

# Level 2 Certificate for Veterinary Practice Receptionists (0348)



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## Assignment Guide

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# Level 2 Certificate for Veterinary Practice Receptionists

## Introduction

This assignment guide contains assignments for all of the units for the NPTC Level 2 Certificate for Veterinary Practice Receptionists.

## The Units

To gain the Level 2 Certificate for Veterinary Practice Receptionists, candidates must satisfactorily complete:

- **Four** assignments:  
one assignment for each of the four units
- **One** multiple choice question paper:  
one synoptic multiple choice question paper that covers the underpinning knowledge requirements for four units (units 001-004).

## Units

Unit 001:	Administrative duties in the Veterinary Practice
Unit 002:	Health and safety in the Veterinary Practice
Unit 003:	Introduction to employment issues in the Veterinary Practice
Unit 004:	Introduction to animal euthanasia and bereavement

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## Details of Assessments

### Level 2 Certificate for Veterinary Practice Receptionists (0348-31/-81)

For the award of a full certificate, candidates must successfully complete the assessments for all four units.

Units		Assessment components required	
Unit 001	Administrative duties in the Veterinary Practice	0348-229	Assignment
Unit 002	Health and safety in the Veterinary Practice	0348-230	Assignment
Unit 003	Introduction to employment issues in the Veterinary Practice	0348-231	Assignment
Unit 004	Introduction to animal euthanasia and bereavement	0348-232	Assignment
	Multiple choice test	0348-235	Multiple choice test covering knowledge requirements for units 001-004

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## Guidance Notes for Assessors

NPTC Level 2 Certificate for Veterinary Practice Receptionists is designed to provide opportunities for candidates to demonstrate their skills and understanding of the veterinary care industry and related subjects that may fall within the role of the Veterinary Practice Receptionist.

The assignments in this guide sample the practical activities of the outcomes that are listed in the Qualification Handbook. In some units they also sample the underpinning knowledge. In addition, candidates will complete a multiple choice test on-line examination at the end of the section which assesses the underpinning knowledge of the core units.

The Qualification Handbook details a number of outcomes for each unit, and each of these outcomes has a number of practical activities and underpinning knowledge criteria. As assignments are designed to sample the practical activities and underpinning knowledge, it is essential that candidates cover the full contents of each unit. All of the assessments have standard marking criteria or marking checklists.

### Completing assignments

Each assignment relates to a unit and consists of a series of tasks that candidates will be expected to complete and the resultant level of candidate achievement for the unit will be graded.

**Candidates must Pass all tasks within an assignment.** The formula for determining the grade is given in this guide.

Each task is listed with its title, assessor guidance, candidate briefing, marking criteria, marking checklist where required and feedback sheet. If the assignment contains written or multiple choice tests the sample answers to these will be available directly from NPTC

Assignments can be completed in any order. There is no need for candidates to begin with Unit 1 and then to work through in numerical order. Centres will be expected to organise the assignments in a logical order according to the requirements of the candidates and the course: e.g. with regard to seasonal activities, the needs of the sector and whether the candidate is registered for the full qualification or individual units.

All the assessments must be carried out by approved assessors or tutors in examination conditions and may take place in the training centre or workplace.

There may be more than one version of an assignment available for each unit (e.g. Version A or B). The intention of providing versions of assignments is to widen the assessment opportunities for the qualification. Centres should select one version of an assignment to use for a particular unit and year, but will **not** be able to mix and match versions of assignments within each individual unit.

Tutors/assessors need to ensure that all the required evidence is available for any verification that may take place.

## Supporting evidence

Many assignments have been written to encourage candidates to produce different types of evidence such as completed charts, posters, visual displays, leaflets, etc. It is therefore important that candidates put their name, enrolment number, centre name and number on all pieces of evidence and that the evidence for each assignment is securely fastened together.

## Time limits for assignments

Time limits have not been included for each task in assignments. This has been agreed because time is not an assessment criterion in this context. However, it is expected that candidates will complete practical tasks in a commercially acceptable time.

## Grading

The assignments in this guide include descriptions of expected candidate performance for each grade Pass, Merit or Distinction. Pass represents the level of achievement which would equate to competence in terms of knowledge and practice and generally represents ability to follow instructions, whereas Merit and Distinction represent an increasing ability to apply knowledge more critically, adapt in the face of changing circumstances and independently resolve problems. To pass an assignment, a candidate must demonstrate a reasonable level of practical skill as detailed in the qualification but may need to seek clarification. Merit and Distinction represent an increasing ability to function autonomously, solve problems and be creative.

The three grades are defined as follows:

### 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.

## Mark allocation

For some tasks the mark allocation is based on 'essential' and 'desirable' marking criteria. Essential criteria are denoted by □ and desirable criteria by ○. The requirements for the award of Pass, Merit and Distinction are detailed in the marking criteria.

## Safe working

The importance of safe working practices must always be stressed. Candidates have responsibilities for the safety of others as well as themselves. Anyone behaving in an unsafe manner during a test must be stopped and a suitable warning given. At least a week should elapse before a re-sit may be taken.

## Marking assignments

All assignments are made up of a series of tasks. Each task must be marked and most can be awarded a Pass, Merit or Distinction. Specific guidance for marking each task is provided in the appropriate section.

The mark that can be awarded for each completed task is:

<b>Pass</b>	1
<b>Merit</b>	2
<b>Distinction</b>	3

To award an overall assignment grade, the number of marks given for each task are totalled and then divided by the number of tasks excluding pass/fail only tasks. This gives the average mark and then grade.

<b>Average</b>	<b>Grade</b>
1 to 1.5	Pass
1.6 to 2.5	Merit
2.6 to 3	Distinction

For example, below is a completed Assignment Mark sheet as it would appear in the Assignment Guide. It shows how an overall grade of Merit was produced.

