

Level 2 National Certificate for Veterinary Care Assistants (0348)



www.nptc.org.uk

Qualification Handbook

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Publications and enquiries

Publications are available to download from www.nptc.org.uk under the 'Qualifications' tab.

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Equal opportunities

NPTC wholeheartedly supports the principle of equal opportunities in employment, subcontracting and delivery of assessment services. We oppose all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, religion or belief, sexual orientation, marital status, age or disability.

We believe that it is in NPTC's interests, and the interests of those who work for or in association with NPTC, to ensure that the human resources, talents and skills available throughout the community are considered when employment or work opportunities arise. To this end, within the framework of the law, we are committed, wherever practicable, to achieving and maintaining a workforce which broadly reflects the local community in which we operate. Every step will be taken to ensure that individuals are treated equally and fairly and that decisions on recruitment, selection, training, promotion and career management are based solely on objective and job related criteria.

Similarly, we will strive to ensure that all candidates have equal access to assessment and that they are protected against unfair or unlawful discrimination, unnecessary barriers to assessment or harassment during assessment.

For a copy of our Equal Opportunities Policy please contact your assessment centre or NPTC at the above address.

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Level 2 National Certificate for Veterinary Care Assistants (0348 - 12)

Introduction

This qualification is designed for candidates who:

- wish for career progression into or within the sector
- do not have access to an N/SVQ
- wish to develop the skills learnt from other qualifications
- require evidence towards the underpinning knowledge of the N/SVQ
- are looking for progression towards higher education.

The modern veterinary care service provider employs Veterinary Surgeons, Veterinary Nurses, Student Veterinary Nurses and various Veterinary Care Support Staff.

This award is designed for those tasked with providing basic veterinary care to those animals under the direction and/or supervision of a Veterinary Surgeon.

For the purposes of this award veterinary care service providers include (but are not limited to):

- first opinion veterinary practice
- second opinion or referral veterinary practice
- Veterinary Hospitals
- veterinary departments within animal welfare establishments
- Veterinary Schools.

It is designed to provide practical skills and underpinning knowledge that is relevant to the role of a veterinary carer in a modern Veterinary Practice while containing additional skills and knowledge which go beyond the scope of the National Occupational Standards. It provides a valuable alternative for those candidates who do not have access to the NVQ.

For information about all land-based qualifications offered by NPTC, please refer to the website www.nptc.org.uk or contact information@nptc.org.uk

Other Vocationally Related Qualifications are available in a range of vocational areas, please contact Customer Services Enquiry unit at City & Guilds for further information.

General information

This Vocationally Related Qualification has been designed by NPTC to support government initiatives towards the National Qualifications Framework. They can contribute towards the knowledge and understanding required for the related N/SVQ

General structure of the units

This Level 2 National Certificate is made up of units expressed in a standard format. Each unit is preceded by details of:

- the rationale for the unit
- the range covered in the unit, where applicable
- the outcomes
- the assessment methods
- the relationship of the unit to the appropriate National Occupational Standards
- signposting of opportunities to generate evidence for Key Skills.

Entry requirements

There is an experiential requirement for this qualification. Candidates may be of an employed or non-employed status, but they must be able to gain real experience of a veterinary care environment. Candidates must undertake a substantial period of recorded work experience within a suitable veterinary care environment, which cannot be simulated.

It is the NPTC approved centre's responsibility to ensure that the experience gained is sufficient in length, quality and appropriate in nature for the candidate to be able to achieve the qualification. A minimum of 600 hours of veterinary experience, excluding breaks, statutory holidays, annual leave or sickness, is required for the candidate to gain the required veterinary care experience and develop the practical competence to successfully achieve the award's outcomes. The veterinary environment must enable candidates to experience the full range of activities in this qualification. It is the responsibility of the Centre to ensure that the work experience placement is of sufficient quality to support the candidate, particularly if the candidate is of non-employed status. The placement must meet the minimum legal requirements for employing personnel. The Quality Assurance of placements should be monitored by the External Verifier as part of the verification process.

Experience in a non-veterinary environment, such as a centre's animal housing unit or in non-veterinary work placements, may assist candidates to gain knowledge but are not considered an appropriate replacement for gaining professional veterinary experience.

There are no formal or specific academic or learning requirements for candidates undertaking this programme, candidates must be able to demonstrate an ability to be able to achieve the qualification. The nature of both the learning and assessment required for the qualification is such that candidates will require basic literacy and numeracy skills. It is for the centre to determine if an applicant meets these requirements prior to the candidate commencing the programme through a process of initial assessment.

Progression

The NPTC Level 2 National Certificate for Veterinary Care Assistants can form part of a suite of qualifications that are necessary to enrol as a Student Veterinary Nurse. For up to date guidance the Royal College of Veterinary Surgeons should be contacted.

Level 2 National Certificate for Veterinary Care Assistants

To gain the Level 2 National Certificate in Veterinary Care Assistants, candidates must undertake assessments for all twelve core units (units 021 - 032). A total of 12 unit assignments plus three multiple choice tests are required to achieve the qualification.

Core units

Animal Management

Unit 021	Introduction to common animal species
Unit 022	Animal handling, restraint and movement
Unit 023	Animal health, hygiene and disease control
Unit 024	Introduction to animal emergencies and first aid

Veterinary Care

Unit 025	Basic veterinary terminology
Unit 026	Introduction to veterinary anaesthesia and surgical equipment
Unit 027	Introduction to veterinary radiography
Unit 028	Administration of veterinary medication, basic dispensing and pharmacy

Veterinary Administration

Unit 029	Administrative duties in the Veterinary Practice
Unit 030	Health and safety in the Veterinary Practice
Unit 031	Introduction to employment issues in the Veterinary Practice
Unit 032	Introduction to animal euthanasia and bereavement

It is recommended that 360 hours should be allocated for the guided learning. This may be on a full time or part time basis.

To gain the Level 2 National Certificate for Veterinary Care Assistants candidates must undertake assessment for all twelve units.

Assessment and quality assurance

National standards and rigorous quality assurance are maintained by the use of:

- NPTC set and marked multiple choice tests (GOLA on-line)
- NPTC assignments, marked by the centre according to externally set marking criteria, with quality assurance provided by the centre and monitored by NPTC's external verification system, to ensure that national standards are maintained.

Quality assurance includes initial centre approval, qualification approval, the centre's own procedures for monitoring quality and NPTC's ongoing monitoring by an External Verifier. Details of NPTC's criteria and procedures, including roles of centre staff and External Verifiers can be found in *Providing NPTC Qualifications - a guide to centre and qualification approval*. See www.nptc.org.uk.

Global On-Line Assessment (GOLA)

There are **three** multiple choice question tests (**one** for each section) which assess the knowledge and understanding of the units in each section. Each test is set synoptically, i.e. covers the content of more than one unit (**four** units, as per those in each section). Multiple choice question tests are available online via the City & Guilds Global Online Assessments System (GOLA).

Assignments

Units will also be tested by assignments. All assignments are made up of a series of tasks that test the practical activities and underpinning content of the units. Tasks may vary in format, content, complexity or time required to complete the activity and will focus on the performance required to achieve a pre-determined and published standard of best veterinary practice underpinned by safe working procedures.

An assignment guide will be made available to assessors and candidates at the commencement of the programme of study. The guide details what the candidate needs to be able to do or understand and the criteria required to achieve this. As assignments are designed to sample the practical activities it is essential that centres ensure that candidates cover all of the tasks. The Assignment guide is available from the NPTC website www.nptc.org.uk.

Candidates will be expected to undertake the assignments whilst experiencing work in a veterinary care environment

Written tasks:

Written work tasks within assignments (reports, leaflets, handouts, case studies, projects, diagrams, definition sheets, written tests, poster, logs, letters, presentations and so on) will be assessed by the assessor.

Practical tasks:

Practical activity tasks (specifically those assessed by marking checklists) are assessed by an assessor in the candidate's workplace.

Marking checklist may alternatively be completed by a mentor/supervisor in the workplace, who must be occupationally competent, either a qualified Veterinary Nurse or Veterinary Surgeon or someone who has significant and current experience within veterinary practice or animal care-related industry. The use of mentors/supervisors might apply more to distance learning, but not necessarily exclusively so.

It is the responsibility of the centre to check that mentors/ supervisors are occupationally competent and that they are provided with sufficient information and guidance to undertake the observation of the candidate's practical performance.

Centres are responsible for standardising mentors/ supervisors to ensure consistency of assessment decisions across centres and over time which needs to be agreed with the External Verifier (this could be standardisation meetings, observation of an assessment by an assessor, a visit to the practice to provide guidance and so on). It is expected that assessor will liaise directly with the mentor/ supervisor in the work placement/setting to ensure that they and the candidate has the necessary resources, time and guidance on carrying out the practical activities. The mentor/supervisor needs to ensure that all completed marking checklists are sent directly back to the assessor.

The candidate and the person ticking off the marking checklist (either the assessor or the mentor/ supervisor) both need to sign the sheet.

Witness testimony

Some tasks require a 'witness testimony'. For these tasks, the witness must be occupationally competent in the skills that they are observing.

Overall assessment of a unit:

It is the responsibility of the assessor to ensure that all of the evidence produced towards an assignment is collated together, authenticated and that all of the marking checklists have been completed fully. Assessors are also responsible for calculating the overall grade for the assignment and for ensuring that the paperwork is signed and dated by all parties as required.

Assessment components are graded (Pass, Merit, Distinction).

Pass level

In order to gain a Pass grade, candidates must show they can carry out activities to a satisfactory standard in the practical and underpinning knowledge tests.

Merit level

In order to gain a Merit grade, candidates must show additional qualities, such as an ability to work with greater efficiency than pass level candidates, and a capacity to monitor information and solve everyday operational problems with a certain amount of confidence.

