## ACMVET4X08 Conduct animal care discussions with clients

#### Unit outcomes

This unit describes the knowledge and skills required for veterinary nurses to conduct discussions with clients to gather information, undertake admission and discharge processes, and provide client support and evidence-based advice on primary health care, nutritional requirements, behaviour and routine welfare needs of animals. It includes recommending products and services to meet customer requirements, within the legal scope of a veterinary nurse role.

The unit is applied in veterinary practices where nurses contribute to patient care by facilitating client interaction, supporting veterinary decision-making and recognising situations requiring escalation to a veterinarian, and providing clear, accurate and empathetic advice that promotes animal health and welfare.

This unit is not intended to provide veterinary nurses with exhaustive species-specific knowledge, rather it focuses on identifying specific animal circumstances and client needs and developing the ability to source individual animal specific information from workplace protocols, evidence-based resources or veterinary direction.

Work is performed under the supervision and direction of a registered veterinarian.

**Licensing, legislative, regulatory requirements**

Legislative and regulatory requirements apply to the permitted scope of veterinary nursing practice, including the provision of animal health and welfare advice, and vary according to state/territory jurisdictions. Users of this unit must confirm current requirements with the relevant regulatory authority before delivery.

#### Knowledge

* veterinary nurse scope of practice, including legal constraints and professional and ethical considerations, in relation to the provision of information, advice or recommendations about animal health and wellbeing
* practice admission and discharge procedures, including purpose and procedures for preliminary examination of animal
* common veterinary medical or surgical procedures and their intended outcomes, including the processes involved, expected effects and normal recovery signs and home-care requirements
* information required for admissions, discharges and general health discussions, including animal history, health or behavioural indictors, environmental contexts, presenting concerns, after treatment care information and referral information, if applicable
* animals’ basic health indicators and when referral to a veterinarian is required
* types and sources of credible and trustworthy information to support animal care information, services and products
* principles of primary animal health care including parasite prevention, vaccination schedules, desexing considerations, environmental enrichment, nutrition and life-stage needs including feeding regimes
* anatomy and physiology of animal digestive systems, and typical feeding behaviours, nutritional requirements and sources for animal species most commonly serviced by the practice
* principles of therapeutic and prescription diets, including indications, restrictions and referral points
* principles of animal behaviour and training, including ~~relevant to~~ early training and socialisation, basic behaviour modification strategies within nurse scope of practice, and recognition of behaviours requiring escalation to veterinarian
* purposes, effects, frequency of use and precautions of animal care products available in the practice
* pet insurance products
* principles of client grief support related to end-of-life care

#### Skills

* gather complete and accurate client and patient information relevant to the discussion purpose
* assess animal’s basic health indicators through examination, observation or provided information and interpret information to determine whether veterinary referral is required
* provide clear, evidence-based advice within legislative boundaries and aligned with established practice protocols
* communicate advice and recommendations clearly and empathetically to support client compliance and animal welfare
* locate and verify sources of information about animal care processes and products
* complete admission and discharge processes, accurately completing necessary documentation, client and animal records including client written consent for procedure and clearly explaining post-treatment care
* provide advice on feeding regimes, life-stage diets, and prescription nutrition plans
* provide primary health care advice including parasite prevention, vaccination guidance, weight management, environmental enrichment and general wellbeing
* provide basic animal behavioural, early training and desexing advice
* support clients in sensitive patient welfare, end-of-life or euthanasia discussions

#### Application of knowledge & skills

This unit applies to work carried out by veterinary nurses within veterinary practice settings who conduct structured discussions with clients to support patient admissions, discharges and routine care within the limits of their job role and legal scope of practice.

Individuals will apply broad factual and technical knowledge of primary animal health care, behaviour, nutrition and home-care requirements to source, evaluate and apply relevant product or procedural information and evidence informed advice.

