



## **Group Award Specification for:**

**PDA Quality Improvement in Veterinary Practice  
(SCQF level 7)**

**Group Award Code: GR3W 47**

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# 1 Introduction

This document was previously known as the arrangements document. The purpose of this document is to:

- ◆ assist centres to implement, deliver and manage the qualification.
- ◆ provide a guide for new staff involved in offering the qualification.
- ◆ inform course managers teaching staff, assessors, learners, employers and HEIs of the aims and purpose of the qualification.
- ◆ provide details of the range of learners the qualification is suitable for and progression opportunities.

The PDA Quality Improvement in Veterinary Practice was developed to provide recognised training and formal certification for those carrying out the role of managing quality within a veterinary practice.

It is intended that the participants are employed within a veterinary practice, usually as a veterinary nurse, veterinary surgeon or practice manager. Those not employed within this setting should have a good working knowledge of the likely processes and procedures within veterinary practice.

## 2 Qualification structure

This PDA is made up of 3 SQA unit credits. It comprises 24 SCQF credit points all of which are at SCQF level 7. A mapping of Core Skills development opportunities is available in Section 5.3

### 2.1 Structure

4 code	2 code	Unit title	SQA credit	SCQF credit points	SCQF level
J4BY	34	Management of Quality	2	16	7
DW6E	34	Auditing Management Systems	1	8	7

## 3 Aims of the qualification

The principal aim of the qualification is to provide learners with the knowledge required to set up and review quality systems and the ability to develop these within a veterinary practice.

### 3.1 General aims of the qualification

- ◆ Develop Core Skills and other transferable skills
- ◆ Develop the ability to work independently and take responsibility for one's own learning
- ◆ Develop the ability to apply knowledge to practical situations

## 3.2 Specific aims of the qualification

- 1 Develop and apply skills to plan and document quality systems using appropriate theories, concepts and principles to effectively deliver the services offered by the veterinary practice.
- 2 Develop and apply skills required to accurately document and evaluate the delivery of services using a quality management system and identify actions for improvement.
- 3 Develop the skills required to analyse, interpret and use relevant information and research to underpin decisions in the development and review of management systems.
- 4 Develop learners' abilities to communicate effectively using a variety of methods with peers and staff within veterinary practice.

## 4 Recommended entry to the qualification

Entry to this qualification is at the discretion of the centre. The following information on prior knowledge, skills, experience or qualifications that provide suitable preparation for this qualification has been provided by the Qualification Design Team as guidance only.

Learners would benefit from having attained the skills, knowledge and understanding required by one or more of the following or equivalent qualifications and/or experience:

- ◆ An appropriate level of experience of veterinary practice to ensure familiarity with effective processes and practices.
- ◆ Evidence of previous higher level academic study is recommended.

### 4.1 Core Skills entry profile

The Core Skill entry profile provides a summary of the associated assessment activities that exemplify why a particular level has been recommended for this qualification. The information would be used to identify if additional learning support needs to be put in place for learners whose Core Skills profile is below the recommended entry level or whether learners should be encouraged to do an alternative level or learning programme.

<b>Core Skill</b>	<b>Recommended SCQF entry profile</b>	<b>Associated assessment activities</b>
Communication	6	Written and oral communication and written systems of work and reports
Numeracy	6	Interpreting cost information and quantitative information
Information and Communication Technology (ICT)	6	Research using online resources, recording data, production of reports, tables
Problem Solving	6	Adapting to changes circumstances
Working with Others	6	Working as part of a team, communicating information to managers

## **5 Additional benefits of the qualification in meeting employer needs**

This qualification was designed to meet a specific purpose and what follows are details on how that purpose has been met through mapping of the units to the aims of the qualification. Through meeting the aims, additional value has been achieved by linking the unit standards with those defined in national occupational standards and/or trade/professional body requirements. In addition, significant opportunities exist for learners to develop the more generic skill, known as Core Skills through doing this qualification.

