

# A guide to the units of competency

ACM40412 Certificate IV in veterinary nursing

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## Introduction

The following document is a guide to assist you with understanding the required skills, knowledge and critical aspects required to demonstrate competency of each unit of competency within the ACM40412 Certificate IV in veterinary nursing qualification.

It is recommended that you review the unit requirements when considering an application of Recognition of Prior Learning (RPL), as this may help with your self-assessment to determine if you already have the required skill and knowledge that must be demonstrated through the RPL process.

Each unit of competency listed in this guide contains the required skills, that is, the tasks that you should be able to perform and the required knowledge, that is, the content that you should be able to demonstrate knowledge and understanding of when tested.

The required skills will need to be verified by a third party report completed by a workplace supervisor, whilst the required knowledge will be tested in the form of written and oral responses to various questions relating to the performance criteria of the unit of competency.

The tools for collecting the required evidence of competency are provided in a customised RPL assessments once it has been determined that you are eligible for RPL.

The full Units of Competency, Qualification or Training Package may be viewed by visiting the national register of VET: <http://training.gov.au/>

If after reading through the required skills, knowledge and critical aspects you feel that you do not yet have enough prior experience to confidently be assessed to level described, you should consider a training and assessment pathway instead for that unit of competency.

## ACMGAS202A Participate in workplace communications

**Required Knowledge:**

- different modes of communication (e.g. written, verbal and non-verbal)
- effective communication, including the role of non-verbal communication
- effective communication in a work team
- communication procedures and systems, and technology relevant to the organisation and the individual's work responsibilities
- OHS legislative requirements and codes of practice

**Required Skills:**

- literacy skills to read, select and follow organisational policies and procedures, including occupational health and safety (OHS); follow sequenced written instructions; and record the information accurately and legibly
- oral communication skills/language to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- numeracy skills to estimate, calculate and record routine workplace measures, such as animal vital signs and food and water rations/intake for animals
- problem-solving skills to use available resources and prioritise daily tasks

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- follow routine spoken messages
- follow workplace written notices when performing workplace duties, including instructions and organisational policies and procedures
- obtain and provide information in response to workplace requirements
- communicate effectively with supervisor, clients and other staff
- participate in workplace meetings and discussions
- complete forms and record workplace data

## ACMGAS204A Feed and water animals

**Required Knowledge:**

- animal care and hygiene principles
- animal temperaments and behaviours related to the associated hazards and risks to animals and staff during animal feeding
- basic nutritional needs, including water of animals and feedstuffs suitable to provide these nutrients to a range of animals of various ages, status and conditions
- communication procedures and systems, and technology relevant to the organisation and the individual's work responsibilities
- hazards to animals and humans in the preparation, distribution and storage of feedstuffs
- methods of transmission of disease and infection
- methods used to prepare and present feedstuff to animals according to dietary, physiological and behavioural needs
- organisational policies, procedures and requirements, including OHS, emergency procedures and feeding animals
- physiological features of animals
- principles of animal welfare and ethics
- protocols and ethical considerations in the relay of information to others
- regulations relating to the disposal of hazardous waste
- relevant OHS and animal welfare legislative requirements and codes of practice
- safe animal handling techniques and procedures
- safe use of chemicals and cleaning agents
- storage requirements for food
- terminology used to identify animals and describe their behaviour
- types of mould and bacteria in food preparation areas
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials

**Required Skills:**

- complete relevant work-related documents
- comply with basic legislative and regulatory compliance requirements in animal care workplaces
- employ safe and environmentally responsible organisational systems and procedures when handling animals and feed
- identify common feedstuffs and relate these to animal dietary requirements
- maintain the highest standards of hygiene and infection control at all times to reduce the risk of infection and cross-infection
- use chemicals and cleaning agents to clean feeding equipment and workplace in accordance with state or territory legislation and organisational policies and procedures
- use equipment and machinery correctly and safely
- literacy skills to read and follow organisational policies and procedures, including occupational health and safety (OHS); follow sequenced written instructions; and record information accurately and legibly
- oral communication skills/language to fulfill the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- numeracy skills to estimate, calculate and record routine workplace measures
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- use personal protective clothing and equipment correctly
- problem-solving skills to use available resources and prioritise daily tasks
- use safe manual handling techniques and/or equipment
- use safe waste handling and disposal procedures

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- follow feeding plan to meet the nutritional requirements of animals and report variations
- handle and store feed to maintain nutritional value and safe-to-feed status
- provide appropriately prepared and presented food and water to animal
- document feed supplies usage and feeding habits of animals, including eating and drinking abnormalities, and report to supervisor

## ACMGAS205A Assist in health care of animals

**Required Knowledge:**

- animal care and hygiene principles
- animal temperaments and behaviours related to the associated hazards and risks to animals and staff during animal capture, restraint, inspection and treatment
- common ailments, disease and injury indicators
- common health maintenance issues and treatment protocols
- communication procedures and systems, and technology relevant to the organisation and the individual's work responsibilities
- examination techniques for health status
- methods of transmission of disease and infection
- methods used to capture, restrain and examine animals
- organisational policies, procedures and requirements, including OHS, emergency procedures and treatment programs
- physiological features of animals
- principles of animal welfare and ethics
- regulations relating to the disposal of hazardous waste
- relevant OHS and animal welfare legislative requirements and codes of practice
- safe animal handling techniques and procedures
- storage and security requirements for medications
- terminology used to identify animals and describe their behaviour
- vital signs, their normal range and reasons for concern for measurements outside normal range
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials

**Required Skills:**

- complete relevant work-related documents
- comply with basic legislative and regulatory compliance requirements in animal care workplaces
- employ safe and environmentally responsible organisational systems and procedures when working with animals
- identify common indicators of the presence of disease and infection processes
- identify signs of progress or deterioration in condition or health of animals
- maintain the highest standards of hygiene and infection control at all times to reduce the risk of infection and cross-infection
- measure animal vital signs and hydration status
- participate in arrangements for maintaining the health and safety of all people and animals in the workplace
- use chemicals and cleaning agents to clean treatment areas and workplace in accordance with state or territory legislation and organisational policies and procedures
- use equipment and machinery correctly and safely
- literacy skills to read and follow organisational policies and procedures, including OHS
- oral communication skills/language to fulfill the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- numeracy skills to estimate, calculate and record routine workplace measures
- use personal protective clothing and equipment correctly
- problem-solving skills to use available resources and prioritise daily tasks
- use safe manual handling techniques and/or equipment
- use safe waste handling and disposal procedures

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- observe animal behaviour to identify potential health problems and in order to determine tactics required to catch animals

- assist others in the capture, removal and restraint of animals in accordance with OHS and workplace requirements
- identify individual animals, measure their vital signs and conduct a basic visual and external assessment under supervision
- assist in the application or administration of treatment
- document observations and treatments
- clean inspection and treatment areas

## ACMGAS208A Source information for animal care needs

**Required Knowledge:**

- animal metabolic processes relevant to health, nutritional needs and medication
- animal temperaments and behaviours related to the associated hazards and risks to animals and staff during the administration or application of treatments
- common diseases, ailments, injuries and other impacts on animal health and wellbeing
- communication procedures, systems and technology relevant to the organisation and individual job responsibilities
- housing, exercise, social and activity needs of animals related to products and services provided
- organisation policies and procedures, including OHS requirements
- physical conditions and vital signs of animals
- protocols, legal and ethical considerations in consulting with veterinarians and other specialists; documenting observations, measurements, treatments and decisions on animal care; and in the storage and relay of information to others
- relevant state or territory legislation and regulations relating to the practice of veterinary science, OHS and animal welfare
- relevant state or territory legislation covering the use of therapeutic and controlled substances
- safe work practices
- terminology and language variations used by workplace staff and the public to describe animals, their behaviour, status, health and treatments
- terminology used to describe and document health and behavioural signs and symptoms
- terminology used to describe treatments, dose rates, application methods and precautions
- terminology used to identify animals and describe their behaviour
- types and sources of information available for treatments, medications and other animal services
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials

**Required Skills:**

- calculate and prepare doses or applications rates for treatments and verify with supervisor
- complete relevant work-related documents
- employ safe and environmentally responsible organisational systems and procedures when working with animals
- gather and provide information in response to workplace requirements
- identify the potential impact of over or under dosing of medications or treatments
- maintain the highest standards of hygiene and infection control at all times to reduce the risk of infection and cross-infection
- literacy skills to read and follow organisational policies and procedures, including occupational health and safety (OHS), follow sequenced written instructions; and record the information accurately and legibly
- numeracy skills to estimate, calculate and record routine workplace measures
- oral communication skills/language to fulfill the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- problem-solving skills to use available resources and prioritise daily tasks
- use personal protective clothing and equipment
- use safe manual handling techniques and/or equipment
- use safe waste handling and disposal procedures
- verify precautions in application or administration of treatments or services

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- differentiate between credible and unreliable information sources
- identify precautions, active ingredients and other information that may be relevant to hazards and risk management issues in the care and treatment of animals and OHS considerations for staff
- interpret medication and other items directions, dose rates and method of administration
- prepare medication and treatment doses
- take an animal history and document information using industry protocols and procedures.

## ACMINF301A Comply with infection control policies and procedures in animal work

### Required Knowledge:

- standard precautions for the care and treatment of all animals, regardless of their perceived or confirmed infectious status for animal care
- additional precautions, when standard precautions are not sufficient, tailored to the specific infection agent involved and its mode of transmission
- aseptic techniques
- aspects of infectious diseases, including:
  - pathogens
  - opportunistic organisms
- Australian/New Zealand Standards that are relevant including:
  - AS/NZS 3816:1998 Management of clinical and related wastes
  - AS/NZS 4187 2003 Cleaning, disinfecting and sterilising reusable medical and surgical instruments and equipment, and maintenance of associated environments in health care facilities
  - AS/NZS 4261:1994 and Amendment 1:1997 Reusable containers for the collection of sharp items used in human and animal medical applications
  - AS/NZS 4815:2006 Office-based health care facilities - Reprocessing of reusable medical and surgical instruments and equipment, and maintenance of the associated environment
- basic microbiology, including:
  - bacteria and bacterial spores
  - fungi
  - viruses
- common diseases, ailments, injuries and other impacts on animal health and wellbeing and characteristics of healthy, sick or distressed animals
- disease transmission, including:
  - sources of infection microorganisms, including persons who are carriers, in the incubation phase of the disease or are acutely ill
  - paths of transmission including direct contact, aerosols and penetrating injuries
  - risk of acquisition
- Environmental Protection (Waste Management) legislation and regulations
- immunisation/vaccination requirements for animal care workers where applicable
- manufacturer's specifications for relevant equipment and materials
- Australian Guidelines for the Prevention and control of Infection in Healthcare (2010)
- organisation infection control policies and procedures, including animal movement tracking
- rodent and vector control procedures
- relevant state or territory legislation and regulations relating to workplace health and safety, animal welfare, biosecurity procedures and waste disposal
- safe animal handling techniques
- susceptible hosts including persons who are immune suppressed, have chronic diseases, such as diabetes and the very young and very old
- terminology used to describe and document animal health and behavioural signs and symptoms
- the purpose and use of containment facilities
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials.

### Required Skills:

- comply with relevant Australian/New Zealand Standards
- employ safe, humane and environmentally responsible organisational systems and procedures when working with animals
- introduce additional precautions, when standard precautions are not sufficient, tailored to the specific infection agent involved and its mode of transmission

- identify common indicators of the presence of disease, injury, compromised health or distress in animals and respond in compliance with animal welfare and workplace project protocols
- identify emergency situations and respond according to workplace protocols in order to minimise the risk of injury/infection to self, others and animals
- maintain the highest standards of hygiene and infection control at all times to reduce the risk of infection and cross-infection
- prepare and maintain appropriate records and reports relevant to infection control procedures
- use literacy skills to read, interpret and apply facility policies and procedures, including workplace health and safety, infection control, containment and exclusion and waste management; follow sequenced written instructions; record accurately and legibly information collected; and select and apply procedures to a range of defined tasks
- use oral communication skills/language to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and consulting with or seeking advice from team members, senior or more experienced staff or other relevant persons
- use numeracy skills to estimate, calculate and record routine workplace measures
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- use problem-solving skills to use available information and resources including recording information and prioritise daily tasks

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- comply with effective infection control guidelines to ensure the prevention of transmission of infections from animal to person, animal to animal and/or person to animal
- identify and respond to infection risks
- maintain personal protection
- limit contamination and contribute towards incursion readiness processes
- report suspicions of a notifiable disease or unusual disease signs
- maintain documentation.

## ACMVET201A Carry out veterinary nursing reception duties

**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

**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

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- 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.

## ACMVET202A Carry out daily clinic routines

**Required Knowledge:**

- animal first aid procedures and the limits (when professional help is not available) to which they should be applied
- animal vital signs and expected normal ranges
- clinic policies, including OHS requirements
- clinic security procedures
- consequences of administering prescribed medication to animals
- daily clinic routine procedures, including clipping nails, beaks and feathers
- disinfectants, cleaning agents and techniques
- hazards associated with the use, misuse and spillage of veterinary medicines and chemicals
- legislative requirements relating to the handling, storage and security of drugs, including dangerous drugs
- patient histories of all patients housed at the clinic
- relevant regulations with regard to veterinary medicines and their usage
- veterinary terminology pertaining to veterinarian observations of patients

**Required Skills:**

- maintain the highest standards of hygiene and disinfection at all times to reduce the risks of infection and cross-infection
- quickly and accurately measure and monitor the vital signs of animals in care
- recognise early signs of clinical cases, such as diarrhoea, pain or unexpected bleeding, and implement appropriate responses
- recognise abnormality in any given patient through regular observation
- use positive animal behaviour responses
- 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 and consulting with the duty veterinarian
- 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
- use, store and control veterinary medicines in a careful manner

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- clean and disinfect animal housing, treatment area and general clinic areas to maintain clinic hygiene
- carry out daily patient treatments and observations
- communicate effectively with the veterinarian and follow instructions for food, water and treatment regimes
- handle and restrain animals for examination as required
- assist in stock control including taking inventory, ordering stock as directed and checking stock when delivered.

## ACMVET203A Assist with surgery preparation

**Required Knowledge:**

- aseptic techniques
- clinic policies and procedures, including OHS requirements
- general theatre etiquette, dress rules and 'no-go' areas
- legislative requirements and health regulations for the storage, use and disposal of chemicals and biological debris from veterinary procedures
- possible requirements of the veterinarian during operations
- range of equipment required in both the preparation and theatre areas
- veterinary terminology pertaining to patient observation.

**Required Skills:**

- maintain and use clippers and vacuum cleaners
- record observations from veterinarian using correct veterinary terminology
- restrain animals
- safely dispose of biological hazardous waste and sharps
- literacy skills to read, select and apply policies and procedures, including OHS and other clinic policies and procedures; follow sequenced written instructions; and record accurately and legibly patient details
- 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 and consulting with the duty veterinarian
- numeracy skills to estimate, calculate and record routine workplace measures
- use 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 disinfectants and cleaning agents correctly and apply appropriate cleaning and sterilising techniques
- use, and record the use of, chemicals and medicines in accordance with relevant state or territory legislation

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- prepare animals for scheduled operations in accordance with clinic policies and procedures
- transfer animals safely to and from surgery
- prepare theatre or surgical operating area for use
- provide surgery support as required throughout procedure
- care for animal pre- and post-operatively
- clean and sterilise theatre and equipment after surgery
- communicate effectively with the veterinarian and veterinary nurse and follow instructions.