Distinction level

In order to gain a Distinction grade, candidates must be able to show evidence of a greater level of understanding than those at merit level. In addition to the ability to monitor information and solve problems, they must be able to analyse and evaluate information and generalise from basic principles, make judgements and simple recommendations concerning methods of improving existing practice.

Assessment strategy

The roles of assessors and Internal Verifiers/qualification co-ordinators are specified in *Providing NPTC Qualifications - a guide to centre and qualification approval*. Specific competencies required for this qualification are set out below.

Assessors and tutors should be occupationally competent, either qualified to level 3 or above or have significant and current experience of working in the veterinary care industry, or a related industry, at this level. They should have had formal training in assessment, which may be A1, D32/33 or other training that allows the assessor or tutor to demonstrate competence in the practice of assessment. This training may be carried out in house or with an external agency and will be monitored by the External Verifier. It would be envisaged that the training would encompass, but not be limited to:

- Assessment planning
- Methods of assessment
- Feedback
- Recording of evidence.

Internal Verifiers/qualification coordinators must be occupationally competent, either qualified to at least level 3 or have significant and current experience of working in the veterinary care industry, or a related industry, at this level. They should have had formal training in assessment, which may be A1, D32/33 or other training that allows the assessor or tutor to demonstrate competence in the practice of assessment. This training may be carried out in house or with an external agency and will be monitored by the External Verifier and have experience of internal verification of NVQs, or training in the quality assurance systems required by NPTC.

The External Verifier will judge that assessors, tutors and verifiers meet the above criteria during the qualification approval process or subsequent update and sample the validity of assessment decisions.

Appeals and equal opportunities

Centres must have their own auditable, appeals procedure. If a candidate is not satisfied with the examination conditions or a candidate feels that the opportunity for examination is being denied, the Centre Manager should, in the first instance, address the problem. If, however, the problem cannot be resolved, NPTC will arbitrate and an External Verifier may be approached to offer independent advice. All appeals must be clearly documented by the Centre Manager and made available to the External Verifier or NPTC if advice is required.

Should occasions arise when centres are not satisfied with any aspect of the external verification process, they should contact Verification Services at NPTC.

Access to the qualification is open to all, irrespective of gender, race, creed, age or special needs. The Centre Manager should ensure that no candidate is subjected to unfair discrimination on any grounds in relation to access to assessment and to the fairness of the assessment. The regulators require NPTC to monitor centres to check whether equal opportunities policies are being adhered to.

Reasonable Adjustments and Special Considerations

For candidates with particular requirements, centres should refer to NPTC's policy document '*The application of reasonable adjustments and special consideration in vocational qualifications*', which is available from www.nptc.org.uk

Course design

Tutors/assessors should familiarise themselves with the structure and content of the qualification before designing an appropriate course; in particular they are advised to consider the knowledge and understanding requirements of the relevant N/SVQ.

NPTC does not itself provide courses of instruction or specify entry requirements. As long as the requirements for the qualification are met, tutors/assessors may design courses of study in any way that they feel best meets the needs and capabilities of the candidates. Units are broadly the same size and centres may deliver them in any order they wish. Centres may wish to introduce other topics as part of the programme which will not be assessed through the qualifications, e.g. to meet local needs.

It is recommended that centres cover the following in the delivery of the course, where appropriate:

- Health and safety considerations, in particular the need to impress to candidates that they must preserve the health and safety of others as well as themselves
- Key Skills (such as Communication, Application of Number, Information technology, Working with others, Improving own learning and performance, Problem solving).
- Environmental education, related European issues
- Spiritual, moral, ethical, social and cultural issues.

It is recommended that 360 guided learning hours should be allocated for the core units. This may be on a full time or part time basis.

Entry requirements

No specific prior qualifications, learning or experience are required for candidates undertaking the qualification. However, the nature of both the learning and assessment required for the qualification is such that, at National and Advanced National Certificate Levels, candidates will need good literacy and numeracy skills, i.e. the ability to read and interpret written tasks, to write answers and complete documents in a legible and understandable form and to make calculations. Candidates will also need to be able to organise written information clearly and coherently, although they will not be assessed for spelling or grammatical accuracy unless these are part of the assessment criteria.

Centre and qualification approval

Centres wishing to offer NPTC qualifications must gain approval.

New centres must apply for centre and qualification approval.

Existing NPTC/City & Guilds centres will need to get specific qualification approval to run this qualification.

Full details of the process for both centre and qualification approval are given in *Providing NPTC qualifications – a guide to centre and qualification approval* which is available from www.nptc.org.uk

NPTC/City & Guilds reserve the right to suspend an approved centre, or withdraw their approval from an approved centre to conduct a particular NPTC or City & Guilds qualification, for reasons of debt, malpractice or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of NPTC or City & Guilds.

Operating procedures – general requirements

All Centres offering the qualification will have to meet the full requirements for the assessment procedures as detailed in this Handbook.

This includes the provision of:

- a appropriately qualified staff to invigilate the examination and carry out assessments
- b facilities for practical assessments and examinations to be undertaken at appropriate times under conditions required by NPTC.

Invigilation

Centres will be expected to provide invigilators for the examination procedures. The invigilator will be responsible for the conduct and integrity of the examination. The person(s) undertaking this role will need to:

- a be familiar with the content of the NPTC/City & Guilds Conduct of examinations document
- b accurately observe the time allotted for the examination
- c read out the 'rules to candidates' prior to commencement of the examination
- d ensure compliance with all other regulations relating to the examination.

Invigilators ideally will not be involved in training the candidates. However, where this is unavoidable, the trainer will not be allowed to be the only invigilator involved for that examination.

Registration and certification

For the award of a certificate, candidates must successfully complete the assignments for the 12 core units, plus the three on-line tests (components 233 - 235).

Core units		Assessment components required	
Unit 021	Introduction to common animal species	0348-221	Assignment
Unit 022	Animal handling, restraint and movement	0348-222	Assignment
Unit 023	Animal health, hygiene and disease control	0348-223	Assignment
Unit 024	Introduction to animal emergencies and first aid	0348-224	Assignment
	Multiple choice test	0348-233	On-line test covering knowledge requirements of the units 021, 022, 023 & 024
Unit 025	Basic veterinary terminology	0348-225	Assignment
Unit 026	Introduction to veterinary anaesthesia and surgical equipment	0348-226	Assignment
Unit 027	Introduction to veterinary radiography	0348-227	Assignment
Unit 028	Administration of veterinary medication, basic dispensing and pharmacy	0348-228	Assignment
	Multiple choice test	0348-234	On-line test covering knowledge requirements of the units 025, 026, 027 & 028
Unit 029	Administrative duties in the Veterinary Practice	0348-229	Assignment
Unit 030	Health and Safety in the Veterinary Practice	0348-230	Assignment

Unit 031	Introduction to employment issues in the Veterinary Practice	0348-231	Assignment
Unit 032	Introduction to animal euthanasia and bereavement	0348-232	Assignment
	Multiple choice test	0348-235	On-line test covering knowledge requirements of the units 029, 030, 031 & 032

- Candidates must be registered at the beginning of their course. Centres should submit registrations using Walled Garden or Form S (Registration), under scheme/complex no 0348-12.
- When assignments have been successfully completed, candidate results should be submitted on Walled Garden or Form S (Results submission). Centres should note that results will **NOT** be processed by City & Guilds until verification records are complete.
- Candidates achieving one or more assessment components will receive a Certificate of Unit Credit listing the assessment components achieved. Candidates achieving the number and combination of assessment components required for the Certificate will, in addition, be issued a Certificate.
- On-line GOLA tests are available on demand following registration. Candidates must be date scheduled for the on-line tests via the GOLA system. This must be done at least 48 hours before candidates can take the test.

On-line assessment requirements

The 0348-12 assessments are available only on-line through the City & Guilds GOLA system.

Each test will comprise of multiple choice items in accordance with the test specifications provided. The entire test will be conducted via the candidate's computer. All data relating to the assessment will be held by City & Guilds with results and performance feedback being delivered back to the approved centre.

NPTC will continue to apply its rigorous quality control procedures to the production, editing, marking, moderating and revision of all questions whilst at the same time applying a robust security system to prevent assessments being accessed or drawn down by unauthorised persons or for purposes beyond those authorised.

GOLA registration

Centres are required to register as a GOLA centre before any tests can be scheduled. The form for this is available from the website www.cityandguilds.com/gola

A centre only needs to register once for GOLA

Further information

There is a GOLA helpline number - centre enquiries and technical enquiries about GOLA can be directed to this number **0845 241 0070**.

Centres can also e-mail: **gola@cityandguilds.com**

The following leaflets are available:

A centre's guide to global on-line assessment

A centre's guide to technical requirements for global on-line assessment

A centre's guide to administering global on-line assessment

A learner's guide to global on-line assessment.

Centres looking for general information about GOLA or copies of the GOLA leaflets are advised to use the website www.cityandguilds.com/gola

Full details on the procedures for all NPTC qualifications registered and certificated through City & Guilds, together with dates and times of written tests will be found in the City & Guilds On-line Catalogue

Test Specification

The knowledge requirements for units 021 - 032 will be assessed by three on-line multiple choice tests as set out in the Test Specifications below.