Outcome	Task	Mark		
		Pass	Merit	Distinction
1. Examine the roles of providers and sources of funding.	Ai	1		
	Aii		2	
	Aiii	Pass/fail (delete as appropriate)		
2. Investigate a career.	Bi			3
	Bii		2	
	Biii	1		
Total				9
Average Mark (9 divided by 5)*				1.8
Overall Grade				<b>Merit</b>

\*Note: If tasks are pass/fail only their mark should be excluded from this calculation. In the example above task Aiii is pass/fail only and is not included in the calculation of the grade.

## **Feedback to candidates and opportunities to repeat tasks within an assignment**

Candidates may repeat a task once to improve their achievement by one grade, e.g. Fail to Pass or Pass to Merit. Each task within the assignment guide has a feedback to candidate sheet. All feedback to candidates must be recorded on this sheet and given in such a way that any work resubmitted reflects additional work by the candidate, rather than specific information provided by the tutor. If a candidate fails a task, they can repeat it, but assessors should allow seven days before resubmission or reassessment.

## **Recording marks and grades**

To record candidate marks and overall grade for each completed assignment, assessors or tutors should enter details on to the appropriate Assignment Mark sheet (front sheet) which must be authenticated by the candidate and assessor.

Records of individual assessments should be kept on the marking checklists and other pro-formae provided.

## **Verification of Assignments**

The work of assessors or tutors involved in the qualification must be monitored by an Internal Quality Assurance System, to ensure that consistent standards are being applied throughout assessment activities.

Key responsibilities of those with the internal quality assurance role are:

- planning, tracking and verifying assessment
- managing the quality of the assessment delivery, including standardising assessment practice
- supplying assessors with up-to-date information, advice and support
- monitoring assessor's continuous professional development.

Sampling should include the range of assignments, candidates and assessors and all assessment methods, including direct observation. Guidance on this can be found in *Ensuring Quality*, edition 12 pages 8-9.

By using the evidence checklists, assessors/verifiers can also ascertain whether the evidence for an assignment is complete, and can ensure that the allocation of scores has been fair and beyond dispute. Assignments must be checked for validity, authenticity and sufficiency.

Assessors must ensure that candidates understand why a particular grade has been given. It is for this reason and to authenticate the assignment that NPTC requires the signature of both the assessor and the candidate on the mark sheets and why a feedback box/sheet is provided.

If a candidate's work is selected for verification, samples of work must be available to the appointed external verifier. An external verifier will make an annual visit to the centre and their role includes the following:

- ensuring that quality assurance co-ordinators are undertaking their duties satisfactorily
- monitoring internal quality assurance systems and sampling assessment activities, methods and records
- acting as a source of advice and support
- promoting best practice
- providing prompt, accurate and constructive feedback to all relevant parties on the operation of centres' assessment systems.

### **Entry for assessment and certification**

Candidates should be registered using Walled Garden or Form S as soon as possible after enrolment at the centre. Centres should note that unregistered candidates will not be included in EV sampling, which may delay the issue of certificates. Assessment should not take place before a candidate is registered with the centre. Any evidence used from before this date should be judged as accreditation of prior learning during the induction process and must meet the requirements for validity, sufficiency, authenticity and currency.

Candidates are automatically registered for the on-line tests, which must be scheduled when the candidate is ready to take the test. (See qualification handbook). A dated entry needs to be made for any candidates taking dated examinations.

Results of assignments should be submitted in the form of grades on Walled Garden or Form S. Only those components which have been passed should be included. Each component number is entered, followed by P (Pass), M (Merit) or D (Distinction) to indicate the grade the candidate has achieved. Certificates will not be issued until after external verification.

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## ASSIGNMENT 229 ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE

This assignment links to Unit 001 Administrative duties in the Veterinary Practice from the Qualification Handbook.

### Assignment composition and mark sheet

To be completed by the assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Mark		
		Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
1. Communicate effectively with others and make appointments for clients and their animals.	A			
2. Receive clients and their animals upon arrival at the Veterinary Practice and provide information about the veterinary services available.	B			
3. Maintain the working environment and public areas.	C	This task is Pass/Fail only (delete as appropriate)		
4. Create client records, bills and process payments.	D	This task is Pass/Fail only (delete as appropriate)		
5. Process petty cash transactions.	E			
Total				
Average mark (total divided by 3)				
<b>Overall Grade</b>				

**\*Note: If tasks are Pass/Fail only their mark should be excluded from this calculation.**

Candidate's signature	Date
Assessor's signature	Date
Internal verifier's signature (where applicable)	Date
External verifier's signature (where applicable)	Date

## ASSIGNMENT 229 ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE

### Task A Make appointments and receive clients at the practice

#### Assessor guidance

To complete task A the candidate is required to write a report on receiving clients and making appointments at the practice. They are required to receive clients and their animals on **two** separate occasions. One should involve a current client and the other a new client. Candidates must include information on receiving and booking appointments for new and current clients, admitting animals for surgical procedures and receiving animals for consultations.

The report should be approximately 1000 words (+/- 10%). Additional evidence should be provided in the form of consent forms, appointment bookings and any other relevant handouts or procedure sheets used in practice. The report should be well presented and should include accurate information throughout, along with images where appropriate and a reference and/or bibliography page.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### Candidate briefing

To complete task A you are required to write a report on receiving clients and making appointments at the practice. You are required to receive clients and their animals on **two** separate occasions. One should involve a current client and the other a new client. You must include information on receiving and booking appointments for new and current clients, admitting animals for surgical procedures and receiving animals for consultations.

The report should be approximately 1000 words (+/- 10%). Additional evidence should be provided in the form of consent forms, appointment bookings and any other relevant handouts or procedure sheets used in practice. The report should be well presented and should include accurate information throughout, along with images where appropriate and a reference and/or bibliography page.

This task may be achieved at Pass, Merit or Distinction level

#### Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
A	The report contains all relevant reception information as per the assessment guidelines.	The report contains all relevant reception information as per the assessment guidelines and contains extra theory and depth regarding complaints, bereavement etc.	The report contains all relevant reception information as per the assessment guidelines and contains detailed theory and depth, discussing complaints, bereavement etc. Well written.

