Modification history

| Release | Comments |
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| Release 1 | This version released with the ACM Animal Care and Management Training Package Version 1.0. |

| ACMGAS207 | Provide reception services for an animal care facility |
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| Application | This unit of competency describes the skills and knowledge required to coordinate animal owner appointments or bookings and undertake office administration and basic financial tasks for an animal care facility.  This unit applies to new entrants to the animal care and management industry. Animal care may occur in a wide variety of workplaces, including breeding or boarding kennels and catteries, companion animal training, grooming establishments, animal shelters or similar.  This unit applies to individuals who work under general supervision and exercise limited autonomy. They undertake defined activities and work in a structured context.  No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication. |
| Prerequisite Units | Nil |
| Unit Sector | General Animal Studies (GAS) |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Complete reception services | 1.1 Provide facility services and fee structure information to clients in a courteous manner  1.2 Schedule and monitor client appointments or bookings  1.3 Identify animals according to species, breed and permanent markings  1.4 Create or update client records according to workplace policies and procedures  1.5 Compile appointment details and client records, and provide to relevant staff  1.6 Monitor waiting clients and keep them informed of appointment progress or any delays  1.7 Maintain reception area in a clean, tidy and hygienic state at all times |
| 2. Maintain office records | 2.1 Process telephone and mail communications and relay as required  2.2 Maintain information and records system to ensure integrity  2.3 Use office equipment, including computer files and programs, to perform routine tasks  2.4 Invoice services and products in line with facility fee structure  2.5 Monitor cash control and prepare basic financial documents |
| 3. Provide basic animal care assistance | 3.1 Carry out routine tasks to assist with animal during appointment or booking  3.2 Restrain and handle animals in a safe and humane manner  3.3 Document interactions with clients according to workplace policies and procedures |
| 4. Maintain records | 4.1 Monitor stock levels and order supplies following supervisor approval  4.2 Identify client follow-up requirements and document according to workplace policies and procedures  4.3 Update and store client records according to workplace policies and procedures |

| Foundation Skills  This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria. | |
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| Skill | Description |
| Oral communication | * Interact appropriately with clients on phone and face-to-face, using appropriate industry terminology |
| Numeracy | * Accurately complete cash and card financial transactions |
| Get the work done | * Review all tasks and prioritise the order they need to be carried out |

| Unit Mapping Information | | | |
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| Code and title current version | Code and title previous version | Comments | Equivalence status |
| ACMGAS207 Provide reception services for an animal care facility | ACMGAS207A Provide reception services for an animal care facility | Updated to meet Standards for Training Packages. | Equivalent unit |

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| Links | Companion Volumes, including Implementation Guides, are available at VETNet: <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103> |

| TITLE | Assessment requirements for ACMGAS207 Provide reception services for an animal care facility |
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| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  There must be evidence that the individual has provided reception services for a one-day period, completing all reception tasks required of the role, including:  taken bookings, followed up clients and provided telephone and mail services  maintained cleanliness and hygiene of reception area  operated office equipment  undertaken financial procedures  communicated effectively with clients and facility staff  provided basic animal care assistance  assisted with stock control  created, maintained, updated and stored client records  applied safe work practices to own work. | |

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| Knowledge Evidence |
| An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:  effective communication methods to use with clients across a range of interactions, including:  inquiries about products and services  collecting payments  advising of problems with payments  dealing with initial complaints about products, service or staff  dealing with distressed clients  instructions from clients about products and services required  providing information within the limits of business policy and personal responsibility  referring clients to senior staff  reporting on animal welfare or progress  relaying potentially upsetting news  appropriate telephone communication techniques  type of information added to client records, including:  animal identification  animal health information  owner information  routine tasks carried out in an animal care facility, including:  collecting admission and discharge information  documenting items to be kept with animal  moving animals to housing or handling area  handing animal over to other staff or returning to client  fitting collars, head collars, leads and/or clothing  measuring size for clothing or other items  weighing animal  range of species handled by the facility  safe and humane animal restraint and handling techniques  office equipment and software packages typically used in animal care facilities  the facility’s financial and administrative procedures. |

| Assessment Conditions |
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| Assessment of skills must take place under the following conditions:  physical conditions:  an environment that accurately reflects a real workplace setting  resources, equipment and materials:  a range of animals  equipment and resources appropriate to work undertaken in an animal care environment  specifications:  access to organisational policies and procedures  relationships (internal and/or external):  interactions with clients  interactions with supervisor.  Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |

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