



# **Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines (0141-21)**

January 2017 Version 1.1

**Qualification Handbook**

## Qualification at a glance

<b>Industry area</b>	Agriculture and Animal Care
<b>City &amp; Guilds number</b>	0141-21
<b>Age group</b>	16-19, 19+
<b>Entry requirements</b>	Centres must ensure that any pre-requisites stated in the <i>What is this qualification about?</i> section are met.
<b>Assessment</b>	To gain this qualification, candidates must successfully achieve the following assessments: <ul style="list-style-type: none"> <li>• One to one practical assessment with oral questioning by an approved City &amp; Guilds assessor</li> </ul>
<b>Grading</b>	Pass only
<b>Approvals</b>	Full centre approval Qualification approval
<b>Registration and certification</b>	Registration and certification of this qualification is through the Walled Garden, and is subject to end dates.

Title and level	Size (GLH)	TQT	Qualification number	Ofqual accreditation number
Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines	12	15	0141-21	601/8781/5

Version and date	Change detail	Section
1.0	First version	
1.1 January 2017	Topic 1.1 content updated	Unit

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# Contents

<b>1</b>	<b>Introduction</b>	<b>5</b>
	Purpose of this qualification	5
	Qualification structure	6
<b>2</b>	<b>Centre requirements</b>	<b>8</b>
	Approval	8
	Resource requirements	8
	Any item(s) of livestock and clinical equipment used for the assessment must comply with current legal and animal welfare requirements.	9
	Additional information may be sought from the relevant manufacturer's instruction book, operators' manual, product label/database or any other Government/Government Agency publication.	9
	Animal Welfare	9
	Throughout this assessment a high emphasis is placed on animal welfare, which will underpin the whole of this qualification.	9
	Learner entry requirements	9
<b>3</b>	<b>Administration</b>	<b>11</b>
	External quality assurance	11
	Malpractice	11
	Access arrangements and special consideration	12
<b>4</b>	<b>Units</b>	<b>13</b>
<b>Unit 228</b>	<b>Safe and Responsible use of veterinary medicines</b>	<b>14</b>
	What is this unit about?	14
	Learning outcomes	15
	Scope of content	15
	Suggested learning resources	23
<b>Appendix 1</b>	<b>Sources of general information</b>	<b>24</b>

# 1 Introduction

## **Purpose of this qualification**

This qualification aims to provide candidates with the skills and knowledge to use veterinary medicines safely, responsibly and in accordance with current legislation. The qualification is endorsed to the animal group that the candidate is trained and assessed in.

## Qualification structure

For the **Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines** learners must be trained and assessed in the unit content listed below. This assessment must be on the animal species group that the qualification is to be endorsed:

Unit number	Unit title	GLH
<b>Mandatory – Learners must achieve the mandatory unit</b>		
0141-228	Safe and Responsible Use of Veterinary Medicines	12

### Qualification Endorsement Certification Module numbers

Certification module number	Certification module title
901	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Farmed livestock (cattle)
902	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Farmed livestock (pigs)
903	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Farmed livestock (sheep and goats)
904	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Other farmed mammals
905	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Companion animals (dogs and cats)
906	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Equine
907	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - British Wildlife
908	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Farmed fish and ornamentals
909	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Camelids
910	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Exotics – avian
911	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Exotics – reptiles and amphibians
912	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Exotics – mammals

<b>913</b>	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Poultry and gamebirds
<b>914</b>	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Zoological - aquatic mammals
<b>915</b>	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Zoological - chelonian and crocodilians
<b>916</b>	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Zoological - aquatic birds
<b>917</b>	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Zoological - primates
<b>918</b>	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Zoological - small mammals
<b>919</b>	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Zoological - ungulates
<b>920</b>	Level 2 Certificate of Competence in the Safe and Responsible Use of Veterinary Medicines - Zoological - carnivorous mammals

## 2 Centre requirements

### Approval

New centres will need to gain centre approval. Existing City & Guilds centres who do not currently offer this qualification must go through the Qualification Approval (QAP) process. For centres currently offering Level 2 Award in the Safe Use of Veterinary Medicines (0141-01) there is a Fast Track method of approval. Please email [qasupport@cityandguilds.com](mailto:qasupport@cityandguilds.com) for further information on the approval process

### Resource requirements

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme, as detailed under the following headings.

#### Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following requirements:

- be technically competent in the areas in which they are delivering
- be able to deliver across the breadth and depth of the content of the qualification being taught
- have recent relevant teaching and assessment experience in the specific area they will be teaching, or be working towards this
- demonstrate continuing CPD.

#### Physical resources

Centres must be able to demonstrate that they have access to the equipment and technical resources required to deliver these qualifications and their assessments.

### Assessment Guidance for the Assessor

Staff assessing these qualifications must be approved Certificate of Competence City & Guilds NPTC Assessors and must be independent **and cannot have been involved with the training of the Candidate**. This qualification can only be assessed by an Assessor who is suitably qualified and meets the requirements of the awarding body.

Certificate of Competence City & Guilds NPTC Assessors must meet the following requirements:

- show competence and provide evidence of industry expertise in the qualification/s they wish to assess
- hold the qualification as a candidate and have been technically evaluated as an Assessor
- be up to date with their verification and relevant first aid
- demonstrate continuing technically relevant CPD

Compliance with these requirements is a pre-requisite for Assessors remaining on the list of approved Assessors.



Verification is a process of monitoring assessment; it is an essential check to confirm that the assessment procedures are being carried out in the way City & Guilds has laid down. The overall aim of verification is to establish a system of quality assurance that is acceptable in terms of both credibility and cost effectiveness and approved Assessors will be subject to a regular visit by the Verifier at a time when assessments are being undertaken.

A selection of assessment reports completed by the Assessor will be evaluated by a City & Guilds approved Quality Consultant.

## **Safe Practice**

Appropriate PPE must be worn at all times

All equipment must be operated in such a way that the Candidate, Assessor, other persons, animals or other equipment are not endangered.

If these conditions are not observed this will result in the Candidate not meeting the required standard.

The use of modern veterinary medicines often requires the weight of animals to be treated, to be accurately known. It is therefore recommended that practical facilities where assessments are conducted have appropriate weighing facilities available. In the absence of such facilities it is imperative that the owner/keeper of the animals clearly agrees, in advance of the assessment, the following:

- (a) The animals to be used for treatment (real or simulated) are clearly identified.
- (b) The weights of these animals are agreed.
- (c) The types of veterinary medicines to be used are clearly established.

## **Validation of Equipment**

Any item(s) of livestock and clinical equipment used for the assessment must comply with current legal and animal welfare requirements.

Additional information may be sought from the relevant manufacturer's instruction book, operators' manual, product label/database or any other Government/Government Agency publication.

## **Animal Welfare**

Throughout this assessment a high emphasis is placed on animal welfare, which will underpin the whole of this qualification.

## **Learner entry requirements**

Centres must ensure that all learners have the opportunity to gain the qualification through appropriate study and training, and that any prerequisites stated in the *What is this qualification about?* section are met when registering on this qualification.

## **Age restrictions**

These qualifications are approved for learners aged 16 – 19, 19+.



### 3 Administration

Approved centres must have effective quality assurance systems to ensure valid and reliable delivery and assessment of qualifications. Quality assurance includes initial centre registration by City & Guilds and the centre's own internal procedures for monitoring quality assurance procedures.

Consistent quality assurance requires City & Guilds and its associated centres to work together closely; our Quality Assurance Model encompasses both internal quality assurance (activities and processes undertaken within centres) and external quality assurance (activities and processes undertaken by City & Guilds).

#### External quality assurance

City & Guilds will undertake external moderation activities to ensure that the quality assurance criteria for this qualification are being met. Centres must ensure that they co-operate with City & Guilds staff and representatives when undertaking these activities.

City & Guilds requires the Head of Centre to

- facilitate any inspection of the centre which is undertaken on behalf of City & Guilds
- make secure arrangements to receive, check and keep assessment material secure at all times, maintain the security of City & Guilds confidential material from receipt to the time when it is no longer confidential and keep completed assignment work and examination scripts secure from the time they are collected from the candidates to their dispatch to City & Guilds.

