting and database patient records
- literacy skills to read, select and implement policies and procedures, including workplace health and safety, veterinary supplies and client account maintenance; and follow clinic correspondence protocols
- use oral communication skills/language required to fulfil the job role as specified by the organisation, including negotiating and questioning techniques, active listening, asking for clarification from the veterinarian, and acknowledging and responding to a range of views
- use numeracy skills required to prepare accounts and complete banking processes
- use interpersonal skills to work with others, have empathy with clients and relate to people from a range of cultural, social and religious backgrounds
- use problem-solving skills to use available resources and resolve customer enquiries in respect to accounts and correspondence
- use work as part of a team and in close working arrangements with the supervising veterinarian.

Required knowledge

Knowledge of:

- daily banking and reconciliation processes and financial activities
- clinic policies and procedures particularly in respect to the administration of the clinic, including clinic accounts and correspondence
- ordering, storing, prescribing and dispensing of a wide range of pharmaceuticals and the requirements of drug scheduling legislation
- principles behind and the importance of drug inventories in the clinic
- standards, guidelines and approaches to environmental sustainability relevant to the animal care industry
- safe work practices.

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 competency 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: • maintain clinic stock control, including veterinary medicines and supplies • maintain accurate records • comply with clinic security measures for the storage of veterinary medicines • process clinic correspondence, client accounts and payments and daily takings • communicate effectively with the veterinarian and clients. The skills and knowledge required to perform clinic office procedures 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 in either situation to the appropriate information, equipment and/or resources to enable one to demonstrate competence.
Method of assessment	To ensure consistency of performance, competency should be demonstrated, to industry defined standards, on more than two occasions over a period of time in order to cover a variety of circumstances, patients, cases and responsibilities and 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

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>Clinic protocols</i> may include:	• sales and security • procedures for ordering supplies • veterinary chemical storage and handling • daily banking, reconciliation and financials processes.
<i>Workplace health and safety</i> requirements may include:	• animal bites, kicks, scratches and crush injuries • monitoring and recording of clinic workplace hazards • handling of chemicals and medicines • manual handling, including carrying, lifting and shifting.
<i>Stocktaking</i> may require:	• maintaining adequate veterinary supplies which may include: • consumables • disposables • medicines • supplies held in veterinary vehicles.
Considerations when <i>storing</i> veterinary medicines will include:	• expiry dates and special storage requirements, including light and temperature • relevant poisons schedules.
<i>Clinic policy</i> may include:	• animal care and welfare procedures • business plan • debt collection • environmental sustainability practices • infection control procedures • workplace health and safety manual and safe work practices • security measures.
Maintaining clinic <i>accounts</i> may include:	• applicable credit cards, EFTPOS, cheques and staged payment management • maintenance of daily financial records, including computerised and/or manual.
<i>Banking processes</i> may include:	• completion of deposit slips and electronic

	- banking - credit care and bank account reconciliations - till/register balancing.
<i>Correspondence</i> may include:	- brochures and bulletins - letters, emails and memos - newsletters - regulatory information and drug schedules - treatment reminders.

Unit Sector(s)

Veterinary nursing