



**Australian Government**

# **ACMVET508A Support veterinary practice communication and professional development**

**Release 1**

# ACMVET508A Support veterinary practice communication and professional development

## Modification History

Release	TP Version	Comments
1	ACM10v3	Initial release

## Unit Descriptor

This Unit of Competency covers the process of extending the skills and knowledge required to communicate at an advanced clinical level with veterinarians, other allied health professionals, clinic staff and clients as well as providing opportunities to contribute to the knowledge base and professional development of the veterinary practice.

## Application of the Unit

This Unit is applicable to veterinary nurses with extensive vocational experience. 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

Not applicable.

## 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. Facilitate admission and discharge of referral patients	<p>1.1 <b>Admission and discharge procedures</b> are explained to <b>relevant parties</b> and completed for referral patients.</p> <p>1.2 Patient case history, diagnostics and treatments information are documented and relayed to <b>stakeholders</b> in accordance with clinic policies.</p> <p>1.3 <b>Clinic policies</b>, including information security and privacy requirements, are complied with.</p> <p>1.4 Specific nursing requirements are explained to stakeholders and follow-up appointments made as per veterinary instructions.</p> <p>1.5 Full details of patient's treatment and required after care is forwarded to the referring veterinarian in accordance with the referral veterinarian directions</p>
2. Interact with other health care professionals	<p>2.1 Range of <b>health care professionals and services</b> available for veterinary practice needs are identified.</p> <p>2.2 Health care professionals and support services are aligned to specific veterinary case needs.</p> <p>2.3 Effective communication strategies are employed when liaising with consulting health care professionals</p>
3. Use appropriate veterinary health terminology	<p>3.1 Appropriate <b>veterinary terminology</b> is used to provide <b>oral and written communications</b> with fellow workers, veterinarians and other health professionals.</p> <p>3.2 Veterinary terminology is explained to clients.</p> <p>3.3 Effective communications strategies are employed to verify and/or clarify instructions from veterinarians or other health care professionals.</p> <p>3.4 Veterinary terminology used in workplace relevant contexts is spelled and pronounced correctly.</p> <p>3.5 Abbreviations used in workplace specific contexts are interpreted and used in recording information</p>
4. Seek out and apply information	<p>4.1 <b>Data</b> is collected and critically evaluated using a variety of methods and sources that are relevant to the clinical setting.</p> <p>4.2 Knowledge of the historical, theoretical and philosophical aspects of the field of practice are used to improve existing practices and procedures within the scope of job responsibility.</p> <p>4.3 New treatments, protocols and procedures are evaluated within the scope of work role and reported to supervisor.</p> <p>4.4 Research strategies and methodologies are evaluated for relevance, reliability and quality of evidence.</p> <p>4.5 Specific research information is critically evaluated.</p>
5. Contribute to professional	<p>5.1 Links with veterinary nurses and other relevant allied healthcare professionals are established.</p>

development

- 5.2 Personal *professional development opportunities* are identified and used to plan skills and knowledge enhancement.
- 5.3 Changes in veterinary nursing procedures and techniques are monitored and reported to others.
- 5.4 Case presentations and/or literature reviews are presented to others in a public/peer setting.
- 5.5 Skills and knowledge are transferred to new contexts

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## Required Skills and Knowledge

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

### Required skills Include:

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#### Ability to:

- apply problem solving skills to deal with client enquiries or complaints and deal with complex or non-routine difficulties
- apply research skills to increase own knowledge of practice relevant terminology, procedures and new developments
- communicate effectively with veterinarian, other professionals, staff and clients using appropriate communication strategies and terminology whilst complying with practice protocols
- correctly spell and pronounce veterinary health and treatment terminology
- employ self-management skills to:
  - comply with policies and procedures
  - consistently evaluate and monitor own performance
  - seek learning opportunities
- follow oral and written sequenced instructions
- maintain confidentiality, security and privacy of information
- understand and apply industry standard health terminology in work activities
- 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:
  - complete relevant workplace documentation
  - edit and proofread texts to ensure clarity of meaning, accuracy of grammar and terminology
  - prepare general information, reports and papers according to target audience
  - read and understand a variety of texts
- use strategies to clarify, verify and confirm information and instructions.