They will exercise autonomy in managing routine and predictable client interactions, including providing advice consistent with established practice protocols, while complex, uncertain or high-risk matters requiring veterinary assessment or clinical decision-making will be promptly referred.

Work is performed under supervision, with accountability for the accuracy of recorded information, the appropriateness of advice provided, and adherence to professional and organisational standards.

#### Pre-requisite unit Nil

#### Unit sector

Veterinary Nursing (VET)

#### Foundation skills

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| **Learning** | **Reading** | **Writing** | **Oral communication** | **Numeracy** |
| 4 | 4 | 4 | 4 | 3 |

**Assessment Requirements**

**Performance evidence**

Individuals must apply the knowledge and skills specified in the unit of competency to:

* conduct a minimum of six veterinary nursing discussions which collectively include at least three different species and at least:

one patient admission

one patient discharge

one nutrition discussion which includes demonstrating or explaining a feeding technique to a client

one behaviour discussion

one primary care discussion

one pre or post end-of-life or euthanasia discussion

* provide evidence-based advice for each of the following:

nutrition and feeding regime for two different animals, each with a different medical condition

parasite control for animals of two different species

desexing for two different species of animal

problem behaviour modification techniques for two different animals

food sources and dietary requirements for two different animals of different species where each animal is at a different stage of life

**Knowledge evidence**

To demonstrate the application of the knowledge specified in this unit of competency, individuals must have knowledge of:

* animal health indicators and common signs requiring referral
* animal husbandry requirements for the prevention and control of disease and illness
* practice policies and procedures related to admissions and discharge of animals
* workplace procedures and scope of nursing practice for providing advice for post-treatment home care, including:

medication needs

wound management

bandaging/casting

immediate housing

prevention of self-trauma

nutrition

pain management

exercise

veterinary review

* types and sources of information for animal care advice

product brochures, safety data sheets (SDS) and product representatives

industry associations

veterinary medication reference sources

veterinarians

trusted websites

* key indicators of credible or trustworthy information

author credentials

affiliations

citations

* procedures and techniques for supporting clients in grief, including:

providing factual advice about end-of-life or euthanasia procedures, with empathy and professionalism

providing support services’ contact details and literature

providing advice on burial or cremation decisions

* practice requirements for animal and client records’ management
* common animal reproductive issues

mating

desexing

care of newborn or orphan animals

oestrus cycle

whelping

* common veterinary products and treatments for the control of external and internal parasites
* common vaccinations and vaccination schedules
* species specific animal behaviour issues, factors influencing animal behaviour and behaviour modification techniques and equipment, for commonly presented species
* medical and surgical conditions that require specific diets or assisted feeding
* nutritional requirements for practices’ typical range of animal classes and groups, including:

protein, carbohydrate, vitamin and mineral supplements and fibre needs

sources of nutrients

advantages and disadvantages of commercially available and home-prepared products

feeding techniques

* requirements of prescribed diets, including for:

life stage

obesity and weight reduction

disease.

* feeding regimes for commonly presenting conditions and sources of information about feeding regimes for less common conditions.

**Assessment conditions**

Skills must be demonstrated in a veterinary practice or an environment that accurately represents a veterinary practice, and can include the application of scenarios and case studies of workplace situations.

Assessment must ensure access to:

* organisational policies and procedures relevant to admission and discharge of patients for procedures or treatment, and provision of advice to clients about animal welfare, health, nutrition and behaviour
* range of clients as specified in the Performance Evidence
* a range of animal health and nutritional products typically available in a veterinary practice
* animal nutrition, behaviour and healthcare information resources, including on the internet
* practice record management system
* realistic and comprehensive scenarios reflecting the requirements of the Performance Evidence