**ASSIGNMENT 229 ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE**

**Task A Make appointments and receive clients at the practice**

Candidate's name:	Assessor's name:
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<p><b>Strengths</b> (How the criteria have been achieved, good aspects of the work)</p>	<p><b>Areas for improvement</b> (Advice for future assignments)</p>
<p><b>Grade for task</b></p>	

Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

## **ASSIGNMENT 229      ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE**

### **Task B      Produce a leaflet that promotes the practice and its services**

#### **Assessor guidance**

To complete task B the candidate is required to design and produce a leaflet to promote the practice and its services. The leaflet must include:

- logo, mission statement and organisational values
- practice history (background)
- introduction to the team
- any specialists within the team
- products and services such as healthy pet clinics
- practice opening hours and emergency services
- directions to the Practice.

The leaflet should be presented professionally to enable use as a client information leaflet and should include images where appropriate and a reference and/or bibliography page.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### **Candidates briefing**

To complete task B you are required to design and produce a leaflet to promote the practice and its services. The leaflet must include:

- logo, mission statement and organisational values
- practice history (background)
- introduction to the team
- any specialists within the team
- products and services such as healthy pet clinics
- practice opening hours and emergency services
- directions to the Practice.

The leaflet should be presented professionally to enable it to be used as a client information leaflet and should include images where appropriate and a reference and/or bibliography page.

This task may be achieved at Pass, Merit or Distinction level.

## Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
B	Basic leaflet produced which includes all requirements.	Accurate leaflet produced which fully includes all requirements. Neat presentation. Evidence of research.	Detailed leaflet produced which fully includes all requirements and has additional appropriate information. Evidence of considerable research. Professional presentation.

**ASSIGNMENT 229 ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE**

**Task B Produce a leaflet that promotes the practice and its services**

Candidate's name:	Assessor's name:
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<p><b>Strengths</b> (How the criteria have been achieved, good aspects of the work)</p>	<p><b>Areas for improvement</b> (Advice for future assignments)</p>
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<b>Grade for task</b>
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Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

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## **ASSIGNMENT 229      ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE**

### **Task C      Demonstrate how to keep the working environment and public areas clean and tidy**

#### **Assessor guidance**

To complete task C the candidate is required to maintain and clean the working environment and public areas over a one month period.

A marking checklist is provided and should be used. The candidate's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass level only. Candidates must achieve all essential criteria to be awarded a Pass grade.

#### **Candidate's briefing**

To complete task C the candidate is required to maintain and clean the working environment and public areas over a one month period.

Your performance will be marked against the criteria in the marking checklist. You should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass level only. You must achieve all essential criteria to be awarded a Pass grade

#### **Marking criteria**

Task	Pass
C	Candidate achieved all essential criteria.

## ASSIGNMENT 229 ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE

### Task C Demonstrate how to keep the working environment and public areas clean and tidy

1. Ensure that reception areas are free from clutter.
2. Store equipment in the correct places.
3. Maintain notice boards and displays correctly.
4. Ensure the environmental temperature is correct and all services are working correctly.
5. Clean up any spills or mess immediately.
6. Ensure the reception desk is clean and tidy.
7. Merchandise stock and flyers.
8. Ensure working environments and public areas are clean and tidy and ready for use.
9. Clean working environments and public areas and store all equipment correctly.
10. Ensure stock and displays are clearly seen and are tidy.
11. Ensure health and safety is maintained at all times.
12. Ensure the practice, staff and animals are secure at all times.
13. Dispose of waste correctly.
14. Report any damage or problems immediately.

Feedback to candidate:

Feedback to candidate:
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Candidate name:	Grade achieved:
Assessor's name and signature:	Date:

## **ASSIGNMENT 229      ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE**

### **Task D      Managing the Records System**

#### **Assessor guidance**

To complete task D the candidate will be required to demonstrate how to manage the records system within the practice over a one month period. The tasks must be completed and the dates recorded on the assessment form provided. They should retain samples of the records as additional evidence which should be submitted with the completed checklist.

A task list is provided and should be used. The candidate's performance will be marked against the criteria in the task list. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass level only. Candidates must achieve all tasks to be awarded a Pass grade.

#### **Candidate's briefing**

To complete task D you are required to demonstrate how to manage the records system within your practice over a one month period. The tasks must be completed and the dates recorded on the assessment form provided. You should retain samples of the records as additional evidence and submit them with the completed checklist.

Your performance will be marked against the criteria in the task list. You should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass level only. You must achieve all tasks to be awarded a Pass grade.

#### **Marking criteria**

Task	Pass
D	Candidate completed all of the tasks.

## ASSIGNMENT 229

## ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE

### Task D Managing the records system

To complete task D the candidate will demonstrate how to manage the records system within the practice over a period of time. The following tasks must be completed over a one month period and the dates recorded by a witness in the Veterinary Practice. Sample records should be kept in the candidate's portfolio for the assessor to check.

Candidates must do the following:

Candidate's name:	Assessor's name:
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Task	Date	Witness Signature	Assessor Signature
1. Create a new client record.			
2. File client records/documentation.			
3. Inform a client of the fees payable.			
4. Produce a client invoice.			
5. Calculate VAT on a client's bill.			
6. Process a client payment – cash.			
7. Process a client payment – credit card/cheque.			
8. Update client records.			
9. Archive client records.			

Feedback to candidate sheet on next page.....

Feedback to candidate:

Candidate name:

Grade achieved:

Assessor's name and signature:

Date:

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## ASSIGNMENT 229

## ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE

### Task E Written questions for petty cash systems

#### Assessor guidance

To complete task E the candidate is required to complete all of the written questions relating to the petty cash system correctly.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### Candidate's briefing

To complete task E you are required to complete all of the written questions relating to the petty cash system correctly.