Paper title: Level 2 National Certificate for Veterinary Care Assistants (Animal Management) – multiple choice 0348-233			
Test duration 1 hour			
Unit	Unit title	No of questions (1 mark each)	%
021	Introduction to common animal species	14	46
022	Animal handling restraint and movement	5	17
023	Animal health hygiene and disease control	5	17
024	Introduction to animal emergencies and first aid	6	20
Totals		30	100

Paper title: Level 2 National Certificate for Veterinary Care Assistants (Veterinary Care) – multiple choice 0348-234			
Test duration 1 hour			
Unit	Unit title	No of questions (1 mark each)	%
025	Basic veterinary terminology	15	50
026	Introduction to veterinary anaesthesia and surgical equipment	7	24
027	Introduction to veterinary radiography	4	13
028	Administration of veterinary medication basic dispensing and pharmacy	4	13
Totals		30	100

Paper title: Level 2 National Certificate for Veterinary Care Assistants (Veterinary Administration) – multiple choice 0348-235			
Test duration 1 hour			
Unit	Unit title	No of questions (1 mark each)	%
029	Administrative duties in the Veterinary Practice	13	44
030	Health and safety in the Veterinary Practice	10	33
031	Introduction to employment issues in the Veterinary Practice	4	13
032	Introduction to animal euthanasia and bereavement	3	10
Totals		30	100

The pass mark for this test is 50%

Health and safety, spiritual etc, environmental and European issues

The units provide opportunities to address the following issues as indicated:

Units	Spiritual, Moral, Ethical, Social and Cultural	Environmental	Health and Safety	European Development
1				
2			X	
3		X	X	
4		X	X	
5				
6	X		X	
7		X	X	
8			X	
9		X	X	
10			X	
11	X	X	X	
12	X	X	X	

Unit 021 Introduction to common animal species

Rationale

This unit introduces candidates to the common species of companion animals likely to be experienced in a first opinion veterinary practice.

Candidates will be able to identify the different features of the common species, their breeding cycles and care during gestation and parturition. Candidates are also required to identify, prepare, clean and maintain accommodation and provide basic husbandry for animals including feeding and watering.

Range

The candidate must cover all of the following common species:

- Dog
- Cat
- Lagomorph (rabbit)
- Rodent
- Cavy (guinea pig)

Outcomes

There are 3 outcomes to this unit. The candidate will be able to:

- 1 identify the features of each of the common species
- 2 meet the husbandry needs of each of the common species whilst accommodated in a Veterinary Practice
- 3 select, prepare, present and monitor the provision of food and water to the common species utilising suitable and appropriate equipment.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
The Underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X		X			

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
021	Introduction to common animal species	CU2	2.1 2.2	1 - 10 2 - 4 & 6 - 10	a - m a - i
		CU33	33.1 33.2	1 - 9 1 - 11	a - h a - k
		CU37	37.1 37.2	1 - 8 1 - 9	a - j a - l
		VetN4	4.1 4.3	1,2,4,5,6 1,2,3,4,6,7	a,b,e,f,g,h a,c,e,i,j,k

Outcome 1 Identify the features of each of the common species

Practical activities

The candidate will be able to:

- 1 identify key features of each of the common species
- 2 identify the normal behaviour patterns
- 3 explain the breeding cycle of the common species.

Underpinning knowledge

The candidate will be able to:

Dogs

- 1 identify the breeds of pedigree dog commonly kept as pets and identify the Kennel Club groups to which they belong
- 2 identify different coat types and basic grooming of each
- 3 explain the breeding cycle of an adult dog
- 4 identify the care needs of the bitch during gestation, parturition and care of the neonate.

Cats

- 5 identify the breeds of pedigree cats commonly kept as pets
- 6 identify types and patterns of coat and basic grooming of each
- 7 explain the breeding cycle of cats
- 8 identify the care needs of the queen during gestation, parturition and care of the neonate.

Lagomorph (rabbit)

- 9 identify the features and breeds of rabbits commonly kept as pets
- 10 explain the breeding cycle of lagomorphs
- 11 identify the care needs of lagomorphs during gestation and parturition.

Rodent (mouse, rat, gerbil, or hamster)

- 12 identify the features and basic breeds of the different species
- 13 explain the breeding cycle of rodents
- 14 identify the care needs of rodents during gestation and parturition.

Cavy (guinea pig)

- 15 identify the features of cavies
- 16 explain the breeding cycle of cavies
- 17 identify the care needs of cavies during gestation and parturition.

Outcome 2 Meet the husbandry needs of each of the common species whilst accommodated in a Veterinary Practice

Practical activities

The candidate will be able to:

- 1 identify suitable accommodation for each of the common species
- 2 prepare accommodation for the reception of the common species
- 3 clean and maintain animal accommodation
- 4 dispose of waste.

Underpinning knowledge

The candidate will be able to:

- 1 define the species specific environmental conditions required:
 - a) ventilation
 - b) light
 - c) noise
 - d) size
 - e) temperature
- 2 list the range of contents and fixtures required in the accommodation
- 3 state how to clean and maintain the accommodation whilst ensuring the safety of the animals
- 4 state how to clean and maintain cleaning equipment
- 5 define the benefits of different types of bedding materials and their suitability for each of the common species
- 6 state the methods of disposing of:
 - a) hazardous waste
 - b) non-hazardous waste
 - c) deceased animals and body parts
- 7 state the health and safety implications of dealing with:
 - a) hazardous waste
 - b) non-hazardous waste
 - c) deceased animals and body parts

- 8 state how to use and store cleaning and disinfecting solutions safely according to COSHH regulations and the manufacturer's instructions
- 9 state the health and safety regulations for cleaning and maintaining accommodation.

Outcome 3 Select, prepare, present and monitor the provision of food and water to the common species utilising suitable and appropriate equipment

Practical activities

The candidate will be able to:

- 1 select, maintain and store suitable equipment to feed and water animals
- 2 select, weigh, measure, prepare and present food and water in the correct manner
- 3 monitor and record feeding and water consumption
- 4 design a suitable feeding and watering regime.

Underpinning knowledge

The candidate will be able to:

- 1 describe why animals need food and water
- 2 state the reasons why water and food should be regularly replaced or replenished
- 3 state the checks required to feed or water an animal in a veterinary care environment
- 4 state why it is important to:
 - a) follow instructions
 - b) keep records
 - c) report any relevant information
- 5 state the procedure for reporting any variations in feeding and watering habits
- 6 describe the suitability of different feeding and water supply techniques
- 7 state the importance of hygiene in maintaining equipment
- 8 state the importance of ensuring the safe use of all equipment
- 9 state the importance of checking all equipment prior to use
- 10 state the procedure to follow if equipment is damaged or faulty
- 11 state how to maintain the health and safety of the animals and staff whilst carrying out feeding and watering

- 12 identify the sources and functions of nutrients required by animals
- 13 list the common conditions that can arise from poor feeding and state suitable diets to rectify these, including:
 - a) Weight loss/gain
 - b) Skeletal disorders
 - c) Skin conditions
 - d) Malabsorption conditions
 - e) General malnutrition.

Unit 022 Animal handling, restraint and movement

Rationale

This unit provides an introduction to the safe handling of animals in preparation for veterinary procedures, general handling, and the subsequent discharge of the animal back to the client or animal accommodation. For this unit the candidate is not to undertake any of the procedures for which the animal is being restrained.

Range

The candidate must cover all of the following common species:

- Dog
- Cat
- Lagomorph (rabbit)
- Rodent
- Cavy (guinea pig)

Outcomes

There are 2 outcomes to this unit. The candidate will be able to:

- 1 handle each of the common species in preparation for a veterinary procedure to be performed.
- 2 carry out the safe movement of each of the common species.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
 These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
 The underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X			X	X	X

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
022	Animal handling, restraint and movement	CU2	2.1	1 - 10	a - m
			2.2	2 - 4 & 6 - 10	a - i
		CU31	31.1	1 - 7	a - g
		CU45	45.1	1 - 12	a - l
			45.2	1 - 10	a - m
		VetN2	2.4	3,4	c,g,h,i
VetN3	3.1	3	e		

Outcome 1 Handle each of the common species in preparation for a veterinary procedure to be performed

Practical activities

The candidate will be able to:

- 1 identify and select appropriate handling equipment
- 2 check that handling and restraint equipment is suitable, appropriate and safe for use
- 3 handle and restrain each of the common species during each of the following procedures:
 - a) examination
 - b) blood sampling
 - c) drug administration
 - i) subcutaneous
 - ii) intramuscular
 - iii) intravenous
 - iv) oral
 - v) topical
 - d) restrain for the induction of anaesthesia
 - e) suture removal.

Underpinning knowledge

The candidate will be able to:

- 1 give examples of why it is necessary to restrain an animal during the following veterinary procedures:
 - a) examination
 - b) blood sampling
 - c) drug administration
 - i) subcutaneous
 - ii) intramuscular
 - iii) intravenous
 - iv) oral
 - v) topical
 - d) restrain for the induction of anaesthesia
 - e) suture removal
- 2 give examples of the different systems of animal identification and state why it is important to correctly identify and record animals being handled in a veterinary care environment

- 3 state how to approach the common species prior to handling and restraint
- 4 state how to handle and restrain each of the common species
- 5 list risks to the each of the common species whilst being handled
- 6 list risks to the handler for each of the common species whilst being handled
- 7 list the equipment used to restrain the common species to include:
 - a) collars and leads
 - b) muzzles
 - c) cages/kennels
 - d) gloves
 - e) crush cage
 - f) graspers
- 8 state stress conditions/symptoms which an animal may experience during handling and restraint
- 9 state how to minimise adverse animal reactions to being handled or restrained
- 10 state the procedure for reporting problems during animal handling
- 11 state when and why the following personal protective equipment may be required when handling and restraining the common species, including:
 - a) gloves
 - b) shoes/boots
 - c) goggles
 - d) shield
 - e) face mask
- 12 list the health and safety implications of handling animals, including:
 - a) zoonotic diseases
 - b) personal hygiene
 - c) tetanus
 - d) dangerous or difficult to handle animals
 - e) injured animals.