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

#### Unit mapping information

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| **Code and title current version** | **Code and title previous version** | **Equivalence status** | **Comments** |
| ACMVET4X08 Conduct animal care discussions with clients | ACMVET201 Assist with veterinary nursing reception duties | Not equivalent | This unit has been merged with; ACMVET401 Coordinate veterinary reception duties, ACMVET406 Nurse animals, ACMVET408 Provide nutritional advice and support for animals, ACMVET409 Provide specific animal care advice and ACMVET508 Support veterinary practice communication and professional development.  E1Compile patient and client histories, PC1.4 complete patient admission and discharge documentation, PC 3.3 and 3.4 re provision of information about treatments, products and services to clients included in this uni. |
| ACMVET4X08 Conduct animal care discussions with clients | ACMVET401 Coordinate veterinary reception duties | Not equivalent | This unit has been merged with; ACMVET201 Assist with veterinary nursing reception duties, ACMVET406 Nurse animals, ACMVET408 Provide nutritional advice and support for animals, ACMVET409 Provide specific animal care advice and ACMVET508 Support veterinary practice communication and professional development.  PCs and elements replaced by knowledge, skills and application as per ASK template.  Element 3 Undertake admission procedure, PC 6.4 re provision of post procedure/treatment home care advice to client and Element 5 Provide grief support to client included in this unit.  Requirement to demonstrate PE in specified number of hours of mandatory work placement has been removed, noting that depending on the workplace, it may not be realistic to expect an individual to encounter all required scenarios or range or required species in the practice. |
| ACMVET4X08 Conduct animal care discussions with clients | ACMVET406 Nurse animals | Not equivalent | This unit has been merged with; ACMVET201 Assist with veterinary nursing reception duties, ACMVET401 Coordinate veterinary reception duties, ACMVET408 Provide nutritional advice and support for animals, ACMVET409 Provide specific animal care advice and ACMVET508 Support veterinary practice communication and professional development.  PC1.2 and1.3 re preliminary examination and client interview for admission of patient included in this unit |
| ACMVET4X08 Conduct animal care discussions with clients | ACMVET408 Provide nutritional advice and support for animals | Not equivalent | This unit has been merged with; ACMVET201 Assist with veterinary nursing reception duties, ACMVET401 Coordinate veterinary reception duties, ACMVET406 Nurse animals, ACMVET409 Provide specific animal care advice and ACMVET508 Support veterinary practice communication and professional development.  PCs and elements replaced by knowledge, skills and application as per ASK template.  Parts of E3 included in this unit.  Requirement to demonstrate PC in specified number of hours of mandatory work placement has been removed, noting that depending on the workplace, it may not be realistic to expect an individual to encounter all required scenarios or range or required species in the practice. |
| ACMVET4X8 Conduct animal care discussions with clients | ACMVET409 Provide specific animal care advice | Not equivalent | This unit has been merged with; ACMVET201 Assist with veterinary nursing reception duties, ACMVET401 Coordinate veterinary reception duties, ACMVET406 Nurse animals, ACMVET408 Provide nutritional advice and support for animals and ACMVET508 Support veterinary practice communication and professional development.  PCs and elements replaced by knowledge, skills and application as per ASK template.  Requirement to demonstrate PC in specified number of hours of mandatory work placement has been removed, noting that depending on the workplace, it may not be realistic to expect an individual to encounter all required scenarios or range or required species in the practice. |
| ACMVET4X8 Conduct animal care discussions with clients | ACMVET508 Support veterinary practice communication and professional development | Not equivalent | This unit has been merged with; ACMVET201 Assist with veterinary nursing reception duties, ACMVET401 Coordinate veterinary reception duties, ACMVET406 Nurse animals, ACMVET408 Provide nutritional advice and support for animals and ACMVET409 Provide specific animal care advice.  Element 1 Facilitate admission and discharge [sic] referral patients and E3 communicate with clients about veterinary procedures included in this unit |

### Overview information

#### Modification History

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| **Release** | **Comments** |
| 1 | This unit of competency was first released in ACM Animal Care and Management Training Package Release 7.0. |

**Mandatory workplace requirements:**   
Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.