### Required knowledge includes:

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#### Knowledge of:

- principles of animal welfare and ethics
- relevant information and research sources
- relevant practice specific health, treatment, equipment and surgical procedure terminology
- relevant state or territory legislation and regulations relating to the practice of veterinary science, workplace health and safety and animal welfare
- relevant state or territory legislation covering the use of therapeutic and controlled substances
- relevant workplace guidelines, protocols and procedures including:

- clinic hierarchy when confirming or verifying information or instructions
- patient health, history investigation and diagnostic, treatment and surgical procedures within scope of veterinary nurse responsibilities
- gathering, relaying and storing information
- clinic regimes related to admitting and discharging patients, preparing for treatment, preparing for surgery and post treatment management of patient
- post surgery clean-up and treatment of patients
- the type of information and method of relaying information to clients
- research strategies and methodologies
- the historical, theoretical and philosophical aspects of fields of practice.

## 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.

<b>Overview of assessment</b>	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>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:</p> <ul style="list-style-type: none"><li>• comply with relevant veterinary clinic guidelines, policies and procedures including hierarchy and regime protocols</li><li>• organise, monitor and document referral requests, procedures and follow-up processes</li><li>• use appropriate veterinary terminology, aligned to specific veterinary case needs, when relaying oral and written communications to a range of stakeholders</li><li>• communicate effectively with in-house vets, consulting health care professionals, other service providers, clients and staff to manage the treatment and care of animals.</li><li>• gather and critically evaluate information related to relevant clinical settings</li><li>• apply research skills to increase own knowledge of practice relevant terminology, procedures and new developments related to workplace responsibilities</li><li>• identify opportunities to contribute to the veterinary practice knowledge base and improve existing practices and procedures within scope of job responsibilities</li><li>• prepare and present case studies and/or literature reviews to others.</li></ul>
Context of and specific resources for assessment	<p>Assessment of this Unit is to be practical in nature and must be assessed in an appropriate specialist veterinary clinical setting.</p> <p>There must be access to a range of appropriate documentation, resources and specific veterinary case loads to enable one to demonstrate competence.</p>
Method of assessment	<p>To ensure consistency of performance, competency should be demonstrated, to industry defined standards,</p>



	<p>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.</p> <p>The assessment strategy must include practical skills assessment. Suggested strategies for this Unit are:</p> <ul style="list-style-type: none"><li>• written and/or oral assessment of candidate's required knowledge</li><li>• observed, documented and first-hand testimonial evidence of candidate's application of practical tasks</li><li>• simulation exercises that reproduce normal work conditions</li><li>• case study analysis</li><li>• third-party evidence</li><li>• workplace documentation</li><li>• portfolio.</li></ul> <p>This Unit may be assessed in a holistic way with other Units of Competency relevant to the industry sector, workplace and job role.</p>
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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).
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## 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.

<b><i>Admission and discharge procedures</i></b>	Admission and discharge procedures may include: <ul style="list-style-type: none"><li>• case history and contact information</li><li>• identifying stakeholders</li><li>• information regarding billing procedures for referral consultation</li><li>• reporting case outcomes to the referring veterinarian, as per referral veterinarian directions</li><li>• information on post treatment management by owner.</li></ul>
<b><i>Relevant parties</i></b>	Relevant parties may include: <ul style="list-style-type: none"><li>• animal owner</li><li>• animal trainer or carer</li><li>• veterinary nursing staff with responsibilities to care for patient and manage clinic billing procedures.</li></ul>
<b><i>Stakeholders</i></b>	Stakeholders may include: <ul style="list-style-type: none"><li>• in-house veterinarian and other staff</li><li>• referring veterinarian</li><li>• consulting health care professionals</li><li>• animal insurance company representative</li><li>• medication or specialist surgical or equipment industry representatives.</li></ul>
<b><i>Clinic policies</i></b>	Clinic policies may cover: <ul style="list-style-type: none"><li>• accessing and updating files</li></ul>

