



Higher National Unit specification: general information

Unit title: Veterinary Practice: Operational Requirements

Unit code: H0YR 34

Superclass: AF

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Version: 01

Unit purpose

This Unit is designed to develop knowledge and understanding of the operational requirements of a veterinary practice. Through the completion of the Unit, candidates will develop knowledge of health and safety legislation, the safe use and management of resources and records, all within a veterinary practice context.

On completion of the Unit the candidate should be able to:

- 1 Describe the principles of health and safety in the context of a veterinary practice.
- 2 Explain the safe use and management of veterinary resources.
- 3 Evaluate record keeping within a veterinary practice.

Recommended prior knowledge and skills

Ideally candidates should have some prior work experience in a veterinary practice context.

Credit points and level

1 Higher National Unit credit at SCQF level 7: (8 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

General information (cont)

Core Skills

There are opportunities to develop the Core Skill of *Information and Communication Technology (ICT)*, the Written component of *Communication* and the Critical Thinking component of *Problem Solving* at SCQF level 5 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

Context for delivery

If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes. It is included in the framework of the HNC in Animal Nursing and HND in Veterinary Nursing.

Higher National Unit specification: statement of standards

Unit title: Veterinary Practice: Operational Requirements

Unit code: H0YR 34

The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Describe the principles of health and safety in the context of a veterinary practice.

Knowledge and/or Skills

- ◆ Introduction to health and safety legislation.
- ◆ Introduction to codes of practice and regulations.
- ◆ Implementation of health and safety.
- ◆ Duties of veterinary practice employees.
- ◆ Duties and responsibilities of, and for, visiting workers.
- ◆ Legal liability
 - criminal
 - civil
- ◆ Enforcement and the role of Health and Safety Executive (HSE) inspectors.

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ describe the aims of health and safety in the veterinary practice including relevant codes of practice and regulations
- ◆ describe two main risks in a veterinary practice associated with two from:
 - the environment
 - working hours
 - chemical and biological hazards
- ◆ describe the principles of safe handling and disposal of two hazardous materials from:
 - sharps
 - chemicals
 - biological samples
- ◆ describe the health and safety duties and responsibilities of employees or visiting workers in the veterinary practice workplace
- ◆ describe the legal liability of the employer or employee in the event of a negligent incident
- ◆ describe the role of HSE inspectors in enforcing health and safety in the veterinary practice.

Higher National Unit specification: statement of standards (cont)

Unit title: Veterinary Practice: Operational Requirements

Outcome 2

Explain the safe use and management of veterinary resources.

Knowledge and/or Skills

- ◆ Safety protocols for the use of equipment and consumables
- ◆ Checking and maintenance of resources
 - equipment
 - consumables
- ◆ Stock control
 - record keeping
 - storage conditions
 - stock rotation
- ◆ Waste disposal
 - spillage
 - surplus and outdated materials.

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ explain the safe use of three items of veterinary practice equipment and consumables
- ◆ explain the protocols for routine checking and maintenance of one item of equipment by both internal practice staff and external agencies
- ◆ describe the safety protocol to be followed in the event of an equipment fault or a chemical spill or a biological spill
- ◆ explain the principles of consumable stock control including record keeping, storage conditions and stock rotation
- ◆ explain how to dispose of one surplus or outdated material

Higher National Unit specification: statement of standards (cont)

Unit title: Veterinary Practice: Operational Requirements

Outcome 3

Evaluate record keeping within a veterinary practice.

Knowledge and/or Skills

- ◆ The principles of veterinary record keeping
 - confidentiality
 - data protection
 - professional conduct
- ◆ Patient records
 - history taking
 - recording observations
 - veterinary abbreviations
 - internal and external records
 - certification
- ◆ Financial transactions

Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ evaluate the effectiveness of record keeping within the practice placement, including all the principles of record keeping in relation to patient records and financial transactions

Higher National Unit specification: support notes

Unit title: Veterinary Practice: Operational Requirements

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit is designed to provide knowledge of three areas of effective management of a veterinary practice: health and safety, veterinary resources and record keeping. The Health and Safety topic includes legislation, codes of practice and liability relevant to the practical operation of a veterinary practice. The veterinary resources area focuses on the identification and management of resources of a typical veterinary practice. The final area of study is record keeping, which considers all records undertaken within a veterinary practice including patient record, financial records, consumables and legalities associated with the keeping of such records.

Although this Unit may be taken on a stand-alone basis by candidates in employment wishing to develop and/or enhance their skills, it is primarily intended for candidates who are studying towards the HNC/D in Veterinary Nursing and the teaching and learning should be delivered in this context.

Additional information relating to each Outcome is given below.

Outcome 1

This Outcome develops an understanding of Health and Safety legislation and regulations required for the legal operation of a veterinary practice. The specific legislation and regulations covered should include COSHH, RIDDOR, HASAWA, Ionising Radiation and Manual Handling. The candidate should become familiar with each of these directives and develop an understanding of how they apply to the veterinary practice. An introduction to Code of Practices that are relevant to the occupational area will be investigated; this should include Code of Practice entitled Work with ionising radiation. The principles of risk associated with the veterinary environment, working hours, chemical and biological should be described in full. The safe handling and disposal of hazards such as sharps, chemicals and biological samples will be explored; this could include sharps boxes and CHIP 4. Special considerations should be attached to external stakeholders and the effect that health and safety policy has on the veterinary practice. Consideration will be given to the accountability of the individual and employer under both civil and criminal law. The whole area of enforcement of health and safety will be explored with relevance to veterinary practices and include the national differences relating to this topic.

Higher National Unit specification: support notes (cont)

Unit title: Veterinary Practice: Operational Requirements

Outcome 2

This Outcome identifies the resources and their management within a typical veterinary practice. Stock control will be examined with regard to optimising levels (these will be subject to local requirements), taking into account space, storage, reorder times and cost. Further study will look at the storage of stock, ie controlled environments. This Outcome will focus on obsolescent stock and how to dispose of it safely. Local systems should be investigated for the control of damage or discrepancies between order and stock delivery. Examples of stock should include items such as: medicines, stationery, animal food, consumables and sterile supplies, as found in a typical veterinary practice. The management of stock control in optimum conditions should include stock rotation, expiry dates storage temperature and disposal.

Outcome 3

This Outcome requires the student to consider the effectiveness of record keeping within the practice placement.

This should include all the principles of record keeping in relation to:

- ◆ confidentiality — access to client and patient records should be confined to approved personnel; on computerised systems confidentiality must be ensured through the use of passwords, etc.; paper based system must be kept confidential with information only being used by relevant personal; verbal communication should adhere to the principle of confidentiality
- ◆ principles of data protection — the eight principles of data protection should be studied
- ◆ RCVS professional conduct — this must cover the code of professionalism for veterinary nurses
- ◆ patient records — the candidate should consider the details of recording the history of patients and observations of the patient (using relevant veterinary abbreviations) together with certification details (vaccinations, pet passports, etc)
- ◆ financial transactions — the basic financial records used within a veterinary practice, including both statutory and managerial

Higher National Unit specification: support notes (cont)

Unit title: Veterinary Practice: Operational Requirements

Guidance on the delivery of this Unit

Although this Unit may be delivered on a stand-alone basis, it has been designed as part of the HNC in Animal Nursing and HND in Veterinary Nursing. It is recommended that candidates are familiar with the running of a veterinary practice.

Outcomes 1 and 2

Delivery could involve lectures and class discussions within the college environment supported by workplace experience within a veterinary practice. The delivery could include the use of case studies, class discussions, quizzes, hand-outs, staff and candidate experience and the use of DVDs.

Outcomes 1 and 2 should be assessed using restricted response questions in an open-book assessment, conducted under supervised conditions. The use of organised notes should be encouraged. It would be preferable to focus on a typical veterinary practice dealing mainly with domestic animals. For assessment purposes, questions should be unseen and set in the context of a typical practice.

Outcome 3

Delivery could follow a similar format to Outcomes 1 and 2 with a mixture of lectures, case studies, class discussions, quizzes, hand-outs and guest speakers. Again this Outcome should be undertaken within the college environment supported by workplace experience within a veterinary practice.

Guidance on the assessment of this Unit

This Unit could be assessed by three assessments. Outcome 1 and Outcome 2 could each be assessed by a written test. Outcome 3 could be assessed by a report.

Higher National Unit specification: support notes (cont)

Unit title: Veterinary Practice: Operational Requirements

Assessment Guidelines

Outcome 1

This Outcome could be assessed using an open-book test consisting of unseen structured and extended response questions conducted in supervised conditions. The assessment should last approximately one and a half hours.

Outcome 2

This Outcome could be assessed using an open-book test consisting of unseen structured and extended response questions conducted in supervised conditions and lasting approximately one hour.

Outcome 3

This Outcome could be assessed using an investigation conducted in the work placement and an associated report produced in open-book conditions.

The report format must be in the accepted house style of the assessing centre. For assessment purposes the candidate should provide information based on a practical placement at a veterinary practice.

Online and Distance Learning

If this Unit is delivered by open or distance learning methods, additional resources will be required for candidate support, assessment and quality assurance. For further information and advice, please refer to the SQA guide: *Assessment and Quality Assurance for Open and Distance Learning* (www.sqa.org.uk).

Opportunities for developing Core Skills

There are opportunities to develop the Core Skill of *Information and Communication Technology (ICT)*, the Written component of *Communication* and the Critical Thinking component of *Problem Solving* at SCQF level 5 in this Unit, although there is no automatic certification of Core Skills or Core Skills components. The investigation and report for Outcome 3 provide good opportunities for the development of all of these aspects of Core Skills.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements

History of changes to Unit

Version	Description of change	Date

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Additional copies of this Unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Business Development and Customer Support team, telephone 0303 333 0330.

General information for candidates

Unit title: Veterinary Practice: Operational Requirements

This Unit forms part of the HNC in Animal Nursing and HND in Veterinary Nursing.

This Unit is designed to provide knowledge of three areas of effective management of a veterinary practice: health and safety, veterinary resources and record keeping. The Unit forms part of the HNC in Animal Nursing and HND in Veterinary Nursing framework and is relevant for those who work in the veterinary or allied industries.

The Unit comprises three Outcomes:

Outcome 1

In this Outcome you will develop an understanding of Health and Safety legislation required for the legal running of a veterinary practice. The specific legislation covered will include COSHH, RIDDOR, HASAWA, Ionising Radiation and Manual Handling. You will consider how they apply to the veterinary practice. The main risks will be looked at within the practice. Safe handling and disposal will be studied. The duties to the users of the facilities will be considered. The roles and responsibilities of the HSE inspector will be included. Liability under both civil and criminal law will be considered.

Outcome 2

In this Outcome you will consider resources and their management within a typical veterinary practice. Stock control will be examined with regard to optimising levels, storage damage, obsolescent stock and discrepancies. Examples of stock should include items such as medicines, stationery, food, consumables and sterile supplies, as found in a typical veterinary practice. The management of stock control in optimum conditions should include stock rotation, expiry dates, storage, temperature and disposal.

Outcome 3

This Outcome requires you to consider the effectiveness of record keeping within the practice placement. This should include all the principles of record keeping in relation to patient records and financial transactions, to include confidentiality, principles of data protection and RCVS professional conduct.

Assessment

In order to complete this Unit successfully you will be required to achieve a satisfactory level of performance. Outcomes 1 and 2 will be assessed using unseen restricted response questions in an open-book assessment, conducted under supervised conditions. Outcome 3 will be assessed through the completion of an open-book report based on an investigation conducted in the work placement.