Outcome 2 Carry out the safe movement of each of the common species

Practical activities

The candidate will be able to:

- 1 move animals from one place to another within the veterinary practice correctly and safely
- 2 advise a client on the safe transportation of their pets to and from a veterinary practice.

Underpinning knowledge

The candidate will be able to:

- 1 state how to move each of the common species from one area within the veterinary practice to another
- 2 state why it is important to handle animals correctly during movement and transportation to and from the veterinary practice
- 3 advise a client on the checks that they should carry out before undertaking a journey, including:
 - a) security and how to avoid escapes
 - b) restraint
 - c) adequate and appropriate space
- 4 list the possible effects of poor handling, inappropriate transportation or the use of unsuitable transportation accommodation during movement.

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Unit 023

Animal health, hygiene and disease control

Rationale

This unit introduces candidates to the principles of animal health for each of the common species of companion animals likely to be experienced in a first opinion veterinary practice. It also provides knowledge of practice hygiene, protocols and disease control.

Candidates will be able to perform a health check for different common species. Candidates are required to check for injuries, identify common ailments, recognise signs of good and poor health. Candidates will also be required to care for sick or injured animals and prepare and maintain animal accommodation in a hygienic manner.

Range

The candidate must cover the following common species:

- Dog
- Cat
- Lagomorph (rabbit)
- Rodent
- Cavy (guinea pig)

Outcomes

There are 3 outcomes to this unit. The candidate will be able to:

- 1 complete a basic health check on each of the common species
- 2 care for sick or injured animals
- 3 provide and maintain appropriate animal housing.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
The underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X			X	X	X

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
023	Animal health, hygiene and disease control	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 - 10	a - i
		CU34	34.1	1 - 8	a - n
		CU37	37.1	1 - 8	a - j
		CU37	37.2	1 - 9	a-l
		AC9	9.1	1 - 5	a - o
		AC9	9.2	1 - 7	a - h
		VetN3	3.1	1,2,3,4,5,7,8,9	a,b,d,f,g,j
VetN4	4.1	1,2,4,6,8	a,b,c,e,h,k		
	4.2	1,2,3,4,7,9	a,b,c,h		
	4.3	1,2,3,4,5,6,7	a,b,c,f,l,j,k		

OUTCOME 1 Complete a basic health check on each of the common species

Practical activities

For each of the common species, the candidate will be able to:

- 1 check for injuries and identify possible sites of injury
- 2 identify common ailments
- 3 describe the signs of good and poor health
- 4 check accommodation for the health and safety of its intended occupant.

Underpinning knowledge

The candidate will be able to:

- 1 list different kinds of wounds, including:
 - a) incised
 - b) puncture
 - c) lacerated
 - d) haematoma
- 2 describe the basic treatment of wounds, including:
 - a) procedure
 - b) antiseptic
 - c) equipment to use
- 3 list the signs of good and poor health, including:
 - a) vital signs including temperature, pulse, respiration
 - b) condition of coats, eyes, ears, skin, and mucous membrane
 - c) weight, evidence of weight loss or gain, under or over weight
 - d) vomiting
 - e) dehydration
 - f) behaviour
 - g) appetite
 - h) water intake
 - i) normal and abnormal faeces and urine
 - j) appropriate or inappropriate volumes and frequency of faeces and urine
- 4 state how to measure and record the vital signs for each of the common species

- 5 list the factors that commonly affect the health of the common species, including:
- a) environment
 - b) neglect
 - c) illness
 - d) activity levels
 - e) inappropriate feeding
 - f) age
 - g) parasites
 - h) inappropriate care.

OUTCOME 2 Care for sick or injured animals

Practical activities

For each of the common species, the candidate will be able to:

- 1 administer care and medication (oral/topical) for sick or injured animals in accordance with veterinary instructions
- 2 identify changes in condition and progress and monitor condition and vital signs
- 3 administer medication to animals:
 - a) oral
 - b) topical
- 4 groom and bath animals
- 5 record and maintain health records.

Underpinning knowledge

The candidate will be able to:

- 1 state the importance of following veterinary instructions whilst caring for patients
- 2 list common signs that a patient is experiencing difficulties or pain during care
- 3 implement the care instructions determined by the Veterinary Surgeon/Nurse
- 4 state how to bath (if appropriate) and clean each of the common species to include:
 - a) clear knots and matted coat
 - b) bath using correct cleaning materials and techniques
 - c) dry animal
 - d) apply basic coat care techniques (i.e. comb or brush)
 - e) maintain grooming equipment for use
- 5 state the importance of keeping accurate records of the care provided
- 6 describe the relevant health and safety regulations when caring for patients.

OUTCOME 3 Provide and maintain appropriate animal housing

Practical activities

For each of the common species, the candidate will be able to:

- 1 clean and prepare accommodation according to instructions and practice operating procedures and the clinical condition of the animal
- 2 maintain standard of accommodation at appropriate times throughout the stay of the patient.

Underpinning knowledge

The candidate will be able to:

- 1 describe the appropriate accommodation requirements for each of the common species with regard to:
 - a) temperature
 - b) light
 - c) ventilation
 - d) noise
- 2 describe suitable housing, fixtures and fittings and furniture for each of the common species and the advantages/disadvantages of each
- 3 list equipment and materials needed for the cleaning of animal accommodation including recommended personal protection equipment
- 4 describe the circumstances in which it might be necessary to adjust the environmental conditions of the accommodation to assist in the care of the patient
- 5 describe the cleaning protocols necessary following the accommodation of animals with infectious diseases
- 6 state how to dispose of animal accommodation waste
- 7 state why it is important to check all equipment prior to use
- 8 describe the general procedures for checking accommodation prior to it being used, including:
 - a) cleanliness
 - b) size
 - c) safety
 - d) security

- 9 list the possible hazards to animals in the accommodation area
- 10 describe how to minimise injury to animals whilst in animal accommodation at the practice
- 11 name the appropriate bedding material for each of the common species
- 12 list the possible effects of using incorrect bedding or housing for a patient
- 13 explain when accommodation needs cleaning for a patient, including:
 - a) cleaning procedures and protocols
 - b) verbal instruction
 - c) initiative.

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Unit 024

Introduction to animal emergencies and first aid

Rationale

This unit introduces the candidate to a range of possible emergencies, develops the candidate's knowledge of first aid and its principles, and provides the candidates with an understanding of the importance of describing accurately the initial condition of the injured animal, the first aid that has been administered and the result of that first aid on the condition of the animal. The candidate is also required to handle and move injured animal safely.

Range

The candidate should administer animal first aid for:

- Haemorrhage
- Wounds and their management
- Unconsciousness
- Shock
- Fits
- Burns and scalds
- Hyper/hypothermia
- Fractures
- Stings and snake bites
- Poisoning

Outcomes

There are 4 outcomes to this unit. The candidate will be able to:

- 1 assist in an emergency situation
- 2 administer first aid to animals
- 3 handle and move injured animals safely
- 4 describe common injuries requiring first aid and the effects of administering first aid

Assessment

The outcomes for this unit will be assessed on evidence resulting from

- 1 Practical activities
These are listed for each outcome. The assessment will be by means of a set assignment for each unit.

Continued.....

2 Written test

The Underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X	X		X	X	X

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
024	Introduction to animal emergencies and first aid	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 - 10	a - i
		VetN2	2.4	3,4	c,g,h,i
		VetN3	3.1	3	e
			3.2	1,2,3,4,5,9,10,12	a,b,c,d,e,f,g,h,l,j
		CU34	34.1	1,2,3,4,5,6,7,8	a,b,c,d,e,f,g,h,
CU45	45.1	1,2,3,4,5,6,7,8,9,10,11,12	a,c,d,f,g,l,k,l		
	45.2	1,2,3,4,5,6,7,8,9,10	a,b,c,d,e,f,g,h,l,j,k,l,m		

OUTCOME 1 Assist in an emergency situation

Practical activities

For each of the common species the candidate will be able to:

- 1 assist in an animal emergency situation
- 2 identify the visual signs of an animal emergency
- 3 identify and report potential hazards
- 4 identify the correct location and content of safety and first aid equipment.

Underpinning knowledge

The candidate will be able to:

- 1 state the procedure for the following emergency situations:
 - a) fire
 - b) escaped animal
 - c) electric shock
 - d) animal requiring first aid treatment
- 2 state the procedures upon discovering potential hazards or damaged equipment
- 3 state the location of the following emergency equipment:
 - a) fire extinguishers
 - b) fire exits
 - c) fire alarms
 - d) emergency services contact details
 - e) accident book
 - f) animal first aid kit
 - g) human first aid kit
 - h) restraining equipment
 - i) personal protection equipment
- 4 explain the importance of the correct location of safety equipment.

OUTCOME 2 Administer first aid to animals

Practical activities

For each of the common species the candidate will be able to:

- 1 identify the aims and principles of animal first aid
- 2 identify the injuries in the range
- 3 administer first aid to an animal for each injury within the range
- 4 perform a basic examination and basic first aid
- 5 prioritise first aid treatment to prevent further deterioration.

Underpinning knowledge

The candidate will be able to:

- 1 list the vital signs of potential animal emergencies, including:
 - a) lack of breathing
 - b) choking
 - c) fits
 - d) unconscious
 - e) change in behaviour or temperament
- 2 state the procedure to follow if an animal's vital signs appear threatened
- 3 define the aims and principles of animal first aid
- 4 describe the limitations of animal first aid with reference to the Veterinary Surgeons Act 1966
- 5 list the contents of an animal first aid box
- 6 describe briefly the differences between the contents of a first aid kit for human use and one intended for use with animals
- 7 explain the purpose of bandaging
- 8 describe the materials and techniques used to apply different dressings and bandages within the range
- 9 identify first aid priorities to prevent further deterioration.

OUTCOME 3 Handle and move injured animals safely

Practical activities

The candidate will be able to:

- 1 safely handle an injured animal
- 2 move an animal safely without risking further injury to the animal
- 3 restrain an animal in order that first aid may be administered without further risk to the animal or injury to the first aider
- 4 handle and move an animal without putting the handler or animal at risk.

Underpinning knowledge

The candidate will be able to:

- 1 state the precautions to be taken when handling or transporting injured animals
- 2 list the equipment used to help restrain an injured animal to include:
 - a) collar and lead
 - b) muzzles
 - c) cage
 - d) carrying box
- 3 list the protective equipment required when moving aggressive animals, including:
 - a) gloves
 - b) goggles
 - c) protective clothing
- 4 describe the potential risks to an injured animal when being moved.

OUTCOME 4 Describe common injuries requiring first aid and the effects of administering first aid

Practical activities

The candidate will be able to:

- 1 identify common first aid injuries and the first aid provided for each injury, including:
 - a) haemorrhage
 - b) wounds and their management
 - c) unconsciousness
 - d) shock
 - e) fits
 - f) burns and scalds
 - g) hyper/hypothermia
 - h) fractures
 - i) stings and snake bites
 - j) poisoning
 - k) electric shock

- 2 describe to a Veterinary Surgeon the likely effects of administration of first aid and deviation from the expected effects.

Underpinning knowledge

The candidate will be able to:

- 1 describe the first aid treatment for the injuries in the range

- 2 describe briefly why it is important to accurately describe to the veterinary surgeon the condition of the animal prior to first aid being applied

- 3 describe the effects of administration of first aid and any deviations which may occur.

Unit 025 Basic veterinary terminology

Rationale

This unit introduces the candidate to the common veterinary terminology used to describe the anatomy of cats and dogs and their medical and surgical conditions most likely to be experienced by the candidate whilst working as a Veterinary Care Assistant.

Range

The candidate must cover the following range:

- Dogs
- Cats

Outcomes

There are 4 outcomes to this unit. The candidate will be able to:

- 1 use common veterinary terms to describe basic anatomy
- 2 use common veterinary terms to describe common medical conditions
- 3 use common veterinary terms to describe common surgical conditions
- 4 demonstrate common usage of veterinary terms.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
 These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
 The Underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X					

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
025	Basic veterinary terminology	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 -10	a - l

There are no specific NOS which map to this unit, although there are some Health and Safety considerations that could be important when using the terminology in and around the veterinary environment.

OUTCOME 1 Use common veterinary terms to describe basic anatomy

Practical activities

The candidate will be able to:

- 1 use correct veterinary terminology to refer to the basic anatomy of the cat and the dog
- 2 use directional terms used to describe the position of the parts of the body in relation to each other.

Underpinning knowledge

The candidate will be able to:

- 1 describe the basic anatomy of a cat and dog to include:
 - a) cells, tissues and organs
 - b) skeletal structures
 - c) cardiovascular system
 - d) respiratory system
 - e) digestive and excretory system
 - f) reproductive system
 - g) eye and ear
 - h) dental formula
 - i) body fluids.
- 2 describe the directional terms used for the position of the parts of the body in relation to each other including:
 - a) caudal
 - b) cranial
 - c) ventral
 - d) dorsal
 - e) palmar
 - f) plantar
 - g) distal
 - h) proximal
 - i) rostral
 - j) medial
 - k) lateral

OUTCOME 2 Use common veterinary terms to describe common medical conditions

Practical activities

The candidate will be able to:

- 1 use the correct basic veterinary terminology to refer to common medical conditions of the cat and the dog.

Underpinning Knowledge

The candidate will be able to:

- 1 describe the common signs/symptoms of the hospitalised patient, including:
 - a) urine/faecal output
 - b) temperature
 - c) pulse/heart rate/respiration
 - d) gastric dilatation and torsion
 - e) respiratory distress
 - f) pain recognition
 - g) wound interference
 - h) lameness
 - i) food and water consumption
 - j) vomiting and diarrhoea.

OUTCOME 3 Use common veterinary terms to describe common surgical conditions

Practical activities

The candidate will be able to:

- 1 use the correct basic veterinary terminology to refer to common surgical procedures and conditions of the cat and the dog.

Underpinning knowledge

The candidate will be able to:

- 1 describe the following common surgical terms:
 - a) alimentary
 - b) urogenital
 - c) orthopaedic
 - d) thoracic/respiratory
 - e) obstetrics
 - f) ophthalmic
 - g) dental
 - h) circulatory
 - i) dermal.

OUTCOME 4 Demonstrate common usage of veterinary terms

Practical activities

The candidate will be able to:

- 1 use the correct basic veterinary terminology to refer to common veterinary conditions and techniques seen in practice.

Underpinning knowledge

The candidate will be able to:

- 1 name and describe common diseases, including:
 - a) infectious and contagious
 - b) bacterial, fungal and viral
 - c) common heredity and congenital conditions for example:
 - i) hip dysplasia
 - ii) osteochondrosis
 - iii) entropion/ectropion
 - iv) other common breed abnormalities

2. name and describe common veterinary techniques, including:
 - a) vaccinations and immunity
 - b) diagnostic imaging, including ultrasound and endoscopy
 - c) laboratory diagnostic tests
 - d) anti-parasitic treatments.

Unit 026 Introduction to veterinary anaesthesia and surgical equipment

Rationale

This unit introduces candidates to the maintenance of anaesthetic equipment, preparation of animals for anaesthesia and post anaesthetic recovery.

Range

The candidate must cover the following range:

- Dogs
- Cats
- Lagomorphs

Outcomes

There are 4 outcomes to this unit. The candidate will be able to:

- 1 prepare and maintain anaesthetic and surgical equipment for use
- 2 assist in the preparation of an animal for anaesthesia
- 3 under direct supervision assist in the monitoring of anaesthesia of animals
- 4 under supervision assist in monitoring the recovery of animals following an anaesthetic procedure

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
 These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
 The underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
x	x		x	x	x

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
026	Introduction to anaesthesia and Surgical Equipment	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 - 10	a - i
		VetN2	2.1	3,8	c,g
			2.2	2,3,4,7	b,d,g
			2.3	1,2,3,4,6,7,8	a,g,h,i,j,k
			2.4	3,6	b,c,d,e,f,g,h,i
2.5	1,2,3,4,5,6,7,8	a,c,d,e,f,g,h,			

OUTCOME 1 Prepare and maintain anaesthetic and surgical equipment for use

Practical activities

The candidate will be able to:

- 1 prepare anaesthetic equipment ready for use
- 2 maintain anaesthetic equipment for safe use
- 3 provide the equipment necessary to perform an anaesthetic procedure
- 4 clean, sterilise and prepare surgical equipment, surgical instruments and packs in accordance with practice procedures
- 5 store surgical instruments and dispose of surgical items no longer suitable for use.

Underpinning knowledge

The candidate will be able to:

- 1 briefly describe the equipment, materials and personal protective equipment required by veterinary personnel, including:
 - a) anaesthetic hardware
 - b) breathing circuits
 - c) endotracheal tubes
 - d) catheters
 - e) drugs
 - f) gases
 - g) consumables and sundry supplies
 - h) intubation aids
- 2 describe current practice guidelines for the safe use of anaesthetic equipment
- 3 describe how to dispose of surplus gases and materials
- 4 describe common faults with anaesthetic equipment
- 5 describe the importance of the correct use of surgical equipment, including:
 - a) manufacturer's instructions
 - b) cleaning
 - c) maintenance
 - d) storage
- 6 list common sterilisation methods used in veterinary practice

- 7 state the factors which influence the effectiveness of sterilisation
- 8 describe the importance of sterilisation
- 9 name common surgical instruments and describe their function and usage
- 10 state the procedure for ordering replacement surgical supplies.

OUTCOME 2 Assist in the preparation of an animal for anaesthesia

Practical activities

The candidate will be able to:

- 1 assist with the preparation of a cat and a dog for anaesthesia under supervision.

Underpinning knowledge

The candidate will be able to:

- 1 describe the common anaesthetic procedures used
- 2 list the pre-anaesthetic checks required
- 3 describe common techniques used to encourage animals to relax prior to being anaesthetised
- 4 describe the health and safety issues of working with anaesthetic materials and equipment.

OUTCOME 3 Under direct supervision assist in the monitoring of anaesthesia of animals

Practical activities

The candidate will be able to:

- 1 assist with the monitoring of the patient and the anaesthetic equipment under the direct supervision of a Veterinary Nurse or Veterinary Surgeon, and in accordance with RCVS guidance.

Underpinning knowledge

The candidate will be able to:

- 1 describe the importance and relevance of the following information when monitoring anaesthesia of animals, including:
 - a) observations
 - b) measurements of vital signs
 - c) information produced by the equipment
 - d) relevance of indication of problems
 - e) maintaining monitoring records.

NB The candidate will describe the importance of providing monitoring information to the Veterinary Surgeon throughout the procedure.

OUTCOME 4 Under supervision assist in monitoring the recovery of animals following an anaesthetic procedure

Practical activities

The candidate will be able to:

- 1 place the animal in suitable accommodation to reflect the needs of the species and the procedure experienced
- 2 place the animal in the recovery position
- 3 assist in monitoring recovery and bring to the attention of the Veterinary Surgeon any problems or unexpected events
- 4 follow the instructions of the Veterinary Surgeon
- 5 accurately record monitoring information during the recovery procedure.