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	<ul style="list-style-type: none"><li>• admission and discharge of patients</li><li>• admittance of visitors</li><li>• client privacy</li><li>• compliance with relevant legislative requirements</li><li>• guidelines for the sale of medicines and animal treatments (prescription and non-prescription)</li><li>• information specific to the practice</li><li>• recording information</li><li>• security, confidentiality and privacy</li><li>• type of information and advice that can be provided by staff.</li></ul>
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<b><i>Health care professionals and services</i></b>	Health care professionals and services may include: <ul style="list-style-type: none"><li>• behavioural specialist</li><li>• chemo and radiation specialists</li><li>• complementary therapy practitioners</li><li>• acupuncturist</li><li>• chiropractor</li><li>• massage therapist</li><li>• naturopath</li><li>• physiotherapist</li><li>• veterinary dentist</li><li>• farrier</li><li>• medication manufacturer consultant</li><li>• nutritionist</li><li>• ophthalmologist</li><li>• orthopaedic surgeon</li><li>• plastic surgeon</li><li>• trauma specialist.</li></ul>
<b><i>Veterinary terminology</i></b>	Veterinary terminology understanding is required for but not limited to: <ul style="list-style-type: none"><li>• case taking and case notes</li><li>• describing health conditions and disease processes</li><li>• describing surgical procedures, equipment and instruments</li><li>• labelling specimens</li><li>• reading and interpreting labels</li><li>• interpreting prescriptions.</li></ul>
<b><i>Oral and written communications</i></b>	Oral and written communications may include: <ul style="list-style-type: none"><li>• appointments</li><li>• case reports</li><li>• client history questionnaires</li><li>• client notes and records</li><li>• correspondence to a range of health care professionals</li><li>• diary entries</li><li>• emails</li><li>• forms</li><li>• instructions for:<ul style="list-style-type: none"><li>• post-treatment care</li><li>• post-surgical care</li><li>• home care</li></ul></li></ul>

	<ul style="list-style-type: none"><li>• operating theatre procedures</li><li>• labels, symbols, signs and tables</li><li>• memoranda\letters</li><li>• minutes</li><li>• notices</li><li>• oral instructions</li><li>• prescriptions</li><li>• referrals</li><li>• telephone calls/messages</li><li>• test results</li><li>• two-way radios and intercoms.</li></ul>
<b><i>Data</i></b>	<p>Data may include:</p> <ul style="list-style-type: none"><li>• Australian Veterinary Association guidelines</li><li>• clinic specific texts</li><li>• clinic guidelines</li><li>• dictionary of medical and/or other health care terminology</li><li>• drug and prescription information</li><li>• industry networks and journals</li><li>• manufacturers' specifications, material safety data sheets (MSDS)</li><li>• organisational policies and procedures</li><li>• patient vital signs and other information collected from a specific patient</li><li>• profiles of patients (including sex, age, breed)</li><li>• safe operating procedures</li><li>• statistics from research papers</li><li>• trends in patient statistics</li><li>• veterinary staff using clinic protocols.</li></ul>
<b><i>Professional development opportunities</i></b>	<p>Professional development opportunities may include:</p> <ul style="list-style-type: none"><li>• attending conferences and seminars</li><li>• completing additional relevant training</li><li>• conducting research and presenting results</li><li>• participating in forums</li><li>• presenting information to staff and or others</li><li>• reading research papers</li><li>• visiting other practices.</li></ul>

## **Unit Sector(s)**

Veterinary nursing