## ACMVET401A Coordinate patient admission and discharge

**Required Knowledge:**

- basic first aid procedures
- clinic policies and procedures
- drugs applicable to each drug schedule and the regulations applicable in state or territory legislation
- clinical signs of illness and disease
- interview, listening and questioning techniques
- nutrition, medication, self-trauma, pain and wound management and physiotherapy requirements
- recognisable normal and abnormal vital signs
- the physiology of the range of species handled by the clinic
- the recognised stages of grieving and how to respond
- veterinary terminology pertaining to the observations of patients

**Required Skills:**

- accurately prioritise animals for consultation as well as the ability to identify vital signs and apply first aid where necessary
- differentiate between enquiries that can be handled by a veterinary nurse and those that need veterinarian intervention
- follow clinic policies and procedures
- use, and record the use of, chemicals and medicines in accordance with relevant state or territory legislation
- use veterinary terminology pertaining to patient observations
- use interpersonal skills to relate to, communicate and negotiate with people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, infection control and other clinic policies and procedures; coordinate patient admission and discharge; implement sequenced written instructions; and record patient details accurately and legibly
- use oral communication skills/language required to fulfil the job role as specified by the clinic, including negotiating and questioning techniques, active listening, asking for clarification from the owner, and acknowledging and responding to a range of views
- use numeracy skills required to prepare veterinary medicines
- use problem-solving skills to use available resources and prioritise tasks

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- schedule appointments and attend to routine enquiries
- coordinate clinic admissions in accordance with clinic policies and procedures for non-routine surgeries and procedures
- carry out triage procedures and apply animal first aid in accordance with required workplace health and safety procedures
- provide veterinary nursing care, including grief support, to patients and clients
- communicate effectively with the veterinarian and nurse and follow instructions
- prepare patients for discharge, provide clients with home care advice and discharge patients.

## ACMVET402A Apply imaging routines

**Required Knowledge:**

- animal anatomy and physiology related to radiography and other imaging procedures
- animal anaesthetic monitoring and recording procedures
- common positioning techniques
- medical terminology in relation to directional and positioning terms
- radiography and other imaging equipment
- relevant state or territory legislation and regulations relating to radiation safety, workplace health and safety and animal welfare
- safe work practices in the use of radiography and other imaging equipment.

**Required Skills:**

- apply safe work practices in the use of radiography and other imaging equipment
- comply with relevant state or territory radiation safety Acts and regulations with regard to licensing, personal monitoring and recordkeeping
- employ safe, humane and environmentally responsible organisational systems and procedures when working with animals
- position animals appropriately
- read imaging technique charts
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, infection control and other clinic policies and procedures; implement sequenced written instructions; and record patient details accurately and legibly
- use oral communication skills/language required to fulfil the job role as specified by the clinic, including negotiating and questioning techniques, active listening, asking for clarification from the veterinarian, acknowledging and responding to a range of views
- use numeracy skills to complete basic arithmetic calculations and measure volumes
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- use problem-solving skills to use available resources and prioritise daily tasks
- use safe waste disposal procedures
- work as part of a team and in close working arrangements with the supervising veterinarian

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- comply with relevant radiation safety Acts and regulations in regards to licensing, personal monitoring and recordkeeping
- prepare equipment, chemicals and environment in a safe manner for scheduled routines
- prepare personal protective equipment for all staff, including self
- prepare patients for routines and then position them according to the veterinarian's instructions and the clinic technique chart
- develop images
- handle animals in a safe and ethical manner during examinations
- communicate effectively with the veterinarian and clients
- complete post-imaging routines and maintain accurate records

## ACMVET403A Perform clinic pathology procedures

**Required Knowledge:**

- animal anatomy and physiology related to clinic pathology procedures
- biological sample collection methods and procedures, appropriate biological sampling sites and relevant industry laboratory techniques and procedures
- clinic policies and procedures, including workplace health and safety requirements
- normal ranges for a range of pathology procedures
- pathological procedures and equipment in line with job responsibility level
- range of pathology procedures and the requirements each procedure has for sample preparation, handling and transport
- quality assurance pathology procedures.

**Required Skills:**

- apply veterinary terminology pertaining to cases
- dispose of clinical and other waste correctly and safely
- handle cleaning agents safely and apply appropriate cleaning techniques
- label, identify, transport and store specimens correctly
- provide effective support to the veterinarian during procedures
- recognise, respond to and assist with emergencies
- use personal protective clothing correctly
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, infection control and other clinic policies and procedures; implement sequenced written instructions; and record samples for testing accurately and legibly
- use oral communication skills/language required to fulfil the job role as specified by the organisation, including negotiating and questioning techniques, active listening, acknowledging and responding to a range of views and asking for clarification from the veterinarian
- use numeracy skills required to prepare samples correctly
- use problem-solving skills to use available resources efficiently
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- work as part of a team and in close working arrangements with the supervising veterinarian

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- prepare equipment, slides and patients for examination
- take a range of samples for testing
- perform basic laboratory tests and record results
- provide support for post-mortem examinations
- communicate effectively with the veterinarian
- maintain accurate records.

