ACMGEN310

Provide reception services for an animal care facility

Assessment 1 of 1

Short answer questions

Assessment Instructions

Task overview

This assessment task is divided into 17 short answer questions. Read each question carefully before typing your response in the space provided.

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Student name:
Student number:

Question 1

Identify the most effective form of communication to use for each of the following client interactions.

(Approximate word count: 5-10 words)

Assessor instructions: students must identify the most effective form of communication to use for each interaction.

Candidate answer must reflect at least one of the exemplar answers provided for each client interaction.

Client interaction	Communication type
Inquiries or instructions about products and services	- Information brochures - Emails or written forms of communications - Face to face communication
Collecting payments	- Face to Face - Over the phone
Advising clients of payment issues	- Face to Face - Written correspondence

Question 2

Scenario: A client has called your workplace and asked if they can pay for the services you have provided over the phone. You will be required to repeat the credit card details back to the client to make sure you have heard correctly. You are sitting at the front desk when you answer the phone and there are 3 clients waiting in the waiting room.

To ensure you are maintain client privacy and confidentiality how should you proceed with the phone call?

(Approximate word count: 50 words)

Assessor instructions: students must identify the correct way to proceed with the phone call to ensure client privacy and confidentiality is maintained.

Candidate answer must reflect the exemplar

If I have taken the phone call and there are clients within hear range, I should move into a private room and proceed with the phone. I should not repeat client credit card details in hearing range of any other persons to ensure that client privacy and confidentiality is maintained.

Question 3

Scenario: You work at a boarding facility. A client has called and asked you how much it will cost to board her dog for 2 weeks. The client advises that her dog that her dog is recovering from surgery and will need to be medication twice a day.

How would you proceed with providing information to the client regarding fees associated with boarding her dog?

(Approximate word count: 17 words)

Assessor instructions: students must identify the correct way to proceed with providing the client with information

In this situation, I would refer the client to a senior staff member such as my supervisor.

Question 4

List 3 types of information that must be added to every animal record.

(Approximate word count: 11 words)

Assessor instructions: students must identify 3 types of information that must be included on every animal record

Candidate answer must reflect the exampler answer provided

- Animal identification information
- Animal health information
- Client/owner information

Question 5

List 3 examples of animal identification information that should be recorded on each animal file.

(Approximate word count: 7-15 words)

Assessor instructions: students must provide 3 examples of animal identification information

Candidate answers must reflect any 3 of the examples provided in the exampler

- Microchip number
- Colouring or patterns
- Species
- Breed
- Age
- Reproductive status
- Name

Question 6

List two examples of animal health information that should be recorded on each animal record.

(Approximate word count: 7-15 words)

Assessor instructions: students must provide examples of animal health information that should be recorded on animal records.

Candidate answer must 2 of the examples provided in the exampler provided

Student name:
Student number:

Question 7

List 2 examples of important client information that must be recorded on each animal record.

(Approximate word count: 10-20 words)

Assessor instructions: Students must identify 2 pieces of important client information

Candidate answer should reflect the exampler provided

- Name
- Contact number

Question 8

a) A new client has made an appointment to have their dog groomed at your facility. How would you collect the animal and owner information?
b) Once you have collected the information, where would you document or store this information?

(Approximate word count: 25 words)

Assessor instructions: Students must demonstrate an understanding of how they would collect animal and client information

Candidate answer must reflect the exemplar answer

a) New animal/client record form

b) Client and animal information should be added to the permanent record. Any paper forms should be filed according to workplace policy.

Question 9

List 3 species of animals you may handle at an animal care facility?

(Approximate word count: 3 words)

Assessor instructions: Students must identify 3 animals that may be handled at an animal care facilty.

Candidate answer must reflect any 3 of the examples provided in the exampler

Student name:
Student number:

1. Dog
2. Cat
3. Rabbit
4. Guinea pig
5. Cow
6. Sheep
7. Mice
8. Rat
9. Bird
10. Snake
11. Lizard
12. Ferret
13. Captive animals – This could be any animal at a zoo or wildlife park (Lion, Gorilla, Meerkat, Zebra)
14. Horse

Question 10

Identify 2 types of equipment or software you would use in a receptionist role at an animal care facility.

(Approximate word count: 2-5words)

Assessor instructions: Students must provide 2 examples of equipment of software that they would use in a receptionist role in an animal care facility

Candidate answer should any 2 of the examples provided.

1. EFTPOS machine
2. Computer
3. Microchip scanner
4. Client/animal record software such as Ezy vet or RX works
5. Phone
6. Email account software such as outlook

Question 11

List 3 types of payment methods that can be received by an animal care facility and explain the procedure for taking this payment method.

