

Title	Manage an animal nursing clinic and carry out client services		
Level	6	Credits	10

Purpose	<p>People credited with this unit standard are able to: receive and monitor animal patients; respond to client requests for basic nursing advice; identify and distribute product information; maintain inventory; prepare rosters for efficient utilisation of personnel; and maintain the veterinary pharmacy.</p> <p>This unit standard is for people involved in a position of responsibility in a nursing clinic.</p>
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Classification	Animal Care and Handling > Animal Care
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Available grade	Achieved
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Prerequisites	Unit 5179, <i>Conduct preliminary clinical examination of an animal</i> ; and Unit 5195, <i>Demonstrate knowledge and skills for providing veterinary reception services</i> ; or demonstrate equivalent knowledge and skills.
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Guidance Information

- 1 This unit standard may be supported by unit standards from the sub-fields of *Business Operations and Development* and *Financial Management*.
- 2 For credit, evidence must be in accordance with the statutory and industry requirements contained in the following documents.
 Relevant and current National Animal Welfare Advisory Committee (NAWAC) Codes of Welfare and Codes of Recommendations and Minimum Standards, available at <http://www.maf.govt.nz>, under animal welfare.
 Relevant New Zealand Veterinary Association (NZVA) standards, available from NZVA, PO Box 11-212, Manners Street, Wellington (<http://www.vets.org.nz>) including the current versions of *Standard Procedures for Veterinary Nursing and Animal Care* and *BESTPRACTICE™ Companion Animal Practice Standards*.
 Medicines Act 1981, Medicines Regulations 1984, Misuse of Drugs Regulations 1977, Veterinarians Act 2005, Agricultural Compounds and Veterinary Medicines Act 1997, Animal Welfare Act 1999, Health and Safety in Employment Act 1992, and any subsequent amendments.
- 3 *In-house procedures* refer to the documented policies and procedures for animal care, handling, and ethical behaviour codes required by the employer.

Outcomes and performance criteria

Outcome 1

Receive, and monitor animal patients.

Performance criteria

1.1 Animals are received as outpatients for routine ongoing health care monitoring according to in-house procedures.

Range weight, behaviour, socialisation, diabetes check, chronic disease status, post-surgical history, laboratory tests, bandage or cast care, medication of difficult patients, geriatric.

1.2 Surgical and medical animal out-patients are received for care and monitoring as advised by the veterinarian.

Range remove sutures, remove/change bandages, examine wound, administer drugs, check temperature, take blood or urine samples, wound check.

Outcome 2

Respond to client requests for basic nursing advice.

Performance criteria

2.1 General enquiries from clients regarding nursing care are assessed to determine most suitable person to deal with enquiry.

2.2 Advice within parameters specified by the practice and within the capability of self is provided in a manner which is tactful and at a level of understanding appropriate for the client.

2.3 The need for specialist referral is assessed in relation to level of own knowledge, and in accordance with in-house procedures.

2.4 Diagnoses are explained in terms of limitations of telephone diagnosis and the benefits of veterinary attention.

Outcome 3

Identify and distribute product information.

Performance criteria

3.1 Information protocols are selected according to demand, and displayed to be easily seen by clients.

Range vaccination regimes, worming, euthanasia, clinic information, routine surgical.

- 3.2 New product information is circulated amongst staff to create awareness of current industry developments.

Outcome 4

Maintain inventory.

Performance criteria

- 4.1 Supplies are ordered according to demand and checked on arrival, and records are maintained according to in-house procedures.
- Range packing slip, expiry dates, invoices, payment.
- 4.2 Merchandise for display and sale is priced according to purchase price, demand, and in-house procedures.
- Range animal care products, animal treatments.
- 4.3 Supplies and merchandise are stored and displayed according to labelling, legal, and in-house procedures.

Outcome 5

Prepare rosters for efficient utilisation of personnel.

Performance criteria

- 5.1 Staffing needs are identified according to the specific requirements of the individual practice over the working week.
- 5.2 Transition of employees in the roster system allows smooth transition of nursing responsibilities.
- 5.3 Compulsory breaks in the working day are staggered to ensure work schedules continue without unnecessary interruption.
- 5.4 Work and day schedules are alternated to allow variation in routine for employees within demands of individual practice.

Outcome 6

Maintain the veterinary pharmacy.

Performance criteria

- 6.1 Drugs are recorded and stored in the veterinary pharmacy according to legislation and manufacturer's recommendations.

Range controlled drugs, cytotoxic drugs, poisons, temperature variant drugs, Prescription Animal Remedies (PAR), 'Over the Counter' drugs (OTC).

6.2 Drug store is maintained according to practice protocol and pharmaceutical legislation.

Range inventory ordering, inventory recording, rotation of stock.

6.3 Pharmaceutical products are disposed of according to current legislation.

Range out of date, surplus, returned, damaged, withdrawn.

6.4 Adverse drug reaction and inefficiency report forms are readily available in the clinic for reporting adverse drug reactions and apparent drug failures, according to current legislation.

6.5 Codes of personal behaviour are followed where medicines are stored and dispensed according to current legislation.

Range smoking, eating, storage of food for human consumption, health, safety.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 June 1996	31 December 2022
Revision	2	16 November 1998	31 December 2022
Revision	3	7 June 2000	31 December 2022
Revision	4	16 October 2001	31 December 2022
Rollover and Revision	5	25 June 2007	31 December 2022
Review	6	22 October 2020	31 December 2022

Consent and Moderation Requirements (CMR) reference	0228
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.