

Level 2 Certificate for Veterinary Practice Receptionists (0348)



www.nptc.org.uk

Qualification Handbook

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Publications and enquiries

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or

download from www.nptc.org.uk under the 'Qualifications' tab.

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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 Certificate for Veterinary Practice Receptionists (0348)

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 veterinary practice receptionist duties under the direction and/or supervision of a Veterinary Surgeon, Veterinary Nurse or Practice Manager.

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 administrator 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 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 administration 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 200 hours of veterinary administration experience, excluding breaks, statutory holidays, annual leave or sickness, is required for the candidate to gain the required veterinary administration 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

Candidates taking the NPTC Level 2 Certificate for Veterinary Practice Receptionists can progress onto the NPTC Level 2 National Certificate for Veterinary Care Assistants. The NPTC Level 2 National Certificate for Veterinary Care Assistants, in turn, 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 Certificate for Veterinary Practice Receptionists

To gain the Level 2 Certificate for Veterinary Practice Receptionists, candidates must undertake assessments for all four core units (units 001 - 004). A total of four unit assignments plus one multiple choice test are required to achieve the qualification.

Core 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

It is recommended that 120 hours should be allocated for the guided learning. This may be on a full time or part time basis.

To gain the Level 2 Certificate for Veterinary Practice Receptionists candidates must undertake assessment for all four 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)

The multiple choice test assesses knowledge and understanding of the core units. 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, posters, 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 checklists 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 120 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 4 core units, plus the on-line test (components 0348-235).

Core 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	On-line test covering knowledge requirements of the units 001, 002, 003 & 004

- 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 0348-31.
- 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 0348-31 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 001 - 004 will be assessed by an on-line multiple choice test as set out in the Test Specification below.

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)	%
001	Administrative duties in the Veterinary Practice	13	44
002	Health and safety in the Veterinary Practice	10	33
003	Introduction to employment issues in the Veterinary Practice	4	13
004	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
001		X	X	
002			X	
003	X	X	X	
004	X	X	X	

Unit 001

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
001	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	9.1.2-5,9.2.1-2,9.3.1-2	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 002 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
002	Health and Safety in the Veterinary Practice	CU2	2.1	1 -10	a - m
		CU2	2.2	2 - 4 & 6 - 10	a - i
		VetN12	12.1	6	d,k
			12.2	-	l,m
		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 001 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 003 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
003	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 004 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
004	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
 - b) disability assistance
 - c) working
 - d) protection
 - e) income generation
 - f) 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:
 - 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	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.