This task may be achieved at Pass, Merit or Distinction level dependant on the information provided in your answers and the marks awarded.

#### Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
B	Candidate achieved at least 5 marks.	Candidate achieved at least 7 marks.	Candidate achieved at least 9 marks.

**ASSIGNMENT 229 ADMINISTRATIVE DUTIES IN THE VETERINARY PRACTICE**

**Task E Written questions for petty cash systems**

Candidate's name:	Assessor's name:
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**Q1.** Describe a petty cash system. (3 marks)

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**Q2.** How should a petty cash system be maintained? (3 marks)

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**Q3.** What is important to remember about logging petty cash transactions? (4 marks)

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**Q4.** What general types of items are purchased/paid for through the petty cash system? (3 marks)

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Feedback to candidate on following page.....

Feedback to candidate:

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Candidate name:

Grade achieved:

Assessor's name and signature:	Date:

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**ASSIGNMENT 230****HEALTH AND SAFETY IN THE VETERINARY PRACTICE**

This assignment links to Unit 002 Health and safety in the Veterinary Practice from the Qualification Handbook.

**Assignment composition and mark sheet**

To be completed by the assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Mark		
		Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
1. Comply with health and safety legislation to ensure the safety of self and others.	A			
2. Maintain safe working conditions and systems.	B	This task is Pass/Fail only (delete as appropriate)		
3. Describe how to deal with accidents.	Ci			
	Cii			
4. Describe how to prevent risks from chemicals.	D			
5. Perform safe manual handling techniques.	E	This task is Pass/Fail only (delete as appropriate)		
Total				
Average mark (total divided by 4)				
<b>Overall Grade</b>				

Candidate's signature	Date
Assessor's signature	Date
Internal verifier's signature (where applicable)	Date
External verifier's signature (where applicable)	Date

## **ASSIGNMENT 230**

## **HEALTH AND SAFETY IN THE VETERINARY PRACTICE**

### **Task A Risk assessment.**

#### **Assessor guidance**

To complete task A the candidate is required to produce a risk assessment for a named, potentially dangerous situation. This should be something that is familiar in their practice, for example in the reception area or in animal accommodation. The following should be included:

- the named situation or situations
- the named area
- identification of the hazard or hazards
- assessment of the risk or risks
- safe systems of work/procedures to minimize the risk
- actions to minimise hazards and risks.

The risk assessment should be well presented and should include images where appropriate.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### **Candidate's briefing**

To complete task A you are required to produce a risk assessment for a named, potentially dangerous situation within your practice. This should be something that is familiar to you in practice, for example in the reception area or in animal accommodation. The following should be included:

- the named situation or situations
- the named area
- identification of the hazard or hazards
- assessment of the risk or risks
- safe systems of work/procedures to minimize the risk
- actions to minimise hazards and risks.

The risk assessment should be well presented and should include images where appropriate.

This task may be achieved at Pass, Merit or Distinction level.

### Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
A	<p>A basic risk assessment produced which is legible and accurately reflects key hazards of area selected.</p> <p>Guidelines provided are followed.</p>	<p>A good standard of risk assessment which is legible, accurate and reflects a range of hazards in the area selected.</p> <p>Guidelines provided are followed.</p>	<p>A professionally produced risk assessment which reflects a wide variety of hazards in the area selected. Contains all relevant information.</p> <p>Guidelines are followed throughout.</p>

**ASSIGNMENT 230****HEALTH AND SAFETY IN THE VETERINARY PRACTICE****Task A Risk Assessment**

Candidate's name:	Assessor's name:
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<b>Strengths</b> (How the criteria have been achieved, good aspects of the work)	<b>Areas for improvement</b> (Advice for future assignments)
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<b>Grade for task</b>
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Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

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## ASSIGNMENT 230 HEALTH AND SAFETY IN THE VETERINARY PRACTICE

### Task B Maintain safe working conditions and systems

#### Assessor guidance

To complete task B the candidates must demonstrate their own role and responsibility within the workplace under organisational policy and legislation over a one month period. They must follow manufacturers' and organisational instructions at all times. Hazardous and non-hazardous waste must be disposed of correctly.

As the candidate uses each of the following in a real life situation they should complete the relevant section of the grid provided. A witness in the Veterinary Practice should sign and date the grid to confirm that they did use each in a real situation. Once the grid is complete it will show:

- **three different** common protocols, under what circumstances and why they are used
- **three different** types of PPE, in what situations and why they are used, how they are cleaned and stored
- hazardous and non-hazardous waste and how they should be disposed.

Each of the above should be signed and dated by the assessor in order for the candidate to complete the task.

This task may be achieved at Pass level only. Candidates must complete all sections of the grid to be awarded a Pass grade.

#### Candidate briefing

To complete task B you must demonstrate your own role and responsibility within the workplace under organisational policy and legislation over a one month period. You must follow manufacturers' and organisational instructions at all times. Hazardous and non-hazardous waste must be disposed of correctly.

As you use each of the following in a real life situation you should complete the relevant section of the grid provided. A witness in the Veterinary Practice should sign and date the grid to confirm that you did use each in a real situation. Once the grid is complete it will show:

- **three different** common protocols, under what circumstances and why they are used
- **three different** types of PPE, in what situations and why they are used, how they are cleaned and stored
- hazardous and non-hazardous waste and how they should be disposed.

This task may be achieved at Pass level only. You must complete all sections of the grid to be awarded a Pass grade.

**Marking criteria**

Task	Pass
B	Candidate achieved all essential criteria

**ASSIGNMENT 230**

**HEALTH AND SAFETY IN THE VETERINARY PRACTICE**

**Task B Maintain safe working conditions and systems**

Candidate's name:		Assessor's name:		
		Location		
<b>Task</b>	<b>Use</b>	<b>Date</b>	<b>Witness signature</b>	<b>Assessor signature</b>
Common Protocol (1) ----- ----- -----	When and why is it used? ----- ----- -----			
Common Protocol (2) ----- ----- -----	When and why is it used? ----- ----- -----			
Common Protocol (3) ----- ----- -----	When and why is it used? ----- ----- -----			

PPE (1) ----- ----- -----	When and why is it used? ----- ----- ----- How is it cleaned and stored? ----- ----- -----			
PPE (2) ----- ----- -----	When and why is it used? ----- ----- ----- How is it cleaned and stored? ----- ----- -----			
PPE (3) ----- ----- -----	When and why is it used? ----- ----- ----- How is it cleaned and stored? ----- ----- -----			
Hazardous waste ----- ----- -----	How is it disposed? ----- ----- ----- -----			
Non-hazardous waste ----- ----- -----	How is it disposed? ----- ----- ----- -----			

Feedback to candidate:

Candidate name:

Grade achieved:

Assessor's name and signature:

Date:

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## **ASSIGNMENT 230**

## **HEALTH AND SAFETY IN THE VETERINARY PRACTICE**

### **Task Ci Produce a poster on accident reporting**

#### **Assessor guidance**

To complete task Ci the candidate has the opportunity to produce a poster to explain when an accident report must be sent to HSE.

The following information should be included:

- relevant legislation
- types of accidents
- reportable accidents
- when an accident or injury should be reported
- time scales for reporting accidents
- information on RIDDOR
- any other relevant detail.

The poster should be contain all the relevant information, be colourful and eye catching and suitable for use and display within the practice.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### **Candidate briefing**

This task provides the opportunity for you to produce a poster to explain when an accident report must be sent to HSE.

The following information should be included:

- relevant legislation
- types of accidents
- reportable accidents
- when an accident or injury should be reported
- time scales for reporting accidents
- information on RIDDOR
- any other relevant detail.

The poster should be contain all the relevant information, be colourful and eye catching and suitable for use and display within the practice.

This task may be achieved at Pass, Merit or Distinction level.

## Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
Ci	A basic poster provided which is legible and reflects the key stages of accident reporting.	A good poster that is legible and accurate and reflects the full range of considerations for accident reporting.	A professionally produced poster which is accurate, reflects the full range of considerations of accident reporting, and is highly detailed.  Easy to follow and clear.

**ASSIGNMENT 230****HEALTH AND SAFETY IN THE VETERINARY PRACTICE****Task Ci Produce a poster on accident reporting**

Candidate's name:	Assessor's name:
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<b>Strengths</b> (How the criteria have been achieved, good aspects of the work)	<b>Areas for improvement</b> (Advice for future assignments)
<b>Grade for task</b>	

Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

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## ASSIGNMENT 230 HEALTH AND SAFETY IN THE VETERINARY PRACTICE

### Task Cii Complete an entry in the accident book

#### Assessor guidance

To complete task Cii the candidate must complete a simulated accident entry into an accident book correctly. A blank photo copy of an actual page from an accident book should be used for the candidate to complete in full for submission.

A separate statement from the candidate is required to state whether the accident needed reporting under RIDDOR or not.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### Candidate briefing

To complete task Cii you are required to complete a simulated accident entry into an accident book correctly. A blank photo copy of an actual page from an accident book should be completed in full for submission.

A separate statement is required to state whether the accident needed reporting under RIDDOR or not.

This task may be achieved at Pass, Merit or Distinction level.

#### Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
Cii	Entry is recorded in the log book satisfactorily. Accurate statement regarding RIDDOR.	Entry is recorded in the log book, all sections completed correctly with good detail. Accurate statement regarding RIDDOR.	Entry is recorded in the correct log book accurately, legibly and neatly with excellent detail. Accurate statement regarding RIDDOR.

**ASSIGNMENT 230****HEALTH AND SAFETY IN THE VETERINARY PRACTICE****Task Cii Complete an entry in the accident book**

Candidate's name:	Assessor's name:
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<b>Strengths</b> (How the criteria have been achieved, good aspects of the work)	<b>Areas for improvement</b> (Advice for future assignments)
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<b>Grade for task</b>
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Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

## ASSIGNMENT 230 HEALTH AND SAFETY IN THE VETERINARY PRACTICE

### Task D COSHH assessment for a named chemical

#### Assessor guidance

To complete task D the candidate is required to produce a COSHH risk assessment for a named chemical that is used in their day to day work. This should include:

- the named chemical and its ingredients
- identification of the hazards
- assessment of the risks in your own practice
- safe system of work and practice protocols
- chemical safety data sheet.

The COSHH risk assessment should be well presented and should include images where appropriate and a reference and/or bibliography page.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### Candidate briefing

To complete task D you are required to produce a COSHH risk assessment for a named chemical that is used in your day to day work. This should include:

- the named chemical and its ingredients
- identification of the hazards
- assessment of the risks in your own practice
- safe system of work and practice protocols
- chemical safety data sheet.

The COSHH risk assessment should be well presented and should include images where appropriate and a reference and/or bibliography page.

This task may be achieved at Pass, Merit or Distinction level.

#### Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
D	A basic COSHH assessment produced that is legible and follows the guidance given by the assignment brief.	A good COSHH assessment that identifies the key features expected.	An excellent COSHH assessment, clearly demonstrating knowledge and understanding of all aspects of a COSHH assessment.

## ASSIGNMENT 230      HEALTH AND SAFETY IN THE VETERINARY PRACTICE

### Task D      COSHH assessment for a named chemical

Candidate's name:	Assessor's name:
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<p><b>Strengths</b> (How the criteria have been achieved, good aspects of the work)</p>	<p><b>Areas for improvement</b> (Advice for future assignments)</p>
<p><b>Grade for task</b></p>	

Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

## **ASSIGNMENT 230      HEALTH AND SAFETY IN THE VETERINARY PRACTICE**

### **Task E      Perform safe manual handling techniques**

#### **Assessor guidance**

To complete task E the candidate is required to demonstrate appropriate transportation and movement of equipment and materials within the workplace. This should include lifting material manually and the use of other equipment used to assist with manual handling.

A marking checklist is provided and should be used. The candidate's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass level only. Candidates must achieve all essential criteria to be awarded a Pass grade

#### **Candidate briefing**

To complete task E you are required to demonstrate appropriate transportation and movement of equipment and materials within the workplace. This should include lifting material manually and the use of other equipment used to assist with manual handling.

Your performance will be marked against the criteria in the marking checklist. You should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass level only. You must achieve all essential criteria to be awarded a Pass grade.

#### **Marking criteria**

Task	Pass
E	Candidate achieved all essential criteria

## ASSIGNMENT 230      HEALTH AND SAFETY IN THE VETERINARY PRACTICE

### Task E      Perform safe manual handling techniques

Lifting material manually:

1. Assessed the load (weight, height, bulk, centre of gravity etc).
2. Assessed the route and destination to ensure that they are clear and free from hazards.
3. Asked for help if necessary or if over 15Kg.
4. Positioned feet correctly (feet hip width apart, one foot in front of the other).
5. Lifted object using leg muscles and with a straight back.
6. Held object with a firm grip and close to the body.
7. Lifted and lowered object with smooth movements.
8. Used leg muscles to lower the object to destination.

Using specialised equipment to assist with handling heavy items:

9. Assessed the load (weight, height, bulk, centre of gravity etc).
10. Assessed the route and destination to ensure that they are clear and free from hazards.
11. Selected an appropriate device to move the object.
12. Used device correctly to move and deposit the object to destination.

Feedback to candidate:

Candidate name:	Grade achieved:
Assessor's name and signature:	Date:

## ASSIGNMENT 231      INTRODUCTION TO EMPLOYMENT ISSUES IN THE VETERINARY PRACTICE

This assignment links to Unit 003 Introduction to employment issues in the Veterinary Practice from the Qualification Handbook.

### Assignment composition and mark sheet

To be completed by the assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Mark		
		Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
1. Produce a letter and, curriculum vitae and complete an application form to apply for a job.	A			
2. Describe the main features of a contract of employment.	B			
3. Work effectively within a team and develop personal performance.	C			
Total				
Average mark (total divided by 3)				
<b>Overall Grade</b>				

**\*Note: If tasks are pass/fail only their mark should be excluded from this calculation.**

Candidate's signature	Date
Assessor's signature	Date
Internal verifier's signature (where applicable)	Date
External verifier's signature (where applicable)	Date

## **ASSIGNMENT 231      INTRODUCTION TO EMPLOYMENT ISSUES IN THE VETERINARY PRACTICE**

### **Task A      Produce a letter to apply for a job and an up to date CV**

#### **Assessor guidance**

To complete task A the candidate should write a short letter applying for a job. This should be based on a real job vacancy advertised in a relevant publication.

The letter should be laid out in an appropriate format and sent to the assessor as if actually applying for the job. The letter should be word processed.

The candidate should also produce a CV which should be sent with the letter applying for the job. Grammar and spelling should be checked.

The letter and CV should be well presented and the actual job advert should be included.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### **Candidate's briefing**

To complete task A you are required to write a short letter applying for a job. This should be based on a real job vacancy advertised in a relevant publication.

The letter should be laid out in an appropriate format and sent to the assessor as if actually applying for the job. The letter should be word processed.

You also need to produce a CV which should be sent with the letter applying for the job. Grammar and spelling should be checked.

The letter and CV should be presented professionally and the actual job advert should be included.

This task may be achieved at Pass, Merit or Distinction level.

## Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
A	<p>A basic letter produced which is legible and accurately applies for a job.</p> <p>A basic CV with most information included.</p>	<p>A good standard letter which is accurate, legible and well written.</p> <p>A well written CV with all relevant details. No spelling or grammatical errors.</p>	<p>A professionally written letter which is accurate, legible and contains all relevant information.</p> <p>A professionally produced CV with no spelling or grammatical errors. Correct length and information given.</p>

**ASSIGNMENT 231 INTRODUCTION TO EMPLOYMENT ISSUES IN THE VETERINARY PRACTICE**

**Task A Produce a letter to apply for a job and an up to date curriculum vitae**

Candidate's name:	Assessor's name:
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<p><b>Strengths</b> (How the criteria have been achieved, good aspects of the work)</p>	<p><b>Areas for improvement</b> (Advice for future assignments)</p>
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<b>Grade for task</b>
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Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

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## **ASSIGNMENT 231      INTRODUCTION TO EMPLOYMENT ISSUES IN THE VETERINARY PRACTICE**

### **Task B            Present to others the key features of a contract of employment**

#### **Assessor guidance**

To complete task B the candidate will be required to present information on the key features of a contract of employment to at least 3 individuals. The presentation should include at least two visual aids, last at least 10 minutes and include all of the relevant information given in a contract of employment.

- hours, sick pay, holiday pay etc
- annual leave
- grievances
- practice policies etc.

Evidence of the presentation should be submitted on the summary sheet and the following information should be stated:

- length of presentation
- number of people in the audience
- any questions asked and the answers provided
- the handouts given to the audience and or a copy of a standard practice contract
- evidence of TWO visual aids (one can be the handout)
- the candidate's performance and reflective comments.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria. This task may be achieved at Pass, Merit or Distinction level.

#### **Candidate's briefing**

To complete task B you are required to present information on the key features of a contract of employment to at least 3 individuals. The presentation should include at least two visual aids, last at least 10 minutes and include all of the relevant information given in a contract of employment.

- hours, sick pay, holiday pay etc
- annual leave
- grievances
- practice policies etc

The assessor will record the following information on the summary sheet:

- length of presentation
- number of people in the audience
- any questions asked and the answers provided
- the handouts given to the audience, and or a copy of a standard practice contract
- evidence of TWO visual aids (one can be the handout)
- your performance and reflective comments.

This task may be achieved at Pass, Merit or Distinction level.

## Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
B	A basic presentation with two basic visual aids.	A good presentation with well prepared visual aids and an enthusiastic presentation. Questions to the audience.	A good presentation with professional visual aids and an enthusiastic presentation. Questions to and from the audience (answered correctly).

**ASSIGNMENT 231****INTRODUCTION TO EMPLOYMENT ISSUES IN  
THE VETERINARY PRACTICE****Task B Present to others the key features of a contract of employment**

Candidate's name:	Assessor's name:
-------------------	------------------

<b>Strengths</b> (How the criteria have been achieved, good aspects of the work)	<b>Areas for improvement</b> (Advice for future assignments)
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<b>Grade for task</b>
-----------------------

Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

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## ASSIGNMENT 231 INTRODUCTION TO EMPLOYMENT ISSUES IN THE VETERINARY PRACTICE

### Task C Provide an appraisal or written feedback on personal performance

#### Assessor guidance

To complete task C the candidate must be able to provide a most recent appraisal document as conducted by their line manager. This document should include:

- current achievement of objectives
- areas of development needed
- CPD options
- reflective comments from the appraiser and the candidate
- future objectives.

If an appraisal cannot be provided, a college tutorial document could be submitted with the above details and a clear action plan for the student's progression through the VPR qualification. The summary sheet can be used to present this information.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### Candidate's briefing

To complete task C you must be able to provide a most recent appraisal document as conducted by your line manager. This document should include:

- current achievement of objectives
- areas of development needed
- CPD options
- reflective comments from the appraiser and the candidate
- future objectives.

If an appraisal cannot be provided, a college tutorial document could be submitted with the above details and a clear action plan for the student's progression through the VPR qualification. The summary sheet can be used to present this information.

This task may be achieved at Pass, Merit or Distinction level.

#### Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
C	Basic information provided from appraiser and candidate.	Good, detailed information provided from appraiser and candidate. Good reflective comments.	Thorough, detailed information provided from appraiser and candidate including detailed and SMART objectives and a good CPD plan.

**ASSIGNMENT 231****INTRODUCTION TO EMPLOYMENT ISSUES IN  
THE VETERINARY PRACTICE****Task C Provide an appraisal or written feedback on personal performance**

Candidate's name:	Assessor's name:
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<b>Strengths</b> (How the criteria have been achieved, good aspects of the work)	<b>Areas for improvement</b> (Advice for future assignments)
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<b>Grade for task</b>
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Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

## ASSIGNMENT 232

## INTRODUCTION TO ANIMAL EUTHANASIA AND BEREAVEMENT

This assignment links to Unit 004 Introduction to animal euthanasia and bereavement from the Qualification Handbook.

### Assignment composition and mark sheet

To be completed by the assessor and signed by the candidate.

Candidate name	Enrolment number
----------------	------------------

Outcome	Task	Mark		
		Pass (1 mark)	Credit (2 marks)	Distinction (3 marks)
1. Recognise attitudes and reactions to euthanasia and animal death.	A			
2. Describe the processes of euthanasia and animal disposal options.	Bi			
	Bii	This task is Pass/Fail only (delete as appropriate)		
3. Recognise ways to cope with emotional stress within the Veterinary Practice.	C			
Total				
Average mark (total divided by 3)				
Overall Grade				

**\*Note: If tasks are pass/fail only their mark should be excluded from this calculation.**

Candidate's signature	Date
Assessor's signature	Date
Internal verifier's signature (where applicable)	Date
External verifier's signature (where applicable)	Date

## **ASSIGNMENT 232**

## **INTRODUCTION TO ANIMAL EUTHANASIA AND BEREAVEMENT**

### **Task A Report on advising clients through pre-euthanasia discussions**

#### **Assessor Guidance**

To complete task Ai the candidate must be able to understand and advise clients through pre-euthanasia discussions. The candidate should produce a report which includes information on:

- practice protocols on animal euthanasia
- relevant regulations relating to animal euthanasia
- disposal options
- how to arrange an euthanasia appointment
- planned or emergency euthanasia
- the associated documentation required for euthanasia
- how people react to euthanasia.

The report should be up to 1000 words long. The report should be well presented and should include images where appropriate and a reference and/or bibliography page. The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria.

This task may be achieved at Pass, Merit or Distinction level.

#### **Candidates briefing**

To complete task Ai you must be able to understand and advise clients through pre-euthanasia discussions. You should produce a report which includes:

- practice protocols on animal euthanasia
- relevant regulations relating to animal euthanasia
- disposal options
- how to arrange an euthanasia appointment
- planned or emergency euthanasia
- the associated documentation required for euthanasia
- how people react to euthanasia.

The report should be up to 1000 words long. The report should be well presented and should include images where appropriate and a reference and/or bibliography page.

This task may be achieved at Pass, Merit or Distinction level.

## Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
Ai	Report included all of the main aspects set out in the guidelines and basic information for pre euthanasia discussions.	A detailed report including the main aspects in the guidelines and some further detail to show breadth of knowledge. Neatly presented and evidence of research.	Detailed and structured report including all of the aspects of pre euthanasia discussions. Excellent detail and thorough information. Innovative and creative, detailed research evident.

**ASSIGNMENT 232****INTRODUCTION TO ANIMAL EUTHANASIA  
AND BEREAVEMENT****Task A Report on advising clients through pre-euthanasia discussions**

Candidate's name:	Assessor's name:
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<b>Strengths</b> (How the criteria have been achieved, good aspects of the work)	<b>Areas for improvement</b> (Advice for future assignments)
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<b>Grade for task</b>
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Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

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## ASSIGNMENT 232

## INTRODUCTION TO ANIMAL EUTHANASIA AND BEREAVEMENT

### Task Bi Describe the processes of euthanasia and animal disposal options

#### Assessor guidance

To complete task Bi the candidate has the opportunity to design and produce a leaflet on 'A children's guide to euthanasia', that could be used as a practice leaflet to offer guidance to your clients.