Underpinning knowledge

The candidate will be able to:

- 1 describe why it is important to place the animal in suitable accommodation after anaesthesia
- 2 describe the recovery position and why it is important
- 3 describe the importance of monitoring an animal's recovery from surgery and why this is important
- 4 state the importance of keeping the Veterinary Surgeon informed and following instructions
- 5 describe the recording documentation required.

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Unit 027 Introduction to veterinary radiography

Rationale

This unit introduces candidates to the maintenance of radiographic equipment, the preparation of radiographic equipment and materials ready for use and the preparation, under supervision, of animals for radiographic procedures. As with other units, due regard to health and safety legislation must be taken.

Range

The candidate must cover the following range:

- Dogs
- Cats
- Small animals

Outcomes

There are 4 outcomes to this unit. The candidate will be able to:

- 1 maintain commonly used radiographic equipment for safe use
- 2 prepare radiographic equipment for use
- 3 under supervision, prepare an animal for radiography
- 4 process radiographs.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
 These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
 The underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X	X		X	X	X

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
027	Introduction to Radiography	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 - 10	a - i

OUTCOME 1 Maintain commonly used radiographic equipment for safe use

Practical activities

The candidate will be able to:

- 1 maintain radiographic equipment for safe use in accordance with the equipment operating instructions
- 2 clean equipment after use to include infection control procedures
- 3 comply with health and safety procedures associated with the taking of radiographs.

Underpinning knowledge

The candidate will be able to:

- 1 describe the relevant regulations, operating guidelines and legislation relating to the use of radiographic equipment
- 2 list the common failures associated with radiographic equipment and associated materials.

OUTCOME 2 Prepare radiographic equipment for use

Practical activities

The candidate will be able to:

- 1 prepare equipment for use, including:
 - a) X-ray machine
 - b) processing equipment and materials
 - c) positioning aids
- 2 carry out infection control procedures prior to using the equipment.

Underpinning knowledge

The candidate will be able to:

- 1 describe the different pieces of equipment and their use
- 2 explain why particular equipment is being used to obtain this diagnostic image
- 3 describe the conditions under which the image will be made
- 4 describe the benefit of the use of radiation monitoring equipment.

OUTCOME 3 Under supervision, prepare an animal for radiography

Practical activities

The candidate will be able to:

- 1 confirm the animal's condition and Veterinary Surgeon's instructions prior to radiography
- 2 identify the area to be radiographed
- 3 minimise the discomfort to the animal during the procedure
- 4 assist with pre-diagnostic preparation.

Underpinning knowledge

The candidate will be able to:

- 1 explain the importance of taking a radiograph in the correct position and for the correct area
- 2 list the common procedures required to be completed before taking a radiograph
- 3 explain how to minimise discomfort to animals during radiography.

OUTCOME 4 Process radiographs

Practical activities

The candidate will be able to:

- 1 assist with processing radiographs in accordance with the Veterinary Surgeon's requirements and in a safe and correct manner or state the procedure used to obtain an image using digital radiography
- 2 dispose of any waste materials according to veterinary practice operating procedures
- 3 process the radiograph image correctly
- 4 record the radiograph in accordance with correct procedures
- 5 identify and record any failures and comply with all health and safety procedures throughout.

Underpinning knowledge

The candidate will be able to:

- 1 explain the correct procedure to be followed to ensure accurate radiographs are produced, including:
 - a) processing faults
 - b) correct labelling and identification
- 2 describe the veterinary practices operating procedures when taking radiographs
- 3 describe the correct disposal of waste materials from radiography
- 4 explain why it is important to record radiographs correctly.

Unit 028 Administration of veterinary medication, basic dispensing and pharmacy

Rationale

This unit introduces candidates to the techniques used in administering medicines to animals, basic dispensing and pharmacy.

Range

The candidate must cover the following range:

- Dogs
- Cats
- Small animals

Outcomes

There are 4 outcomes to this unit. The candidate will be able to:

- 1 safely administer oral and topical medicines
- 2 prepare for and assist with the administration of fluid therapy
- 3 under direct supervision dispense drugs in accordance with the legal requirements and within a safe manner
- 4 assist with basic drug and fluid therapy calculations.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
 These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
 The underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X	X	X	X	X	X

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
028	Introduction to Administration of Medication, Basic Dispensing and pharmacy	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 - 10	a - i
		CU34	34.2	1 - 8	a - o

OUTCOME 1 Safely administer oral and topical medicines

Practical activities

The candidate will be able to:

- 1 identify the correct animal requiring medication and site for administration
- 2 prepare the required equipment and medication for parenteral administration as directed
- 3 position and restrain the animal using the correct handling equipment and technique in preparation for the administration of medication
- 4 identify the correct medication and dose for administration and assist with the administration of medications orally and topically
- 5 monitor the animal during and post the introduction of medication.

Underpinning knowledge

The candidate will be able to:

- 1 describe the common sites available for the administration of oral and topical medications
- 2 describe the common routes for the administration of oral and topical medication
- 3 describe the common forms of presentation of medication
- 4 identify the correct medication types and dosage terms for the administration of common drugs for example:
 - a) bid/ tid etc
 - b) antibiotic/ antitussive etc
- 5 state the importance of monitoring animals following the administration of medication
- 6 state the importance of bringing any problems that arise after the administration of medication to the attention of a Veterinary Surgeon
- 7 state the procedure to follow if a problem occurs as a result of administering medication.

OUTCOME 2 Prepare for and assist with the administration of fluid therapy

Practical activities

The candidate will be able to:

- 1 assist with the preparation of appropriate equipment necessary to administer fluid therapy
- 2 assist with the administration of fluid therapy and monitoring of the animal during and post infusion.

Underpinning knowledge

The candidate will be able to:

- 1 describe common conditions for which fluid therapy is administered
- 2 list the common equipment used in fluid therapy and the purpose of each
- 3 describe the methods of monitoring
- 4 state the importance of monitoring animals during and following the administration of fluid therapy
- 5 state the procedure to follow if a problem occurs during or as a result of administering fluid therapy
- 6 state the importance of bringing any problems that arise during or after the administration of fluid therapy to the attention of a veterinary surgeon.

OUTCOME 3 Under direct supervision dispense drugs in accordance with the legal requirements and within a safe manner

Practical activities

The candidate will be able to:

- 1 identify correct products and containers to be dispensed and correctly label drugs
- 2 under direct supervision, dispense drugs in a safe manner
- 3 safely unpack drug orders
- 4 safely handle drugs for dispensing and administration
- 5 inform clients of safe drug handling and storage in the home.

Underpinning knowledge

The candidate will be able to:

- 1 list the requirements regarding the dispensing of medicines with reference to:
 - a) Veterinary Medicines Regulations
 - b) Misuse of Drugs Act 1971
 - c) COSHH regulations
 - d) Health & Safety at Work Act 1974
- 2 list the main dispensing categories and explain their differences, including:
 - a) Prescription only medicine – Veterinarian (POM – V)
 - b) Prescription only medicine – Veterinarian, Pharmacist, Suitably Qualified Person (POM - VPS)
 - c) Non - Food Animal – Veterinarian, Pharmacist, Suitably Qualified Person (NFA - VPS)
 - d) Authorised Veterinary Medicine – General Sales List (AVM – GSL)
- 3 list the potential hazards with the main groups of drug types, including:
 - a) spillage
 - b) contamination
 - c) inadvertent administration
- 4 describe how to purchase and maintain medicines in the practice
- 5 describe suitable containers for dispensing drugs

OUTCOME 4 Assist with basic drug and fluid therapy calculations

Practical activities

The candidate will be able to:

- 1 assist with calculating the correct dosage to be given for tablets or oral liquid medications and injectable drug types
- 2 assist with calculating fluid therapy requirements.

Underpinning knowledge

The candidate will be able to:

- 1 state how to perform calculations for:
 - a) tablet administration
 - b) oral liquid medication
 - c) injectable products
 - d) fluid therapy.

Unit 029

Administrative duties in the Veterinary Practice

Rationale

The reception is the first point of contact for most clients and therefore is one of the main influences on the success of the Veterinary Practice. This unit focuses on client care and the importance of effective communication skills. The candidate will be required to receive clients and their animals into the veterinary care environment. The candidate will also maintain reception, consulting, treatment and public areas. This unit also covers the creation of client records and bills and how to process payments and petty cash transactions.

Outcomes

There are 5 outcomes to this unit. The candidate will be able to:

- 1 communicate effectively with others and make appointments for clients and their animals
- 2 receive clients and their animals upon arrival at the Veterinary Practice and provide information about the veterinary services available
- 3 maintain the working environment and public areas.
- 4 create client records, bills and process payments
- 5 process petty cash transactions.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
The underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X	X	X	X	X	X

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
029	Administrative Duties in the Veterinary Practice	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 - 10	a - i
		CU3	3.1	1 - 11	A - n
			3.2	1 - 8	a-k
			3.3	1 - 6	a -l
		CU7	7.1	1 - 4	a-h
			7.2	1 - 8	a-k
		AC3	3.1	1 - 8	a-j
			3.2	1 - 6	a-h
		AC7	7.1	1 - 7	a-h
			7.2	1 - 6	a-g
			7.3	1 - 9	a-j
		VetN1	1.1	1,2,3,4,5,6,7,8,9,10,11	a,b,c,d,e,f,g,h,i,j,k,l
			1.2	1,2,3,4,5,6,7,8,9,10,11	a,b,c,d,e,f,g,h,i,j,k,l
			1.3	1,2,3,4,5,6,7,8,9	a,b,c,d,e,f,g,h,i,j,k,l,ma,d,c,d,e
			1.4	1,2,3,4,5,6,7,8,9,10	
		VetN2	2.1	1,2,3,4,5,6,7,8	a,b,c,d,e,f,g
		VetN 5	5.1	1,7	a,b,c,e,f,g
		ICS 1	1.1, 1.2	1.1.3, 1.2.2	e,j
ICS 5	5.1,5.2	5.1.1,5.1.3,5.2.2,5.2.4	D,e		
ICS 6	6.1,6.2	6.1.1-4,6.2.3,6.2.4	a,c,d,e,i		
ICS 9	9.1,9.2,9.3	9.1.2-5,6,9.2.1-2,9.3.1-2	c		
ICS 10	10.2	10.2.3	f		
ICS 11	11.1,11.2,11.3	11.1.1-3,11.2.1-3,11.3.1-3	b,c,f		
ICS 16	16.1	16.1.2-5	a,b		
ICS 17	17.1, 17.3	17.1.1-3,17.3.1,17.3.2,17.3.7	a,d,g		

Please note: this unit offers the opportunity to signpost to the National Occupational Standards (NOS) for Customer Service (held by the Institute of Customer Service SSB).