(Approximate word count: 150-200 words)

Assessor instructions: Students must identify 3 types of payment methods and the procedure for taking these payments

Candidate answer must reflect any 3 of the examples provided in the exampler

Payment method	Procedure for taking payment
Credit card	Verify the following information: Name on the card Expiry date 1. Obtain credit/visa card from owner

	2. Swipe/insert card into EFTPOS machine
	3. Enter amount
	4. Press "ENTER"
	5. Request Owner to select account and enter pin number
	6. Machine will print out "MERCHANT COPY" docket
	7. Press "ENTER" again and print out "CUSTOMER COPY."
	8. Click on payment and select "CASH/EFTPOS."
	9. Click on "FINISH."
	OR
	The client may wish to you payWave. Enter the amount required to pay, the client can wave the card over the machine. A pin will be required for purchases over $100.
Cash	1. Take the cash from the client
	2. Count the cash
	3. Put the cash in the till
	4. Provide change to the client if required
	5. Select cash as the payment option in the software used by the facility
	6. Print the invoice
Cheque	If your facility accepts accept cheques you will need verify the following information:
	• Client's name
	• Address
	• Contact details
	Place the cheque in the till and provide an invoice
Vetpay	Clients are required to apply online and then provide the reference number

Question 12

What techniques could you use to improve your telephone communication skills? Provide 2 examples.

(Approximate word count: 4-8 words)

Assessor instructions: Students must demonstrate knowledge of effective telephone communication skills

Candidate answer must reflect any 2 of the examples provided in the exemplar answer

Question 13

Complete the table below by providing an example of how you would safely restrain and/or handle each animal.

(Approximate word count: 60-90 words)

Assessor instructions: Students must identify a safe and humane way to handle or restrain each animal.

Candidate answer should reflect the exemplar answer

Scenario	Restrain/handling techqniue
A member of the public has found a stray dog. The member of public is holding the dog by the collar with his fingers.	Get a leash and secure it around the dogs neck
A client has arrived for an appointment. They are carrying their cat. There are dogs in the waiting room.	Give the owner a cage to put the cat in to or ask if you can place the cat into a cage/housing in the facility until it is time for their appointment.
You need to move an animal from one a carrier cage to a secure housing within the animal facility.	Place the carrier on a bench or surface near the housing. Observe the animals behaviour and temperament before attempting to remove it from the housing. Open the cage door. Place one hand around the front of the animal and one hand around the tail end of the animal. Pull the animal out of the cage and hold the animal securely against your body. Place the animal in the housing.
You need to return a dog to an owner who is waiting in the reception area.	Place a leash around the animals neck. Guide the animal out of the cage and walk it to the owner. Pass the leash to the owner.

Question 14

Why is it important to weigh animals every time they visit?

(Approximate word count: 25-30 words each section)

Assessor instructions: Students must demonstrate knowledge of why it is important to weigh animals on each visit

Candidate answer must reflect the exemplar answer

It is important to weigh animals on each visit in case their weight changes. Medications, cage sizes and food intake all change depending on an animals weight.

Question 15

Student name:
Student number:

How would you safely and humanely fit a collar for a dog?

(Approximate word count: 60 words)

Assessor instructions: Students must demonstrate knowledge of how to safely and humanely fit a collar.

Candidate answer should reflect the exemplar answer

> If the animal does not respond to voice commands, ask someone to assist you in restraining the dog while you fit the collar. When fitting a collar there should be enough room for 2 fingers to fit between the dog and collar. For safety reasons, no more or less should fit between the dog and the collar.

Question 16

How would you safely and humanely fit a leash to a dog?

(Approximate word count: 35 words)

Assessor instructions: Students must demonstrate knowledge of safely and humanely fitting a leash to a dog.

Candidate answer must reflect the exemplar

> A collar should be fitted first. The leash should be clipped on to the collar.
> If the dog does not respond to voice commands or is a cage jumper, ask a someone to assist you.

Question 17

List 3 waysyou can confirm the identity of an animal that is housed within your facility.

(Approximate word count: 3-5 words)

Assessor instructions: Students must demonstrate knowledge of identifying features of animals.

Candidate answer must reflect 3 examples provided in the exemplar

> 1. Name
> 2. Species
> 3. Breed
> 4. Microchip number
> 5. Colouring and markings
> 6. Cage card
> 7. Collar/tag

Assessment checklist:

Students must have completed all questions within this assessment before submitting. This includes:

1	17 short answer questions to be completed in the spaces provided.	☐

Congratulations you have reached the end of Assessment 1!

Student name:
Student number: