

Modification history

Release	Comments
Release 2	This version released with ACM Animal Care and Management Training Package Version 4.0.
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

ACMGAS207	Provide reception services for an animal care facility
Application	<p>This unit of competency describes the skills and knowledge required to undertake office reception and administration activities, including scheduling and basic financial tasks for an animal care facility.</p> <p>This unit applies to new entrants to the animal care and management industry. Animal care may occur in a wide variety of workplaces, including retail pet stores, boarding/day care facilities, shelters, veterinary clinics, zoos/wildlife sanctuaries, animal research facilities and others. In this context, individuals work under general supervision and exercise limited autonomy with some accountability for their own work. They undertake defined activities and work in a structured context.</p> <p>All work must be carried out to comply with workplace procedures according to state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.</p> <p>No licensing, legislative or certification requirements are known to apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	General Animal Studies (GAS)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Complete reception services	1.1 Provide facility services and fee structure information to clients in a courteous manner 1.2 Schedule and monitor appointments or bookings 1.3 Identify animals according to species, breed and permanent markings 1.4 Create or update records according to workplace procedures 1.5 Compile appointment details and records, and provide to relevant staff 1.6 Monitor waiting clients and keep them informed of appointment progress or delays 1.7 Maintain reception area in a clean, tidy and hygienic state at all times
2. Perform routine office activities	2.1 Process incoming communications and relay to relevant personnel according to workplace practices 2.2 Maintain information and records system to ensure integrity 2.3 Perform routine tasks, including processing financial transactions, using relevant office equipment 2.4 Invoice and/or receipt services and products in line with facility fee structure
3. Provide basic animal care assistance	3.1 Carry out routine tasks to assist with animal during appointment or booking 3.2 Secure, restrain and handle animals in a safe and humane manner 3.3 Document interactions with clients according to workplace policies and procedures

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
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	
<i>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.</i>	
Skill	Description
Oral communication	<ul style="list-style-type: none"> Interact appropriately with clients on phone and face-to-face, using appropriate industry terminology
Numeracy	<ul style="list-style-type: none"> Accurately calculate financial transactions, including percentage

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGAS207 Provide reception services for an animal care facility	ACMGAS207 Provide reception services for an animal care facility	Minor changes to performance criteria to update unit PC2.5 deleted Assessment requirements updated	Equivalent unit

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

TITLE	Assessment requirements for ACMGAS207 Provide reception services for an animal care facility
Performance Evidence	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has:</p> <ul style="list-style-type: none"> • provided reception services completing all reception tasks required of the role at the facility, including: <ul style="list-style-type: none"> • organised at least three client appointments or bookings • created, maintained, updated and/or stored two client records • completed at least two financial procedures • communicated effectively with at least two clients and/or facility staff • provided basic animal care assistance on two occasions. 	
Knowledge Evidence	
<p>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:</p> <ul style="list-style-type: none"> • effective communication methods to use with clients across a range of interactions, including: <ul style="list-style-type: none"> • inquiries or instructions about products and services • collecting and/or advising of problems with payments • dealing with initial complaints about products, service or staff • dealing with distressed clients • 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: <ul style="list-style-type: none"> • animal identification • animal health information • client/owner information • routine tasks carried out in an animal care facility, including: <ul style="list-style-type: none"> • collecting and documenting information • moving animals to housing or handling area • handing animal over to other staff or returning to client • fitting animal equipment, including collars, leads and/or clothing • weighing or measuring an animal where undertaken in workplace • 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 and/or workplace • the facility's financial and administrative procedures. 	
Assessment Conditions	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • an environment that accurately reflects a real workplace setting • resources, equipment and materials: <ul style="list-style-type: none"> • a range of animals • equipment and resources appropriate to work undertaken in an animal care environment • specifications: <ul style="list-style-type: none"> • access to workplace policies and procedures • relationships (internal and/or external): <ul style="list-style-type: none"> • interactions with clients and supervisor. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	

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