OUTCOME 1 Communicate effectively with others and make appointments for clients and their animals

Practical activities

The candidate will be able to:

- 1 communicate with clients, colleagues, other industry professionals and members of the public using appropriate methods of communication to meet the needs of others
- 2 identify client needs and pass on client provided information to other members of staff
- 3 efficiently direct client enquiries to the responsible person within the practice
- 4 seek clarification when necessary to ensure correct understanding of instructions
- 5 complete practice appointments for clients and their animals using the correct practice procedures (including accessing client records)
- 6 record and pass on basic information about the clients' needs to appropriate staff
- 7 recognise the need for urgent or emergency appointments.

Underpinning knowledge

The candidate will be able to:

- 1 define the term 'client care'
- 2 describe the importance of providing accurate information to clients
- 3 describe the correct communication procedures for dealing with:
 - a) new clients
 - b) telephone enquiries
 - c) complaints
 - d) clients who have experienced the bereavement of their pet
- 4 State the legal and ethical responsibilities of those employed in Veterinary Practice with regards to:
 - a) client confidentiality and data protection
 - b) treatment of animals
 - c) the role of the Veterinary Surgeon
 - d) the role of the qualified Veterinary Nurse
 - e) the role of all staff within a Veterinary Practice
- 5 list the staff employed within the Veterinary Practice and their roles and responsibilities
- 6 describe when requests for information and advice should be referred to an appropriate colleague

- 7 identify methods of communication: verbal, non-verbal, gestures, signs and symbols, posture, behaviour
- 8 describe the key features of good communication skills
- 9 state the practice procedures for making client appointments
- 10 state the importance of maintaining accurate client records
- 11 explain practice protocols for passing on information to other veterinary staff
- 12 describe how appointments are prioritised in terms of
 - a) routine
 - b) illness
 - c) emergencies
 - d) potential contagious diseases
 - e) client needs
 - f) practice needs.

OUTCOME 2 Receive clients and their animals upon arrival at the Veterinary Practice and provide information about the veterinary services available

Practical activities

The candidate will be able to:

- 1 greet clients and their animals in a professional manner
- 2 efficiently process clients and their animals' arrival
- 3 explain practice requirements to clients clearly and in accordance with practice procedures and health and safety requirements
- 4 provide the consulting staff member with the client file and any additional information provided by the client
- 5 inform clients of any delays or required rescheduling
- 6 correctly explain the veterinary services available
- 7 correctly communicate the practice veterinary services and products available to clients.

Underpinning knowledge

The candidate will be able to:

- 1 describe the importance and format of a client's consent form
- 2 state the importance of a positive client experience within the practice
- 3 state why it is important to find out the identity of the client and the animal and the reasons for their presence as quickly as possible
- 4 describe how to handle and restrain the client's animal safely
- 5 describe the various products and services supplied by a Veterinary Practice
- 6 describe the importance of providing accurate information
- 7 list the products and services on offer to clients at the Veterinary Practice
- 8 explain when and why requests for information and advice should be referred to a relevant colleague.

OUTCOME 3 Maintain the working environment and public areas

Practical activities

The candidate will be able to:

- 1 ensure that areas are clean and free from clutter
- 2 locate and store equipment correctly and ready for use
- 3 inspect areas after use and record any maintenance required
- 4 clear waste appropriately
- 5 merchandise stock and information flyers
- 6 keep notice board and information posters current and relevant
- 7 maximise the opportunities for retail sales using point of sale materials.

Underpinning knowledge

The candidate will be able to:

- 1 explain the importance of health and safety to clients and visitors to the practice
- 2 explain why areas should be clean and free from clutter
- 3 explain why areas should be maintained and any maintenance needs recorded
- 4 describe why practice's services and sale materials should be marketed
- 5 explain the importance of practice security.

OUTCOME 4 Create client records, bills and process payments

Practical activities

The candidate will be able to:

- 1 file client/patient records accurately
- 2 retrieve and update client/patient records
- 3 create new client/patient records
- 4 collate the fees information for the services provided to the client
- 5 create a client itemised invoice
- 6 calculate the VAT
- 7 inform the client of the fees
- 8 process the client payment.

Underpinning knowledge

The candidate will be able to:

- 1 describe practice procedures for billing clients
- 2 explain the outline of an invoice
- 3 describe the VAT system and the method for calculating VAT
- 4 list the current fees for practice veterinary services
- 5 state how to process the following client payments:
 - a) cash
 - b) credit card
 - c) debit card
 - d) cheque
- 6 describe the importance of archiving
- 7 list manual filing equipment used in the practice.

OUTCOME 5 Process petty cash transactions

Practical activities

The candidate will be able to:

- 1 complete petty cash transactions
- 2 record petty cash transactions.

Underpinning knowledge

The candidate will be able to:

- 1 describe a petty cash system
- 2 state the practice procedures for petty cash expenditure.

Unit 030 Health and safety in the Veterinary Practice

Rationale

This unit introduces candidates to the principles of working safely.

Outcomes

There are 5 outcomes to this unit. The candidate will be able to:

- 1 comply with health and safety legislation to ensure the safety of self and others
- 2 maintain safe working conditions and systems
- 3 describe how to deal with accidents
- 4 describe how to prevent risks from chemicals
- 5 perform safe manual handling techniques.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
 These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
 The underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

NB A range of information in this unit can also be found in various specific units where appropriate throughout this programme.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X			X	x	X

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
030	Health and Safety in the Veterinary Practice	CU2	2.1	1-10	a - m
		CU2	2.2	2-4 & 6-10	a - i
		A	.1	1-7	a - e
			.2	1-4	a-i
VetN2	2.1	1,2,3,4,5,6,7,8	a,b,c,d,e,f,g		

OUTCOME 1 Comply with health and safety legislation to ensure the safety of self and others

Practical activities

The candidate will be able to:

- 1 carry out the main statutory provisions relating to health and safety in the working environment
- 2 work in a safe area
- 3 carry out a risk assessment with supervision
- 4 inform the employer of situations that are considered to be unsafe or unhealthy.

Underpinning knowledge

The candidate will be able to:

- 1 State the relevant Health and Safety Legislation, including:
 - a) IRR 1999
 - b) COSHH 2000/2002
 - c) HSAWA 1974
 - d) RIDDOR 1995
 - e) Public Liability Certificate
- 2 state the responsibilities of self, practice staff, clients and members of the public in relation to health and safety
- 3 describe potential areas of risk within a Veterinary Practice
- 4 describe the control measures required to reduce risk
- 5 explain the purpose and importance of a risk assessment
- 6 describe a risk assessment and when these should be carried out
- 7 state the practice procedures for reporting hazards.

OUTCOME 2 Maintain safe working conditions and systems

Practical activities

The candidate will be able to:

- 1 list common protocols which ensure safe working in the practice
- 2 demonstrate safe working in the practice
- 3 describe the statutory provisions relating to the use of personal protective equipment
- 4 explain the use of personal protective equipment.

Underpinning knowledge

The candidate will be able to:

- 1 explain common protocols for safe working in the practice, including:
 - a) animal accommodation
 - b) theatre and prep rooms
 - c) staff rooms
- 2 explain the importance of safe working practices at work
- 3 explain how these records should be maintained and updated
- 4 identify the key aspects of the regulations regarding the provision, suitability and storage of personal protective equipment
- 5 explain the need to comply with safety instructions and procedures relating to personal protective equipment
- 6 list the types of personal protective equipment commonly available in the Veterinary Practice and state when it should be worn/ used
- 7 state the importance of ensuring the suitability of personal protective equipment for the individual.

NB This outcome can be cross-referenced to Unit 029 Outcome 3

OUTCOME 3 Describe how to deal with accidents

Practical activities

The candidate will be able to:

- 1 explain when an accident report must be sent to the Health and Safety Executive
- 2 deal with casualties when necessary
- 3 complete the accident book when necessary.

Underpinning knowledge

The candidate will be able to:

- 1 describe the purpose and function of the Health & Safety Executive (HSE)
- 2 identify the requirements for accident reporting
- 3 identify the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) in relation to the reporting of accidents
- 4 state the legal and practical reasons for producing accident reports
- 5 state the reasons for identifying the cause of an accident
- 6 state the importance of seeking immediate help
- 7 state when the accident book must be completed.

OUTCOME 4 Describe how to prevent risks from chemicals

Practical activities

The candidate will be able to:

- 1 identify the chemicals in use in a Veterinary Practice
- 2 describe the risks associated with the regular use of such chemicals
- 3 control chemical risks using a risk assessment.

