

**Level 2 Certificate for  
Veterinary Practice  
Receptionists**  
Qualification guide  
Version 1



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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.

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# Introduction

The modern veterinary care service provider employs veterinary surgeons, veterinary nurses, student veterinary nurses, various veterinary care support staff and practice receptionists.

**This award is designed for those tasked with providing the administration of the practice, including reception duties and client care under the direction and/or supervision of a veterinary surgeon/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.

This award is aimed at:

- school leavers seeking to have a career within the veterinary reception sector
- those wishing to enter and achieve career progression as a veterinary receptionist
- mature adults seeking a career change by joining the veterinary care sector as a receptionist
- existing employees (either full time or part time) seeking to achieve a recognised qualification that reflects the role that they play in the provision of administration and client care
- those working as a veterinary receptionist in a foreign country.

It is designed to provide practical skills and underpinning knowledge that is relevant to the job role of a veterinary practice receptionist in a modern veterinary practice.

**NB Candidates should be a minimum age of 16 to undertake this award.**

## General information

This vocationally related qualification has been designed by NPTC/City & Guilds to support government initiatives towards the National Qualifications Framework. It can contribute towards the knowledge and understanding required for related N/SVQs, while not requiring or proving evidence of occupational knowledge.

### Entry Requirements

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

It is the centre's responsibility to ensure that the experience gained is sufficient in length and standard and appropriate in nature for the candidate to be able to achieve the qualification. A minimum of 200 hours of veterinary experience, excluding breaks, statutory holidays, annual leave or sickness, is required for the candidate to gain the required veterinary care experience and develop the practical competence to successfully achieve the award's outcomes. The veterinary environment must enable candidates to experience the full range of activities in this qualification. 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.

# Qualification Structure

For the Level 2 Certificate for Veterinary Practice Receptionists there are **four** mandatory units.

## **Veterinary Administration**

Unit 001	Reception duties in the veterinary practice
Unit 002	Record keeping and finance in the veterinary practice
Unit 003	Health and safety in the veterinary practice
Unit 004	Introduction to employment issues in the veterinary practice

It is recommended that 75 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 units.**

# Assessment and quality assurance

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

- NPTC set and marked written tests
- NPTC assignments, marked by the centre according to externally set marking criteria, with quality assurance provided by the centre internal verifier and monitored by NPTC's external verification system, to ensure that national standards are maintained.

Quality assurance includes initial centre approval, scheme approval, the centre's own procedures for monitoring quality and NPTC's ongoing monitoring by an External Verifier. Details of City & Guilds/NPTC criteria and procedures, including roles of centre staff and External Verifiers can be found in *Providing City & Guilds Qualifications – a guide to centre and scheme approval*.

## Written tests

**One** multiple choice question paper assesses the knowledge and understanding of the four units. The test is set synoptically, i.e. covers the content of four units rather than one. Multiple choice question papers are available online via the City & Guilds Global Online Assessments System (GOLA).

## Assignments

Units will also be tested by assignments. Assignments assess practical activities. All assignments are made up of a series of tasks. 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 the tutor/assessor and candidate at the commencement of each section stating the process required to complete each task, the standard required and the marking criteria. As assignments are designed to sample the practical activities it is essential that centres ensure that candidates cover the content of the whole unit.

Candidates will be expected to undertake the assignments whilst experiencing veterinary practice and will be assessed by the centre. Centres will be required to ensure a consistent standard of assessment for all assessments in order to meet the scheme requirements.

Candidates studying by distance learning will still be required to be assessed either in a centre or be assessed in the workplace by a centre assessor.

# Online assessment requirements

City & Guilds Conduct of Examinations - General Regulations sets out the requirements in terms of seating, individual space and invigilator: candidate ratios. For the purposes of clarity these regulations state inter alia, that seating arrangements must be made that will prevent candidates from seeing each other's work intentionally or otherwise, that the minimum distance in all directions from centre to centre of candidate's chairs is 1.25 metres and that for written or computer tests there must be a minimum of one invigilator in each examination room per thirty candidates.

The entire test will be conducted via the candidate's VDU. All data relating to the assessment will be held by City & Guilds with results and performance feedback being delivered back to the approved centre.

City & Guilds 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.

## Staffing requirements

The following key roles must be filled:

### **Management Contact** (Also referred to as the Promissor contact)

A key member of staff who will be responsible for the overall installation and running of the Global Online Assessments System. This person will be issued with the initial Promissor ID and password with which they will be able to gain access to the installation software and create other staff member Ids and passwords for their centre. This person will be receiving advance notification of all updates/service outages etc by email hence it is vital a correct and up to date email address is supplied.

### **Technical Contact**

If different from the management contact, this person will be responsible for ensuring that the online testing system (including local network) is functioning properly prior to any scheduled tests taking place. This person will be receiving advance notification of all updates/service outages etc by email hence it is vital a correct and up to date email address is supplied.

### **Administrator Contact**

If different from the management contact, this person will be responsible for the scheduling and administering of the tests on a day to day basis.

# Course design

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

NPTC does not itself provide courses of instruction or specific entry requirements for candidates. As long as the requirements for the award 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.

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.

## Centre and Scheme approval

Centres wishing to offer NPTC qualifications must gain approval.

New centres must apply for centre and scheme approval.

Existing NPTC centres will need specific scheme approval to run this award.

Full details of the process for centre approval are available from NPTC. Please contact the Business Development Team at NPTC.

Full details of the process for scheme approval are available from NPTC. Please contact [verification@nptc.org.uk](mailto:verification@nptc.org.uk).

NPTC reserves the right to suspend an approved centre, or withdraw its approval from an approved centre to conduct a particular NPTC scheme(s), for reasons of debt, malpractice or for any reason that maybe detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of NPTC.

## Registration and certification

For the award of a certificate, candidates must successfully complete the assessments for all four units, plus the multiple choice test.

Units and title		Assessment components required	
Unit 1	Reception duties in the veterinary practice	0348-30- 209	Assignment
Unit 2	Record keeping and finance in the veterinary practice	0348-30- 210	Assignment
Unit 3	Health and safety in the veterinary practice	0348-30-211	Assignment
Unit 4	Introduction to employment issues in the veterinary practice	0348-30-212	Assignment
	Multiple choice test  [component title: Level 2 National Certificate for Veterinary Care Assistants (Veterinary Administration)].	0348-30-215	Multiple choice test covering knowledge requirements for units 1-4 of the Certificate for Veterinary Practice Receptionists

- Candidates must be registered at the beginning of their course. Centres should submit registrations using Form S (Registration) or via the Walled Garden, under scheme/complex no: 0348 -30.
- When assignments have been successfully completed, candidate results should be submitted on Form S (Results submission) or via the Walled Garden. 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.
- Full details on all the above procedures can be found on the City & Guilds website [www.city-and-guilds.co.uk](http://www.city-and-guilds.co.uk)

# Test specifications

## Test specification

The knowledge requirements will be assessed by 1 multiple choice question paper. (This paper is component number 215 and is the multiple choice test for the Level 2 Certificate for Veterinary Practice Receptionists).

<b>Paper title: Level 2 National Certificate for Veterinary Care Assistants (Veterinary Administration)</b>				
<b>Paper number: 0348 -215</b>				
<b>Test duration: 45 minutes</b>			<b>Total number of questions: 30</b>	
<b>Unit</b>	<b>Outcomes</b>	<b>Number of questions</b>	<b>Total marks</b>	<b>%</b>
1	<ol style="list-style-type: none"> <li>1. Communicate effectively with others and make appointments for clients and their animals</li> <li>2. Receive clients and their animals upon arrival at the veterinary practice and provide information about the veterinary services available</li> <li>3. Maintain reception, consulting rooms and public areas.</li> </ol>	11	11	36.67
2	<ol style="list-style-type: none"> <li>1. Create client records, bills and process payments.</li> <li>2. Process petty cash transactions.</li> </ol>	4	4	13.33
3	<ol style="list-style-type: none"> <li>1. Comply with health and safety legislation to ensure the safety of self and others.</li> <li>2. Maintain safe working conditions and systems.</li> <li>3. Describe how to deal with accidents.</li> <li>4. Describe how to prevent risks from chemicals.</li> <li>5. Perform safe manual handling techniques.</li> </ol>	11	11	36.67
4	<ol style="list-style-type: none"> <li>1. Produce a letter and CV and complete an application form to apply for a job.</li> <li>2. Describe the main features of a contract of employment.</li> <li>3. Work effectively within a team and develop personal performance.</li> </ol>	4	4	13.33
		30	30	100