## 5.1 Mapping of qualification aims to units

Code	Unit title	Aims			
		1	2	3	4
J4BY 34	Management of Quality	X	X	X	X
DW6E 34	Auditing Management Systems		X	X	X

- 1 Develop and apply skills to plan and document quality systems using appropriate theories, concepts and principles to effectively deliver the services offered by the veterinary practice.
- 2 Develop and apply skills required to accurately document and evaluate the delivery of services using a quality management system and identify actions for improvement.
- 3 Develop the skills required to analyse, interpret and use relevant information and research to underpin decisions in the development and review of management systems.
- 4 Develop learners' abilities to communicate effectively using a variety of methods with peers and staff within veterinary practice.

## 5.2 Mapping of National Occupational Standards (NOS)

Code	Unit title	National Occupational Standard
		(CFAM&LFE2) Manage quality audits
J4BY 34	Management of Quality	X
DW6E 34	Auditing Management Systems	X

### 5.3 Mapping of Core Skills development opportunities across the qualification

Unit code	Unit title	Communication			Numeracy		ICT		Problem Solving			Working with Others	
		Written (Reading)	Written (Writing)	Oral	Using Number	Using Graphical Information	Accessing Information	Providing/Creating Information	Critical Thinking	Planning and Organising	Reviewing and Evaluating	Working Co-operatively with Others	Reviewing Co-operative Contribution
J4BY 34	Management of Quality	X	X		X		X	X	X	X		X	
DW6E 34	Auditing Management Systems	X	X	X	X	X	X	X	X	X	X	X	X

### 5.4 Assessment strategy for the qualification

Unit	Assessment		
	Outcome 1	Outcome 2	Outcome 3
Management of Quality	Restricted response questions	Product evidence	Product evidence
Auditing Management Systems	Practical — holistic report	Practical — holistic report	Holistic report

## 6 Guidance on approaches to delivery and assessment

The content of this qualification is designed to be delivered to those within the workplace and therefore should be as flexible and integrated as possible. It would be appropriate to ensure that the outcomes are taught using a variety of examples to demonstrate their application to veterinary practice.

### 6.1 Sequencing/integration of units

It is intended that *Management of Quality* is delivered first in order that the learner understands the processes involved in developing a quality system, prior to completing the evaluation of systems within *Auditing Management Systems*.

There will be some overlap in the learning of these units however, particularly in understanding the requirement and process for audits.

### 6.2 Recognition of prior learning

SQA recognises that learners gain knowledge and skills acquired through formal, non-formal and informal learning contexts.

In some instances, a full group award may be achieved through the recognition of prior learning. However, it is unlikely that a learner would have the appropriate prior learning and experience to meet all the requirements of a full group award.

The recognition of prior learning may **not** be used as a method of assessing in the following types of units and assessments:

- ◆ HN Graded Units
- ◆ Course and/or external assessments
- ◆ Other integrative assessment units (which may or not be graded)
- ◆ Certain types of assessment instruments where the standard may be compromised by not using the same assessment method outlined in the unit
- ◆ Where there is an existing requirement for a licence to practice
- ◆ Where there are specific health and safety requirements
- ◆ Where there are regulatory, professional or other statutory requirements
- ◆ Where otherwise specified in an assessment strategy

More information and guidance on the *Recognition of Prior Learning* (RPL) may be found on our website [www.sqa.org.uk](http://www.sqa.org.uk).

The following sub-sections outline how existing SQA unit(s) may contribute to this group award. Additionally, they also outline how this group award may be recognised for professional and articulation purposes.

#### 6.2.1 Articulation and/or progression

This award may provide credit to facilitate progression to a business qualification; HN or degree.



### 6.2.2 Credit transfer

Learners who have achieved the previous version of unit *Management of Quality* DW6G 34 would be eligible for credit transfer to the current version J4BY 34.