The leaflet should include:

- the process of euthanasia and what the animal will do
- what the vet will say and do
- what happens to the body
- possible options for disposal of the body
- explain how the child may feel.

The assessor feedback should identify candidate strengths and weaknesses and should be in line with the marking criteria.

This task may be achieved at Pass, Merit or Distinction level.

#### Candidate's briefing

To complete task Bi you need to produce a leaflet 'A children's guide to euthanasia' and should include the following information:

- the process of euthanasia and what the animal will do
- what the vet will say and do
- what happens to the body
- possible options for disposal of the body
- how the child may feel.

The leaflet should be presented professionally to use as a client information leaflet and should include images where appropriate and a reference and/or bibliography page.

This task may be achieved at Pass, Merit or Distinction level.

#### Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
Bi	Basic information included on the process of euthanasia of a child's pet. Presentation acceptable.	Accurate, expanded information on the process of euthanasia of a child's pet. Neat presentation.	Detailed, informative and accurate expanded information on the process of euthanasia of a child's pet. Including detail on the child's emotional needs and possible reactions. Excellent presentation.

## ASSIGNMENT 232 INTRODUCTION TO ANIMAL EUTHANASIA AND BEREAVEMENT

**Task Bi**      Describe the processes of euthanasia and animal disposal options

Candidate's name:	Assessor's name:
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<p><b>Strengths</b> (How the criteria have been achieved, good aspects of the work)</p>	<p><b>Areas for improvement</b> (Advice for future assignments)</p>
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<b>Grade for task</b>
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Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

## **ASSIGNMENT 232 INTRODUCTION TO ANIMAL EUTHANASIA AND BEREAVEMENT**

**Task Bii** Carry out the procedures associated with the storage of cadavers

### **Assessor guidance**

To complete task Bii the candidate will be required to carry out the procedures associated with the storage of cadavers. The Veterinary Surgeon's advice should be sought regarding the most suitable method of storage. The Veterinary Surgeon should be informed of any problems.

A marking checklist is provided and should be used. The candidate's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass level only. Candidates must achieve all essential criteria to be awarded a Pass grade.

### **Candidate's briefing**

To complete task Bii you are required to carry out the procedures associated with the storage of cadavers. The Veterinary Surgeon's advice should be sought regarding the most suitable method of storage. The Veterinary Surgeon should be informed of any problems.

Your performance will be marked against the criteria in the marking checklist. You should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass level only. You must achieve all essential criteria to be awarded a Pass grade.

### **Marking criteria**

Task	Pass (1 mark)
Bii	Candidate achieved all essential criteria.

## ASSIGNMENT 232 INTRODUCTION TO ANIMAL EUTHANASIA AND BEREAVEMENT

### Task Bii Carry out the procedures associated with the storage of cadavers

1. Demonstrates suitable infection-control techniques with equipment.
2. Demonstrates suitable infection-control techniques with environment.
3. Demonstrates care and respect, to animal, colleagues and clients.
4. Checks for cleanliness and damage to equipment.
5. Prepares the appropriate waste disposal bag.
6. Uses appropriate cleaning agents.
7. Checks and maintains the environmental needs for animals, colleagues and clients.
8. Complies to health and safety regulations at all times.

Feedback to candidate:

Candidate name:	Grade achieved:
Assessor's name and signature:	Date:

## **ASSIGNMENT 232**

## **INTRODUCTION TO ANIMAL EUTHANASIA AND BEREAVEMENT**

### **Task C      Recognise ways to cope with emotional stress within the Veterinary Practice**

#### **Assessor guidance**

To complete task C the candidate should write a report on a real situation that occurred in practice which caused the candidate personal stress. They should include the following information within their report:

- the situation that occurred
- how the situation could have been prevented
- the candidates emotional and physical signs of stress
- how the candidate dealt with the situation
- how the candidate recognised their own stress
- any support measures in place within the Practice
- any further support measures that could be implemented.

The report should be no more than 1000 words. The report should be well presented and should include accurate information throughout along with images where appropriate and a reference and/or bibliography page.

The assessor feedback should identify candidate strengths and weaknesses and be in line with the marking criteria

This task may be achieved at Pass, Merit or Distinction level.

#### **Candidate briefing**

To complete task C you should write a report on a real situation that occurred in practice which caused you personal stress. You should include the following information within your report:

- the situation that occurred and how the situation could have been prevented
- your emotional and physical signs of stress
- how you dealt with the situation
- how you recognised your own stress
- any support measures in place within the Practice
- state any further support measures that could be implemented.

The report should be no more than 1000 words. The report should be well presented and should include accurate information throughout along with images where appropriate and a reference and/or bibliography page.

This task may be achieved at Pass, Merit or Distinction level.

## Marking criteria

Task	Pass (1 mark)	Merit (2 marks)	Distinction (3 marks)
C	The report contains all relevant information as per the assessment guidelines.	The report contains all relevant information as per the assessment guidelines and contains extra theory and depth.	The report contains all relevant information as per the assessment guidelines and contains extra theory and depth. Well written and presented with evidence of research.

**ASSIGNMENT 232****INTRODUCTION TO ANIMAL EUTHANASIA  
AND BEREAVEMENT****Task C      Recognise ways to cope with emotional stress within the Veterinary  
Practice**

Candidate's name:	Assessor's name:
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<b>Strengths</b> (How the criteria have been achieved, good aspects of the work)	<b>Areas for improvement</b> (Advice for future assignments)
<b>Grade for task</b>	

Assessor's signature	Date
Internal verifier's signature (if applicable)	Date
Candidate's signature	Date

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## 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 City & Guilds regional office.

<b>Region</b>	<b>Telephone</b>	<b>Facsimile</b>
NPTC	024 7685 7300	0247669 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

Websites [www.nptc.org.uk](http://www.nptc.org.uk) and [www.city-and-guilds.co.uk](http://www.city-and-guilds.co.uk)

