

## PERSONAL LEARNING REQUIREMENTS

### ACM40418 Certificate IV in Veterinary Nursing

The skills and abilities required to study in this course and work in the industry include:

#### Communication Skills

- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to listen to feedback and advice of supervisors
- Ability to receive, reflect and act on constructive feedback
- Demonstrate accurate and clear written communication (e.g. complete forms and reports of observations)
- Provide timely, accurate and effective delivery of instructions, feedback and reporting
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language, animal behaviour etc.)
- Undertake appropriate and effective communication with team members
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

#### Physical Skills

- Ability to be on your feet for extended periods of time, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to deal with animal's bodily fluids (e.g. vomit, blood, urine and faeces)
- Ability to work at heights (e.g. on ladders, elevated work platforms and scaffolding)
- Adequate vision (e.g. to be able to both observe and monitor animals, and to administer animal care)
- Capacity to use computers/smart devices
- Capacity to wear Personal Protective Equipment (PPE) (e.g. masks, gloves & other protective clothing appropriate to a medical environment and infection control)
- Conduct regular housekeeping activities to maintain a clean and hygienic work area
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g. pushing, pressing, turning, pinching, squeezing, tensioning)
- Gross motor abilities and good mobility, as the role involves physical demands such as standing, lifting, bending and/or sitting for periods of time
- Hand and arm strength (e.g. lifting or restraining animals, carrying equipment)
- Tolerance to working with animals which may cause allergies

#### Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to learn new processes, methods and equipment
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. measuring medications and chemicals)
- Ability to recall observations, names and reports with accuracy
- Ability to reflect and act on feedback, and undertake professional development if required
- Ask questions to expand own knowledge
- Capacity to develop, apply and maintain animal health industry knowledge
- Effective problem-solving ability (including in a time efficient manner)
- Monitor own work against quality standards and identify areas for improvement

- Monitor work team tasks in accordance with regulatory and workplace requirements
- Plan work tasks for self and others as required
- Read, write and understand documents such as reports, charts and observations
- Research skills, with the ability to interpret information and apply to industry requirements

### Behavioural & Social Skills

- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Ability to supervise / lead / mentor others
- Ability to work as part of a team and/or independently
- Accepts responsibility for own work and outcomes
- Genuine interest in working with animals
- Maintain neat personal appearance, including a high level of personal hygiene
- Tolerate close physical contact with animal of varying species, body types and ages
- Tolerate close proximity with individuals (including physical contact when practising tasks and handling animals)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

### Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software

### Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

### Work Placement Skills

Students are expected to secure work placement with a Veterinary Practice to enable the completion of 240 hours of mandatory work placement in order to qualify for a place in this course. Specific skills in addition to those listed above that will be required during any work experience you undertake as part of this course include:

- Anticipate problems in advance and act to avoid them
- Be attentive and display consistent and appropriate facial expressions, eye contact
- Being mindful of space, time boundaries and body movements and gestures within the physical environment
- Capacity to apply safe animal handling and work practices
- Capacity to cope with varied work conditions (e.g. early starts and late finishes)
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Ensure work equipment, materials and tools are ready and available for required tasks
- Identify, assess and act on existing and potential risks

- Implement animal care and management procedures
- Interpersonal skills (e.g. customer services skills, putting clients at ease, the ability to contribute and work as a member of a team)
- Participate in meetings to inform work practices
- Professional approach to all areas of work (e.g. punctuality, maintain confidentiality)
- Provide support to team members
- Report and assist with implementing contingency plans promptly when incidents occur
- Seek and provide feedback on procedures and processes
- Sensitive when dealing with owners and client's various additional needs
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand and follow policies and procedures (e.g. work instructions, WHS, internal processes, frameworks)
- Use work tools, machines and equipment safely and effectively

### Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

### Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

**Phone:** 03 5225 0500

**Email:** [courinfo@gordontafe.edu.au](mailto:courinfo@gordontafe.edu.au)

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>