## ACMVET404A perform clinic office procedure

**Required Knowledge:**

- 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

**Required Skills:**

- 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

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- 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.

## ACMVET405A Carry out surgical nursing routines

**Required Knowledge:**

- animal anatomy and physiology related to surgical nursing routines
- anaesthetic agents, including injectable and gaseous compounds and the planes and stages of anaesthesia
- anaesthetic monitoring techniques
- aseptic techniques, including general theatre etiquette, dress rules and restricted areas
- dangers related to exposure to anaesthetic agents
- equipment in both the theatre and preparation areas, including clippers, vacuum cleaner, specific surgical equipment and ear tattoo instruments
- legislative requirements and health regulations for the storage, use and disposal of chemicals and biological debris from veterinary procedures
- range of common and non-routine surgical instruments
- range of anaesthetic equipment, including vaporisers, cycle systems, tubing, re-breathing systems and scavenger systems
- relevant state or territory legislative requirements for animal welfare
- resuscitation techniques
- skin antiseptics used and their actions
- sterilisation techniques, including working knowledge of the operation of autoclaves and an awareness of alternative sterilisation techniques, including gamma irradiation, ethylene oxide and chemical sterilisation and their associated health hazards
- various surgical procedures and the appropriate equipment
- Veterinary Practitioner Acts and Regulations.

**Required Skills:**

- assist the veterinarian safely and effectively as directed
- clean and sterilise surgical equipment as required
- employ keen observation skills
- follow workplace health and safety and clinic policies and procedures
- handle animals safely and ensure their health and welfare are maintained in accordance with organisational and legislative requirements
- recognise, respond to and assist with emergencies
- use, record, store and dispose of chemicals and medicines in accordance with relevant state or territory legislation
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, infection control and other clinic policies and procedures; coordinate patient admission and discharge; implement sequenced written instructions; and record patient details accurately and legibly
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- use oral communication skills/language required to fulfil the job role as specified by the clinic, including negotiating and questioning techniques, active listening, asking for clarification from veterinarian, and acknowledging and responding to a range of views
- use numeracy skills required to prepare veterinary medicines
- use problem-solving skills to use available resources, prioritise tasks and select, prepare and clean/sterilise instruments and equipment as directed
- work as part of a team and in close working arrangements with the supervising veterinarian

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- prepare surgical instruments and equipment, including surgical packs, in an aseptic environment ready for surgery
- carry out preoperative processes

- prepare animals for anaesthesia and surgical procedures and administer analgesics as directed by the veterinarian
- handle and restrain animals in a safe and ethical manner
- provide effective sterile and/or non-sterile support to the veterinarian during surgical procedures
- monitor patients' vital signs and anaesthesia during surgery
- provide post-operative care for animals and post-operative advice for clients
- communicate effectively with the veterinarian and clients

## ACMVET406A Nurse animals

**Required Knowledge:**

- animal behaviour characteristics and traits
- animal first aid procedures and techniques
- animal pain management procedures and techniques
- animal physiology and anatomy, applied pharmacology and the range of analgesics, including appropriate antagonists, related to nursing animals
- relevant national, state or territory legislative requirements for animal welfare, transportation of animals, animal management and veterinary practitioners Acts that underpin routine animal health advice
- requirements for safe and suitable housing and appropriate materials for its construction
- veterinary chemicals, the relevant poisons schedule and the legislative requirements relevant to their use.

**Required Skills:**

- employ keen observation skills to recognise signs or behavioural change indicators in patients
- recognise, respond to and assist with emergencies
- undertake animal first aid procedures
- use, and record the use of, chemicals and medicines in accordance with relevant state or territory legislation
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, infection control and other clinic policies and procedures; coordinate patient admission and discharge; implement sequenced written instructions; and record patient details accurately and legibly
- use oral communication skills/language required to fulfil the job role as specified by the clinic, including negotiating and questioning techniques, active listening, asking for clarification from veterinarian, and acknowledging and responding to a range of views
- use numeracy skills required to weigh and measure animals, check drug dosages and record patient information
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- use problem-solving skills to use available resources, prioritise tasks and use appropriate pain management techniques
- work effectively in a team situation in the clinic, gently and carefully handle animals in pain, act promptly and effectively in response to the veterinarian's instructions and recognise and appreciate pain in animals.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- identify patients and determine patient histories
- provide animal first aid as required
- observe patients and maintain accurate records for clinical signs, pain and behavioural changes
- meet patients' needs whilst they are treated or housed at clinic
- inform clients of patients' progress and counsel clients accordingly
- communicate effectively with the veterinarian and clients.

## ACMVET407A Carry out medical nursing routines

**Required Knowledge:**

- animal anatomy and physiology related to medical nursing routines
- aseptic technique
- legislative requirements and health regulations for the storage, use and disposal of chemicals and biological debris from veterinary procedures
- relevant state or territory legislative requirements for animal welfare
- safe work procedures
- use, value and rationale of procedures, including endoscopic, electrocardiographic, laparoscopic and ultrasound procedures
- use and value of fluid therapy
- various medical procedures and the appropriate equipment
- Veterinary Practitioner Acts and Regulations.

**Required Skills:**

- apply safe work procedures in the use of equipment for medical procedures
- assist the veterinarian safely, effectively and as directed
- clean, sterilise and store appropriate equipment as required
- ensure that equipment is regularly maintained and that the recommended handling procedures for endoscopic and laparoscopic probes, ultrasound transducers and electrocardiograms (ECGs) are carried out
- employ keen observation skills
- ensure fluid therapy requirements are undertaken and monitored
- prepare animals correctly for medical procedures
- recognise, respond to and assist with emergencies
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, infection control and other clinic policies and procedures; coordinate patient admission and discharge; implement sequenced written instructions; and record patient details accurately and legibly
- use oral communication skills/language required to fulfil the job role as specified by the clinic, including negotiating and questioning techniques, active listening, asking for clarification from the owner, and acknowledging and responding to a range of views
- use numeracy skills required to calibrate and operate equipment
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- use problem-solving skills to use available resources, prioritise tasks and select, prepare and clean or sterilise instruments and equipment as directed
- work closely with the supervising veterinarian and as part of a team

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- prepare equipment, instruments and materials and assist with medical procedures
- prepare and restrain patients for procedures
- prepare and calibrate equipment for specific clinic routines
- assist veterinarian with procedure outcomes, including fluid therapy and catheterisation
- care for patients during special procedures
- communicate effectively with the veterinarian and clients
- clean and store equipment and maintain accurate records.



## ACMVET408A Coordinate and perform theatre routines

**Required Knowledge:**

- animal anatomy and physiology related to medical and surgical nursing routines
- aseptic technique
- clinic policies and procedures, including workplace health and safety
- legislative requirements and health regulations for the storage, use and disposal of chemicals and biological debris from veterinary procedures
- possible requirements of the surgeon during operations
- range of routine surgical instruments and equipment used in preparation and theatre areas
- relevant state or territory legislative requirements for animal welfare
- safe work practices
- sterilisation techniques, including the operation of autoclaves and an awareness of alternative sterilisation techniques, including gamma irradiation, ethylene oxide and chemical sterilisation and their associated health hazards
- Veterinary Practitioner Acts and Regulations

**Required Skills:**

- assist the veterinarian safely and effectively as directed and work as part of a team
- clean and sterilise surgical equipment as required
- complete post-operative theatre procedures
- recognise, respond to and assist with emergencies
- supervise the preparation of surgery schedules, including the preparation of the surgical environment and relevant staff
- use, and record the use of, chemicals and medicines in accordance with relevant state or territory legislation
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, infection control and other clinic policies and procedures; coordinate patient admission and discharge; implement sequenced written instructions; and record patient details accurately and legibly
- use oral communication skills/language required to fulfil the job role as specified by the clinic, including negotiating and questioning techniques, active listening, asking for clarification from the owner, and acknowledging and responding to a range of views
- use numeracy skills required to operate equipment
- use problem-solving skills to prioritise tasks and coordinate theatre routines

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- prepare surgery and organise surgery schedules
- prepare surgical packs and routine surgical sites
- prepare and gown theatre personnel, including self
- maintain equipment, instruments, materials and supplies
- clean, maintain and store theatre instruments, equipment, materials and supplies
- complete post-operative theatre routines
- communicate effectively with the veterinarian and follow instructions.

## ACMVET409A Provide specific animal care advice

**Required Knowledge:**

- animal husbandry requirements
- awareness of the components of nutrient measurement, including calories, digestibility and biological value
- causes, control and prevention of diseases (e.g. cardiovascular)
- clinical pathology tests associated with disease diagnosis (e.g. glucose curve)
- clinic policy and procedures related to providing advice
- components of animal digestive systems and feeding behaviours, including oral or dental factors, gastrointestinal tract, liver, pancreas, kidneys, hormones, feeding biology and palatability
- differing nutritional requirements of differing species
- disease processes (e.g. diabetes and pancreatitis)
- energy requirements of animals for:
- clinical nutrition areas
- disease
- environmental interactions
- gestation and lactation
- life stage (e.g. growth, geriatrics, puppy or kitten feeding)
- maintenance
- obesity control
- surgical rehabilitation
- working and performance
- elements of animal nutrition, including water, protein, fat, fibre, carbohydrates, minerals, vitamins and energy
- factors influencing animal behaviour
- nutrition process, including home-prepared rations and commercial formulae

**Required Skills:**

- apply animal behaviour modification techniques
- interpret the value of home-prepared rations versus commercial formulae
- provide advice on animal feeding for all species and conditions applicable in the clinic
- read and understand animal food labels
- read and understand ration definitions (e.g. 'complete' and 'balanced') and relevant regulations
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, infection control and other clinic policies and procedures; coordinate patient admission and discharge; implement sequenced written instructions; and record patient details accurately and legibly
- use oral communication skills/language required to fulfil the job role as specified by the clinic, including negotiating and questioning techniques, active listening, asking for clarification from the owner, and acknowledging and responding to a range of views
- use numeracy skills required to measure rations and doses
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- use problem-solving skills to use available resources, prioritise tasks and utilise patient information to provide advice on animal care

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- determine patient details, needs and requirements from interview and clinic records
- communicate effectively with clients and provide advice on animals' health, nutrition and behaviour and on animal care products in accordance with clinic policy and procedures and in a competent manner
- maintain accurate patient records



## ACMVET410A Carry out veterinary dental nursing procedures

**Required Knowledge:**

- anatomy of oral cavity, including teeth, bone, gums and related basic embryology
- AVA Dental Policy and Guidelines
- good knowledge and understanding of homecare advice to reduce dental and gingival disease, including dietary recommendations, appropriate oral-care products and procedures available and the principles and practice of daily brushing
- instruments and equipment required to perform a dental prophylaxis under general anaesthetic
- instruments and equipment required for simple teeth extractions
- maintenance of serviceability of instruments and equipment where required in sharp and/or lubricated condition
- workplace health and safety and animal welfare legislative requirements and codes of practice
- personal protective equipment required
- techniques for performing dental prophylaxis and assisting with simple extractions
- workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials, packing and autoclave surgical and dental equipment

**Required Skills:**

- observe accurately and report concisely on animal condition and health
- provide advice to owners
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- use literacy skills to read, select and implement policies and procedures, including workplace health and safety, equipment maintenance and presentation, infection control and other clinic policies and procedures; coordinate patient admission and discharge; implement sequenced written instructions; and record patient details accurately and legibly
- use oral communication skills language required to fulfil the job role as specified by the clinic, including negotiating and questioning techniques, active listening, asking for clarification from the owner, and acknowledging and responding to a range of views
- use numeracy skills required to complete charts, calculate dosages and monitor anaesthesia
- use problem-solving skills to use available resources and prioritise tasks
- use recognised dental encoded system (e.g. modified triadan number system and symbols)
- work closely with the supervising surgeon and as part of a team

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- implement clinic policies and procedures, including workplace health and safety
- handle and restrain a range of patients (animals)
- communicate effectively with the veterinarian and clients
- observe, record and report on animals' condition and health
- perform extra and intraoral examinations on conscious and anaesthetised patients
- carry out techniques for dental prophylaxis, i.e. examining, charting, scaling (cleaning and polishing) and assisting with simple extractions
- complete post-operative patient management programs in accordance with veterinarian's instructions

## ACMWHS301A Contribute to workplace health and safety processes

**Required Knowledge:**

- basic hazard identification procedures such as workplace inspections and review of workplace data
- hierarchy of risk control and its application
- nature of common workplace hazards for example chemicals, bodily fluids, noise, manual handling, work postures, underfoot hazards and moving parts of machinery
- personal protective equipment requirements, including use, storage and maintenance
- principles of basic risk assessment
- relationship between workplace health and safety and sustainability in the workplace, including the contribution of maintaining health and safety to environmental, economic, workforce and social sustainability
- regulations, standards, codes of practice and industry standards/guidance notes relevant to own work, role and responsibilities
- roles and responsibilities of health and safety representatives and workplace health and safety committees
- roles and responsibilities of workers, officers and Persons Conducting a Business or Undertaking (PCBUs)
- safety signs and their meanings, including signs for:
  - dangerous goods class signs
  - emergency equipment
  - personal protective equipment
  - specific hazards, such as sharps and radiation
- sources of workplace health and safety information within in the workplace with knowledge of external sources of workplace health and safety information
- standard emergency signals, alarms and required responses
- the difference between hazard and risk
- the legal rights and responsibilities of the workplace parties
- the role of Safe Work Australia and updated State/Territory workplace health and safety legislative obligations
- workplace specific information including:
  - designated person(s) for raising workplace health and safety issues
  - hazards of the particular work environment
  - hazard identification procedures relevant to the hazards in their workplace
  - organisation and work procedures particularly those related to performance of own work, specific hazards and risk control, reporting of hazards, incidents and injuries and workplace health and safety issue resolution, consultation, use of personal protective equipment and emergency response
- potential emergency situations, alarms and signals and required response

**Required Skills:**

- It is critical that the candidate demonstrate the ability to contribute to the workplace health and safety processes in the work context by:
  - addressing their own health and safety
  - addressing health and safety of others who may be affected by their actions
  - supporting members of the workgroup who may be less experienced in the workplace in regard to workplace health and safety matters
  - taking initiative to address hazards and manage risks at a systemic level
- In addition, the candidate must be able to:
  - check the workplace for hazards and risks using an itemised checklist
  - provide advice and feedback in a constructive and supportive manner

- take into account and use opportunities to address waste minimisation, environmental responsibility and sustainable practice issues

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

To demonstrate competence in this Unit, a candidate must be able to provide evidence of contribution to workplace health and safety processes in the workplace. This includes:

- addressing their own health and safety
- addressing that of others who may be affected by their actions
- supporting members of the workgroup who may be less experienced in the workplace in regard to workplace health and safety matters
- taking some initiative to address hazards and manage risks at a systemic level

**Required Knowledge:**

- animal behaviour and temperament
- animal species, breeds and groups
- antisocial behaviour
- evolution of animals and animal behaviour
- organisational policies and procedures
- owner-animal relationship
- possible statutory responses under relevant legislation
- principles of animal health, diseases and zoonoses
- principles of animal welfare and ethics
- recognition of animal stress and comfort
- recognition of environment, including where an animal lives, how it is managed by its owner and impacts on animal behaviour
- relevant legislation and codes of practice relating to OHS and animal control and regulation requirements
- restricted animals and restricted breeds
- top (most common) twenty breeds of dogs, top three breeds of cats and at least one species from each of livestock, wildlife and/or native animals and declared pest animals.

**Required Skills:**

- document information about the animal, its behaviour, environment and the action taken, and read and interpret relevant legislation
- employ safe, humane and environmentally responsible organisational systems and procedures when working with and handling animals
- maintain the highest standards of hygiene and infection control at all times to reduce the risk of infection and cross-infection
- recognise and identify a range of animal species and breeds
- respond to animal behaviours and traits
- use identification equipment
- literacy skills to read and follow organisational policies and procedures, including occupational health and safety (OHS), infection control and waste management; follow sequenced written instructions; record accurately and legibly information collected; and select and apply procedures to a range of defined tasks
- oral communication skills/language to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and consulting with or seeking advice from supervisor
- numeracy skills to estimate, calculate and record routine workplace measures
- interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- problem-solving skills to use available resources and prioritise daily tasks

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- identify animals by breed, type and group
- recognise animals by common name
- interpret animal body language
- determine behaviour and temperament of animals
- assess specific types of animal behaviour and respond accordingly
- refer unusual or dangerous behaviour to specialists or action a statutory response
- access and use management systems to keep and maintain accurate records



**Required Knowledge:**

- summarise key provisions of relevant legislation from all levels of government that may affect aspects of business operations
- explain organisational policy and procedures for customer service, including handling customer complaints
- provide examples of verifiable evidence that could be used to review customer satisfaction
- outline the interpersonal skills needed for serving customers, including customers with specific needs

**Required Skills:**

- use communication skills to establish rapport and build relationships with customers in accordance with organisational requirements
- identify customer needs using appropriate questioning and active listening skills
- provide customer service in accordance with organisational requirements
- respond to and record customer feedback and action taken according to organisational standards, policies and procedures
- produce a report which identifies and recommends ways to improve service delivery

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

Not specified in this unit of competency – refer to performance criteria document.

**Required Knowledge:**

- list authoritative sources of information about the organisation's products and services
- outline the organisation's products and services
- outline the policies and procedures that apply when providing advice or recommendations about products and services
- list and describe organisational promotional activities
- explain methods used to gather verifiable customer feedback about products and services
- explain how and why customer feedback is analysed

**Required Skills:**

- use appropriate sources to document accurate information about the organisation's products and services
- prepare and provide advice about products and services according to organisational requirements
- evaluate promotional activities including consideration of:
  - whether promotional materials meet organisational requirements
  - actual costs against budget
  - customer feedback

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

Not specified in this unit of competency – refer to performance criteria document.

**Required Knowledge:**

- anatomical and physiological terminology and glossary of terms
- anatomical structures and physiological features related to basic care requirements for mammals
- awareness of natural mammal behaviour relating to the characteristics of the species, age, health status, behavioural and social needs and the signs of distress, illness and undesirable behaviours
- basic mammal care and hygiene principles
- basic mammal first aid techniques
- housing and activity needs of mammals and environmental impacts on health and wellbeing
- methods of transmission of disease and infection
- organisational policies and procedures regarding the care and health maintenance of mammals
- personal protective clothing and equipment and when and how it should be used
- physical conditions and vital signs of mammals
- potential hazards and risks to animals and staff during feeding and cleaning of housing
- relevant legislation, regulations and codes of practice, including OHS, animal welfare and ethics
- safe mammal handling techniques and procedures, potential hazards and control measures
- terminology and language variations used by workplace staff and the public to describe mammals, their behaviour, status, health and treatments
- terminology used to describe and document health and behavioural signs, including desirable and undesirable features
- types of food and food supplements and their role in mammal diets
- types of information that has to be reported and recorded in animal care workplaces
  - workplace hygiene standards, disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials

**Required Skills:**

- complete relevant work-related documents and maintain accurate animal records
- comply with OHS, animal care, ethics and industry codes of conduct, regulations and legislations
- employ safe and environmentally responsible organisational systems and procedures when working with, restraining and handling mammals
- maintain the highest standards of personal and workplace hygiene and infection control at all times to reduce the risk of infection and cross-infection
- measure, interpret and record mammal weight, length and other relevant objective indicators of change in physiological status
- monitor mammal health, condition and behaviour and recognise normal and abnormal signs
- prepare doses for treatments as directed and verified by supervisor
- provide basic first aid to mammals as required under supervision
- use equipment and materials correctly and in accordance with manufacturers' specifications
- literacy skills to read and follow organisational policies and procedures, including OHS and animal welfare; follow sequenced written instructions; and record information accurately and legibly
- oral communication skills/language to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- numeracy skills to estimate, calculate and record routine workplace measures
- interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities
- problem-solving skills to assess appropriate practices and prioritise daily tasks
- use safe manual handling techniques and/or equipment
- use safe waste handling and disposal procedures

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

- identify the specific characteristics and needs of mammals and apply these to the best practice industry standard of housing, socialising, feeding and health management
- classify and identify mammals by age, sex, condition, colours, markings and other identifying features using industry terminology
- safely and humanely catch, handle and restrain mammals
- report and document treatments, behaviours and other information on individual mammals in accordance with animal welfare regulations, industry standards and workplace protocols and procedures