#### Malpractice

Please refer to the City & Guilds guidance notes *Managing cases of suspected malpractice in examinations and assessments*. This document sets out the procedures to be followed in identifying and reporting malpractice by candidates and/or centre staff and the actions which City & Guilds may subsequently take. The document includes examples of candidate and centre malpractice and explains the responsibilities of centre staff to report actual or suspected malpractice. Centres can access this document on the City & Guilds website.

Examples of candidate malpractice are detailed below (please note that this is not an exhaustive list):

- falsification of assessment evidence or results documentation
- plagiarism of any nature
- collusion with others
- copying from another candidate (including the use of ICT to aid copying), or allowing work to be copied
- deliberate destruction of another's work
- false declaration of authenticity in relation to assessments
- impersonation.

These actions constitute malpractice, for which a penalty (eg disqualification from the assessment) will be applied.

Where suspected malpractice is identified by a centre after the candidate has signed the declaration of authentication, the Head of Centre must submit full details of the case to City & Guilds at the earliest opportunity. Please refer to the form in the document *Managing cases of suspected malpractice in examinations and assessments*. Alternatively please complete the form, JCQ/M1. Copies of this form can be found on the JCQ website: <http://www.jcq.org.uk>

### **Access arrangements and special consideration**

We have taken note of the provisions of equalities legislation in developing and administering this specification.

We can make arrangements so that candidates with disabilities, special educational needs and temporary injuries can access the assessment. These arrangements must be made before assessment takes place.

It is the responsibility of the centre to ensure at the start of a programme of learning that candidates will be able to access the requirements of the qualification.

Please refer to the *JCQ access arrangements and reasonable adjustments and Access arrangements - when and how applications need to be made to City & Guilds* for more information. Both are available on the City & Guilds website:

**<http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/access-arrangements-reasonable-adjustments>**

### **Special consideration**

We can give special consideration to candidates who have had a temporary illness, injury or indisposition at the time of the examination. Where we do this, it is given after the examination.

Applications for either access arrangements or special consideration should be submitted to City & Guilds by the Examinations Officer at the centre. For more information please consult the current version of the JCQ document, *A guide to the special consideration process*.

### **Language of examinations**

City & Guilds has a responsibility to ensure that candidates can be assessed in the following languages only:

- English
- English in Northern Ireland
- English in Wales.

## 4 Units

## Unit 228

## Safe and Responsible use of veterinary medicines

<b>UAN:</b>	A/508/0367
<b>Level:</b>	2
<b>GLH:</b>	12
<b>Assessment type</b>	One to one practical assessment with oral questioning

### What is this unit about?

The purpose of this unit is for learners to administer, store and dispose of veterinary medicines competently and humanely, in accordance with the animal health plan for the safe and responsible use and storage of veterinary medicines.

Learners will need to be trained and assessed in one of the following animal group pathways:

- Farmed livestock (cattle)
- Farmed livestock (pigs)
- Farmed livestock (sheep and goats)
- Other farmed mammals (deer, rabbits, wild boar, buffalo, bison)
- Companion animals (dogs and cats)
- Equine (horses, ponies and donkeys)
- British Wildlife (eg badgers, hedgehogs, foxes)
- Farmed fish and ornamentals (eg salmon, trout, goldfish)
- Camelids (eg llamas, alpaca, camels)
- Exotics – avian (eg parrots, parakeets)
- Exotics – reptiles and amphibians (eg corn snake, bearded dragon, green iguana)
- Exotics – mammals (eg ferrets, degus, rabbits, guinea pigs, chinchillas)
- Poultry and gamebirds (eg pheasants, partridge, bantam chickens, pigeons)
- Zoological - aquatic mammals (eg otters, seals)
- Zoological - chelonian and crocodilians (eg caiman, radiated tortoise)
- Zoological - aquatic birds (eg penguins, flamingoes)
- Zoological - primates (eg chimpanzees, gorilla, squirrel monkeys, ring-tailed lemurs)
- Zoological - small mammals (eg meerkats, mongoose, porcupines)
- Zoological - ungulates (eg giraffe, tapirs, hippopotamus, rhinoceros, elephants)
- Zoological - carnivorous mammals (eg Asiatic lion, Amur tiger, polar bear)

The qualification certificate will be endorsed by the animal group pathway that the candidate has been assessed in.

