

## Demonstrate knowledge and skills for providing veterinary reception services

**Level** 3

**Credits** 6

**Purpose** People credited with this unit standard are able to: establish a schedule of routine appointments for consultations and procedures, and identify patient circumstances and clinical signs that require immediate veterinary attention; provide routine veterinary practice information and advice, and describe procedures relating to client complaints and grief; describe administrative procedures in a specific veterinary practice; and use a veterinary-based computer programme.

**Subfield** Animal Care and Handling

**Domain** Animal Care

**Status** Registered

**Status date** 26 July 2005

**Date version published** 25 June 2007

**Planned review date** 31 July 2009

**Entry information** Open.

**Accreditation** Evaluation of documentation and visit by NZQA, industry and teaching professional in the same field from another provider.

**Standard setting body (SSB)** Primary Industry Training Organisation

**Accreditation and Moderation Action Plan (AMAP) reference** 0228

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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## Special notes

- 1 For credit, evidence must be in accordance with the statutory and industry requirements contained in the following documents.  
Privacy Act 1993, Agricultural Compounds and Veterinary Medicines Act 1997, and any subsequent amendments.  
Current version of Veterinary Council of New Zealand *Code of Professional Conduct for Veterinarians*, available at <http://www.vetcouncil.org.nz/>.  
Current version of New Zealand Veterinary Nursing Association (NZVNA) *Guide to Conduct*, available at <http://www.nzvna.org.nz/>.
- 2 *In-house procedures* refer to the documented policies and procedures for animal care, handling, office procedures, and ethical behaviour codes required by the employer, consistent with NZVA BESTPRACTICE™ standards.

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## Elements and performance criteria

### Element 1

Establish a schedule of routine appointments for consultations and procedures, and identify patient circumstances and clinical signs that require immediate veterinary attention.

#### Performance criteria

- 1.1 Appointments for consultations and procedures are scheduled according to in-house procedures.  
  
Range owner's contact details, patient's details, reason for visit; availability of veterinarian, owner's ability to provide immediate care.
- 1.2 Circumstances and clinical signs of a patient that requires immediate veterinary attention are identified.

### Element 2

Provide routine veterinary practice information and advice, and describe procedures relating to client complaints and grief.

#### Performance criteria

- 2.1 Requests for information are assessed to determine the most suitable person to deal with enquiry and managed according to professional ethics.  
  
Range routine information, second opinion, referral, supersession, complaints.
- 2.2 Practice service information is provided according to in-house procedures.  
  
Range hours, fees, facilities, services provided.

- 2.3 Information and advice in response to routine enquiries are provided in a clear and courteous manner, are accurate, and are within own capability and according to practice protocol.
- Range animal health, animal care, pre-anaesthetic blood screening prior to admission, pre and post-operative information, test results, admission and discharge, produce and merchandise sales, costs or quotes for procedures.
- 2.4 Sources of further information and advice are identified.
- Range sources may include but are not limited to – veterinarian, other veterinarians outside own practice, animal organisations, text books, journals, farm advisor, breed society.
- 2.5 Procedures relating to client complaints are described according to in-house procedures.
- 2.6 Procedures for euthanasia, burial, and cremation are described according to in-house procedures.
- Range consent forms; payment; ideal times to book; in-house; house call; procedure prior, during and after; legal burial requirements; cremation options; other disposal options.
- 2.7 Measures that could be taken to minimise client grief associated with animal euthanasia are described as appropriate to given situations.

### Element 3

Describe administrative procedures in a specific veterinary practice.

#### Performance criteria

- 3.1 Procedures for receiving, storing and displaying merchandise in the veterinary practice are described consistent with product requirements and practice facilities.
- 3.2 Procedures for receiving, recording, and filing of laboratory reports, and for notification of results to clients, are described according to in-house procedures.
- 3.3 Systems for maintaining patient records and communicating with clients are described according to in-house procedures.
- Range recalls, vaccinations, worming, newsletters.
- 3.4 Procedures for financial transactions are described according to in-house procedures.
- Range cash, cheque, credit card, EFTPOS, charge account, daily banking, petty cash.

## Element 4

Use a veterinary-based computer programme.

### Performance criteria

- 4.1 The computerised appointment system is used to book appointments, cancel appointments and to mark arrival.
- 4.2 The veterinary-based computer programme is used to operate client and animal records.
- Range create new client and/or animal record; find existing client and/or animal; bring up a previous animal record; modify client and/or animal record.
- 4.3 Financial transactions are processed using the veterinary-based computer programme.
- Range cash, EFTPOS, and cheque transactions; partial payment on an existing account; print receipt with appropriate postoperative information; check clients' account histories.
- 4.4 Stock records are updated using the veterinary-based computer programme.
- Range price of specified item, replenished stock added to stock record.

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### Please note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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### Comments on this unit standard

Please contact the Primary Industry Training Organisation [standards@primaryito.ac.nz](mailto:standards@primaryito.ac.nz) if you wish to suggest changes to the content of this unit standard.