Underpinning knowledge

The candidate will be able to:

- 1 describe the application of the Control of Substances Hazardous to Health Regulations (COSHH) in veterinary practice
- 2 describe the safe use and storage of chemicals used in practice
- 3 describe and identify the correct use of hazard warning signs in veterinary practice
- 4 explain the need to follow relevant instructions and procedures in the workplace
- 5 identify different methods of control and use of chemicals
- 6 list the main dispensing categories and explain their differences, including
 - a) Prescription only medicine – Veterinarian (POM – V)
 - b) Prescription only medicine – Veterinarian, Pharmacist, Suitably Qualified Person (POM - VPS)
 - c) Non -Food Animal – Veterinarian, Pharmacist, Suitably Qualified Person (NFA - VPS)
 - d) Authorised Veterinary Medicine – General Sales List (AVM – GSL)
- 7 describe the safe storage and disposal methods for different types of veterinary medicines.

OUTCOME 5 Perform safe manual handling techniques

Practical activities

The candidate will be able to:

- 1 list the statutory provisions relating to manual handling
- 2 identify common causes of accidents relating to manual handling
- 3 complete a manual handling risk assessment
- 4 demonstrate manual handling techniques
- 5 manually handle items using appropriate techniques.

Underpinning knowledge

The candidate will be able to:

- 1 state that the two underlying causes of accidents in the workplace are:
 - a) unsafe acts
 - b) unsafe conditions
- 2 provide an example of an unsafe act and an unsafe condition
- 3 identify individuals within the practice who undertake manual handling
- 4 identify specific procedures or tasks that involve manual handling
- 5 explain manual handling techniques
- 6 explain the need to avoid inappropriate manual handling techniques.

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Unit 031 Introduction to employment issues in the Veterinary Practice

Rationale

This unit introduces candidates to the principles of employment, working effectively within a team and improving personal skills and performance.

Outcomes

There are 3 outcomes to this unit. The candidate will be able to:

- 1 produce a letter, Curriculum Vitae and complete an application form to apply for a job
- 2 describe the main features of a contract of employment
- 3 work effectively within a team and develop personal performance.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
 These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
 The underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X				X	X

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
031	Introduction to employment issues in the Veterinary Practice	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 - 10	a - i
		CU5	5.1	1 - 6	a - g
			5.2	1 - 5	a - h

OUTCOME 1 Produce a letter, Curriculum Vitae and complete an application form to apply for a job

Practical activities

The candidate will be able to:

- 1 write a letter applying for a job
- 2 produce an accurate and up to date CV
- 3 utilise personal information to complete a job application.

Underpinning knowledge

The candidate will be able to:

- 1 describe how to layout a letter correctly
- 2 explain the reasons for producing a CV
- 3 state the main information that a CV should contain
- 4 explain the importance of:
 - a) reading the instructions attached to the job application
 - b) writing legibly and accurately
 - c) checking the application prior to submission
 - d) explain the ways grammar and spelling could be checked
- 5 explain applicant's and employer's legislative rights and obligations during the recruitment process in relation to:
 - a) race relations
 - b) equal opportunities
 - c) disability
 - d) data protection.

OUTCOME 2 Describe the main features of a contract of employment

Practical activities

The candidate will be able to:

- 1 perform work in accordance with the terms of their contract of employment
- 2 describe the key features of a contract of employment.

Underpinning knowledge

The candidate will be able to:

- 1 state required contents in a contract of employment, including
 - a) hours of work
 - b) salary
 - c) job title
 - d) date of commencement
 - e) holiday entitlement
 - f) sickness
 - g) termination
 - h) disciplinary
 - i) grievance procedures
 - j) probationary period.

OUTCOME 3 Work effectively within a team and develop personal performance

Practical activities

The candidate will be able to:

- 1 work effectively with others
- 2 co-operate with supervisors and others in authority for the benefit of the organisation
- 3 demonstrate positive attitude towards staff and clients
- 4 work effectively as an individual
- 5 review personal progress with a supervisor
- 6 record daily performance and improved knowledge
- 7 complete checklists for specific tasks.

Underpinning knowledge

The candidate will be able to:

- 1 state the benefits of working effectively with others
- 2 state the benefits of maintaining good working relationships and communicating with others
- 3 list common positive attitudes and behaviour patterns
- 4 state the importance of working effectively as an individual
- 5 list job responsibilities in relation to the role of a veterinary carer
- 6 state the importance of personal performance reviews
- 7 state the importance of setting personal goals and targets and managing time effectively.

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Unit 032 Introduction to animal euthanasia and bereavement

Rationale

This unit introduces candidates to the principles of animal euthanasia and bereavement within the Veterinary Practice and assisting clients before during and after euthanasia and understanding the stages of grief and stress both personal and client based.

Outcomes

There are 3 outcomes to this unit. The candidate will be able to:

- 1 recognise attitudes and reactions to euthanasia and animal death.
- 2 describe the processes of euthanasia and animal disposal options.
- 3 recognise ways to cope with emotional stress within the veterinary practice.

Assessment

The outcomes for this unit will be assessed on evidence resulting from:

- 1 Practical activities
 These are listed for each outcome. The assessment will be by means of a set assignment for each unit.
- 2 Written test
 The underpinning knowledge requirements are listed for each outcome. These will be assessed by a synoptic multiple-choice question paper based on the test specification.

Key skills signposting

Communication	Application of number	Information technology	Working with others	Improving own learning and performance	Problem solving
X			X	x	X

Mapping to National Occupational Standards

Unit	Title	Lantra unit	Element	Performance criteria	Knowledge & understanding
032	Introduction to animal euthanasia and bereavement	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 -10	a - i
		CU5	5.1	1 - 6	a- g
			5.2	1 - 5	a - h
		VetN1	1.2	1,2,5,6,10	a,h,k
		VetN5	5.1	4,5	d,e

OUTCOME 1 Recognise attitudes and reactions to euthanasia and animal death

Practical activities

The candidate will be able to:

- 1 advise clients through pre-euthanasia discussions
- 2 carry out a survey to find out why animals are kept as pets.

Underpinning knowledge

The candidate will be able to:

- 1 state the reasons why people have animals as pets to include:
 - a) companionship
 - a) disability assistance
 - b) working
 - c) protection
 - d) income generation
 - e) sporting
- 2 define the following terms:
 - a) euthanasia
 - b) bereavement
- 3 state the five stages of grief
- 4 explore the issues associated with the euthanasia of:
 - a) healthy animals
 - b) unwanted animals
 - c) ill, injured and suffering animals
 - d) old and infirm animals
- 5 identify cultural influences that may affect euthanasia decisions
- 6 describe practice procedures when discussing euthanasia options with a client.

OUTCOME 2 Describe the processes of euthanasia and animal disposal options

Practical activities

The candidate will be able to:

- 1 design materials for explaining the process of euthanasia for adults and children
- 2 prepare materials, equipment and the environment for a planned euthanasia
- 3 carry out the procedures associated with the storage of cadavers.

Underpinning knowledge

The candidate will be able to:

- 1 describe the required procedure for animal euthanasia to include:
 - a) options for client to be present
 - b) animals of different temperaments
 - c) sedation prior to euthanasia
 - d) planned, emergency and compulsory
- 2 list the methods of euthanasia to include:
 - a) intravenous injection
 - b) intracardiac injection
 - c) intrarenal injection
 - d) gun
 - e) captive bolt
- 3 describe the support and professionalism required when carrying out euthanasia in terms of:
 - a) client emotional support
 - b) the handling and disposal of the cadavers
 - c) environmental and health and safety considerations
- 4 describe the legislation relating to the disposal of cadaver:
- 5 describe storage and identification methods of animals prior to collection for disposal

Continued....

- 6 describe options available for the disposal of cadavers:
- a) mass cremation
 - b) individual cremation
 - c) burial
 - d) eco-friendly options
 - e) other

OUTCOME 3 Recognise ways to cope with emotional stress within the Veterinary Practice

Practical activities

The candidate will be able to:

1. discuss how to deal with people showing signs of emotional stress
2. demonstrate how to deal with personal stress and stress felt by colleagues in the Veterinary Practice.

Underpinning knowledge

The candidate will be able to:

1. recognise the causes of emotional stress in people
 - a) client
 - b) personal
 - c) colleagues
2. describe common reactions to emotional stress
 - a) anger
 - b) withdrawal
 - c) tears/upset
 - d) denial
 - e) absenteeism
 - f) blame
 - g) substance abuse
 - h) physical effects
 - i) nausea
 - ii) vomiting
 - iii) weight loss
 - iv) inappetance
3. recognise the needs of people suffering from emotional stress
4. identify the support services available for practice staff and clients.

Further information

Further information regarding centre/scheme approval or any aspect of assessment of our qualifications should be referred to NPTC, with the exception of registration and certification which is via the walled garden or the relevant City & Guilds regional office:

Region	Telephone	Facsimile
NPTC	024 7685 7300	024 7669 6128
City & Guilds Scotland	0131 226 1556	0131 226 1558
City & Guilds North East	0191 402 5100	0191 402 5101
City & Guilds North West	01925 897900	01925 897925
City & Guilds Yorkshire	0113 380 8500	0113 380 8525
City & Guilds Wales	02920 748600	02920 748625
City & Guilds West Midlands	0121 359 6667	0121 359 7734
City & Guilds East Midlands	01773 842900	01773 833030
City & Guilds South West	01823 722200	01823 444231
City & Guilds London and South East	020 7294 2820	020 7294 2419
City & Guilds Southern	020 7294 2724	020 7294 2412
City & Guilds East	01480 308300	01480 308325
City & Guilds Northern Ireland/ Ireland	028 9032 5689	028 9031 2917
City & Guilds Republic of Ireland	00 3531 631 0200	00 3531 631 0210
NPTC Customer support	024 7685 7300	024 7669 6128
City & Guilds Customer relations unit	020 7294 2800	020 7294 2400

Websites www.nptc.org.uk and www.cityandguilds.com.