## Mapping to National Occupational Standards

Unit	Outcome	This award contributes towards the knowledge and understanding of the following elements of the NVQ in Animal Care (0255)	This award contributes towards the knowledge and understanding of the following elements of the NVQ in Veterinary Nursing
1	<p>Communicate effectively with others and make appointments for clients and their animals.</p> <p>Receive clients and their animals upon arrival at the veterinary practice and provide information about the veterinary services available.</p> <p>Maintain reception, consulting rooms and public areas.</p>	<p>Part CU5.2, Part CU7.1,</p> <p>AC7.1, 7.2, Part CU7.1,</p> <p>AC7.1</p>	<p>Part VN5.2 and Part VN5.4</p> <p>Part VN1.1</p> <p>Part VN1.2, and Part VN6.1</p> <p>Part VN1.4</p>
2	<p>Create client records, bills and process payments.</p> <p>Process petty cash transactions.</p>	<p>AC7.2 and Part CU7.2</p> <p>AC7.3</p> <p>Part AC7.3, Part C.8, Part C.5</p>	<p>Part VN1.3</p>
3	<p>Comply with health and safety legislation to ensure the safety of self and others.</p> <p>Maintain safe working conditions and systems.</p> <p>Describe how to deal with accidents.</p> <p>Describe how to prevent risks from chemicals.</p> <p>Perform safe manual handling techniques.</p>	<p>(This unit maps to parts of Lantra's common unit CU2 'Monitor and maintain health &amp; Safety' CU2.1 and CU2.2)</p>	
4	<p>Produce a letter and CV and complete an application to apply for a job.</p> <p>Describe the main features of a contract of employment.</p> <p>Work effectively within a team and develop personal performance.</p>	<p>Part CU5.2</p> <p>Part CU5.1</p>	<p>Part CU5.2</p> <p>Part CU5.1</p>

## Mapping to Key Skills

Unit	Communication	Application of number	Information and communication technology	Working with others	Improving own learning and performance	Problem solving
1 Reception duties in the veterinary practice	C2.1a	N2.1 N2.2		WO2.1 WO2.2 WO2.3	LP2.1 LP2.2 LP2.3	PS2.1 PS2.2 PS2.3
2 Record keeping and finance in the veterinary practice		N2.1 N2.2	ICT2.1 ICT2.2		LP2.1 LP2.2 LP2.3	PS2.1
3 Health and safety in the veterinary practice	C2.1a			WO2.1 WO2.2 WO2.3		PS2.1 PS2.2
4 Introduction to employment issues in the veterinary practice	C2.1a					PS2.1

## Health and safety, spiritual etc, environmental and European issues

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

<b>Units</b>	<b>Spiritual, moral, ethical, social and cultural</b>	<b>Environmental issues</b>	<b>Health and safety</b>	<b>European development</b>
1			X	
2				
3			X	
4	X			

## Unit 001 Reception 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.

### Outcomes

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 reception, consulting rooms and public areas.

### Range

The candidate must cover the following common species:

- Dog
- Cat
- Lagomorph
- Rodent
- Cavy

### 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:

This unit will be assessed by a synoptic multiple choice question test, with units 002, 003 and 004.

## **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 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, e.g. data protection
  - b Treatment of animals
  - c The role of the veterinary surgeon
  - d The role of the Listed 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 reception, consulting rooms 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

## Unit 002 Record Keeping and Finance in the Veterinary Practice

### **Rationale**

Veterinary practices are required to keep accurate records of the veterinary care that they provide.

### **Outcomes**

The candidate will be able to:

- 1 Create client records, bills and process payments
- 2 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:

This unit will be assessed by a synoptic multiple choice question test, with units 001, 003 and 004.

## **OUTCOME 1      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 2      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 003 Health and Safety in the Veterinary Practice

### **Rationale**

This unit introduces candidates to the principles of working safely.

### **Outcomes**

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.

### **Range**

The candidate must cover the following range:

- Dogs
- Cats

### **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:

This unit will be assessed by a synoptic multiple choice question test, with units 001, 002 and 004.

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

**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:
  - IRR 1999
  - COSHH 2000
  - HSAWA 1974
  - RIDDOR 1995
  - 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 9 Outcome 5 (Reception and Examination Rooms).**

### **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:
  - e Prescription only medicine (POM)
  - f Pharmacy (P)
  - g Pharmacy Merchants List (PML)
  - h General Sales List (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 each 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

## Unit 004 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**

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:

This unit will be assessed by a synoptic multiple choice question test, with units 001, 002 and 003.

**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;
  - 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
  - d      Holiday entitlement
  - e      Sickness
  - f      Termination
  - g      Disciplinary
  - h      Grievance Procedures
  - i      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

## 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)

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