### 6.3 Opportunities for e-assessment

The units are designed to ensure that online learning can be facilitated, and therefore assessment activities and submission is expected to be via electronic/online mediums. Appropriate software should be used to identify plagiarism, however the opportunities will be limited due to learners producing work related to the own workplace.

### 6.4 Support materials

A list of existing ASPs is available to view on SQA's website.

### 6.5 Resource requirements

Where possible learners would benefit from having access to a real work environment, however simulated scenarios may be provided.

## 7 General information for centres

### Equality and inclusion

The unit specifications making up this group award have been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners will be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence. Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements).

### Internal and external verification

All assessments used within this/these qualification(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment* ([www.sqa.org.uk/GuideToAssessment](http://www.sqa.org.uk/GuideToAssessment)).

## 8 Glossary of terms

**Embedded Core Skills:** is where the assessment evidence for the unit also includes full evidence for complete Core Skill or Core Skill components. A learner successfully completing the unit will be automatically certificated for the Core Skill. (This depends on the unit having been successfully audited and validated for Core Skills certification.)

**Finish date:** The end of a group award's lapsing period is known as the finish date. After the finish date, the group award will no longer be live and the following applies:

- ◆ learners may not be entered for the group award
- ◆ the group award will continue to exist only as an archive record on the Awards Processing System (APS)

**Lapsing date:** When a group award is entered into its lapsing period, the following will apply:

- ◆ the group award will be deleted from the relevant catalogue
- ◆ the group award specification will remain until the qualification reaches its finish date at which point it will be removed from SQA's website and archived
- ◆ no new centres may be approved to offer the group award
- ◆ centres should only enter learners whom they expect to complete the group award during the defined lapsing period

**SQA credit value:** The credit value allocated to a unit gives an indication of the contribution the unit makes to an SQA group award. An SQA credit value of 1 given to an SQA unit represents approximately 40 hours of programmed learning, teaching and assessment.

**SCQF:** The Scottish Credit and Qualification Framework (SCQF) provides the national common framework for describing all relevant programmes of learning and qualifications in Scotland. SCQF terminology is used throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at [www.scqf.org.uk](http://www.scqf.org.uk).

**SCQF credit points:** SCQF credit points provide a means of describing and comparing the amount of learning that is required to complete a qualification at a given level of the Framework. One National Unit credit is equivalent to 6 SCQF credit points. One National Unit credit at Advanced Higher and one Higher National Unit credit (irrespective of level) is equivalent to 8 SCQF credit points.

**SCQF levels:** The level a qualification is assigned within the framework is an indication of how hard it is to achieve. The SCQF covers 12 levels of learning. HNCs and HNDs are available at SCQF levels 7 and 8 respectively. Higher National Units will normally be at levels 6–9 and graded units will be at level 7 and 8. National Qualification Group Awards are available at SCQF levels 2–6 and will normally be made up of National Units which are available from SCQF levels 2–7.

**Subject unit:** Subject units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

**Signposted Core Skills:** refers to opportunities to develop Core Skills arise in learning and teaching but are not automatically certificated.



## 9 General information for learners

This section will help you decide whether this is the qualification for you by explaining what the qualification is about, what you should know or be able to do before you start, what you will need to do during the qualification and opportunities for further learning and employment.

The PDA Quality Improvement in Veterinary Practice was developed to provide those carrying out the role of managing quality within a veterinary practice recognised training and qualification.

Quality Improvement is a key step in ensuring that patient care is as effective as possible. The principal aim of the qualification is to provide you with the knowledge required to set up and review quality systems and the ability to develop these within your veterinary practice.

This qualification would be suitable for you if you work in a veterinary practice, usually as a veterinary nurse, veterinary surgeon or practice manager and have (or would like to have) a role in managing quality.

To achieve the PDA you will be required to complete two units:

- ◆ *Management of Quality*
- ◆ *Auditing Management Systems*