## Learning outcomes

In this unit, learners will be able to

1. Responsibly use veterinary medicines
2. Safely store and administer veterinary medicines

## Scope of content

This section gives details of the scope of content to be covered in the teaching of the unit to ensure that all the learning outcomes can be achieved. This should be delivered in the context of the animal group that the candidate will be assessed in.

### Learning outcome 1: Responsibly use veterinary medicines

#### Topic 1.1: Responsible use of veterinary medicines

##### Topic 1.1

The importance of using medicines responsibly. To include:

- Use of medicines as little as possible
- To reduce risk of disease challenge
  - Farm/ environment management, good ventilation, access to fresh water, nutrition, hygiene, correct stocking rate etc.
  - Biosecurity
  - Farm health planning
  - Vaccination programmes
- To prevent the use of medicines as a substitute for good farm/ animal management
- Use of medicines as much as necessary
  - Diagnosis and prescription by vet e.g. use of antibiotics, anti-inflammatories
  - Medicines purchased from registered supplier e.g. veterinary practice, pharmacist, retail premises
  - The importance of using prescribed and purchased medicines correctly
  - Follow label and vet instructions
  - Correct dose
  - Full course
  - Implement latest withdrawal period

The importance of administering the recommended dose of veterinary medicines, to include:

- The dangers to animals and/ or people if the dosage is too high
- Residue levels beyond the withdrawal period if dosage is too high
- Cost implications if the dosage is too high or too low

- The impact of under / over dosing
- The impact on recovery rates
- The impact on pain reduction and prevention of incorrect doses

Responsibilities under the Veterinary Medicines Directorate Suspect Adverse Reaction Surveillance Scheme (SARSS)

Adverse reaction to veterinary medicines (including lack of efficacy).

### **For farm related animal group pathways only:**

The importance of the responsible use of antibiotics and what can be done to help reduce reliance. To include:

- Antimicrobial resistance; how it arises, how it spreads and how to avoid it.
- Antibiotics should not normally be the first option and avoid routine use.
- The importance of diagnostics, biosecurity and good management in controlling disease.
- When antibiotics are likely to be ineffective, e.g. against viruses and when resistance is present.
- "Critically important" antibiotics and why their use is reserved for last-resort.

In summary - Replace, reduce, refine; reducing risk of antibiotic resistance in farm animals and the human population.

## **Learning outcome 2: Safely store and administer veterinary medicines**

Topic 2.1: Signs of health and ill health in animals

Topic 2.2: Storage and transport of veterinary medicines

Topic 2.3: Administer veterinary medicines

Topic 2.4: Record keeping

### **Topic 2.1**

Signs of health and ill health in animal species. To include:

- Condition of skin/ fur/ feathers/ scales
- Clean condition of mouth/ dentition/ beak
- Condition of eyes, ears, nose/ nares
- Condition of head, body and limbs including feet/ nails/ hoofs/ claws
- Condition of genitals
- Colour of mucous membranes
- General mood/ behaviour/ group interaction
- Gait/ movement
- Feeding and drinking behaviour
- Respiration
- Urine/ faeces – amounts and consistency

Actions to be taken if signs of ill health are found. To include:

- Referral to health plan
- Liaison with manager



- Liaison with veterinary surgeon in line with own responsibilities

Techniques to minimise or control the risk of contact with zoonoses, to include:

- Hygiene and bio-security practices eg isolation of infected animals
- Use of Personal Protective Equipment (PPE)
- Vaccination of animals and humans
- Avoidance of infected animals and/ or their products at times of high risk
- Slaughter/ euthanasia of infected animal(s)

Prevention of unnecessary suffering to animals during treatment with veterinary medicines, to include:

- Correct dose rate
- Correct timing
- Correct method of application
- Before 'use-by'/discard date (after first use) and expiry date

The importance of the term 'expiry date':

- The latest recommended date for the safe use of product, provided the product has not been opened

## Topic 2.2

Features of a veterinary medicines store. To include:

- Separate, designated and labelled store
- Secure and able to contain spillages
- Complies with Veterinary Medicines Directorate (VMD) code of practice and RUMA guidelines
- Complies with recommendations on labels/ data sheet
- Exhibits warning signs
- Recording systems
- Temperature controls e.g. refrigerators
- Sufficient size
- Ability to withstand 30 minutes of fire
- Not located in an office, staff room or feed store
- Separate areas for medicines and equipment
- Storing the minimum required amount

The safety checks that made during the use and storage of veterinary medicines, in order to ensure the safety of self and others, to include:

- Compliance with risk/ Control of Substances Hazardous to Health (COSHH) assessments
- Compliance with manual handling regulations
- Veterinary medicines labelled and stored as instructed (e.g. powder above liquids), correctly transported, used as instructed and recorded
- Correct usage of PPE
- Proper restraint of animals
- Accident procedures complied with

How to read and interpret a veterinary medicine's label, to include:

- Active ingredient

- Dose rate
- Route of administration
- Expiry date and/or discard date
- Storage condition
- Safety precautions
- Withdrawal period
- Species/type of animal to be treated
- Trade name
- Contraindications and warnings
- Product Authorisation number
- Form of medicine i.e. pill, powder, liquid
- Batch number
- Product Distribution category

The transport veterinary medicines and equipment for administration from store to site of application. This must include:

- Compliance with the animal health plan for the safe use of veterinary medicines
- Secure from theft
- Protected from damage during transit
- Able to contain spillages
- Complies with product labels/ data sheets
- Relevant product information provided
- Relevant recording system
- Appropriate personal protective equipment (PPE) provided

Requirements for the safe transportation of veterinary medicines, to include:

- Secure from theft
- Able to contain spillages
- Vehicle suitable for the purpose
- Separation from passengers, animals, feedstuffs, other equipment and unwanted veterinary medicines and equipment
- Stored to prevent damage during transit
- Protected from excessive sunlight, heat and cold
- Relevant information about each product/ medicine
- PPE for handling and emergencies
- Unloaded from the vehicle and returned to store each night
- Hygiene

### **Topic 2.3**

Responsibilities of the employee under the Health and Safety Executive (HSE) legislation for the use of veterinary medicines, to include:

- Maintenance of safety of self and others
- Correct use of drugs and equipment as instructed by management and manufacturer's instructions
- Requirement to report faulty equipment
- Correct use of Personal Protective Equipment (PPE)
- Maintenance of Personal Protective Equipment (PPE)
- Compliance with organizational training and instruction
- Co-operation with employer to comply with legislation

Methods of administering veterinary medicines, to include:

- In feed/ water
- By injection
- By mouth
- Topical (e.g. surface treatment/ pour on/ eye ointment)
- By inhalation
- Per vagina or rectum (e.g. enema/pessaries)

Methods of injection with examples of veterinary medicines that could be used for each method, to include:

- Intra-muscular e.g. iron, vaccines, antibiotics
- Intra-venous e.g. rehydration, calcium
- Intra-mammary infusion e.g. antibiotics, teat sealant
- Subcutaneous e.g. magnesium, vaccines, local anesthetic
- Intra dermal e.g. vaccines

The consequences of accidental self-injection and the actions taken to minimise the risk, to include:

- Adverse reaction to active ingredients/ chemicals
- Infection with bacteria/ zoonoses
- Local tissue damage/ puncture wounds
- Prevention by use of needle guards
- Use of needle disinfection devices
- Prompt medical attention
- Reporting incidents

Maintenance of re-usable pieces of veterinary equipment after use, to include:

- Identifying faults and carrying out regular maintenance/ replacement
- Cleaning according to manufacturer's instructions/ data sheet
- Sterilizing according to manufacturer's instructions/ data sheet
- Hygienic storage, in equipment cupboard, following manufacturer's instructions eg in sealed containers

The requirement after administration to return any unused veterinary medicines to the store, and to return and clean any equipment to the store.

The reasons why accidental contamination with veterinary medicines occur when being administered and the actions taken in each case to include:

- Human inhalation – get into fresh air and follow the data sheet/package insert/label and if any doubt go straight to the doctor taking the data sheet
- Self injection – go to the doctor taking the data sheet
- Contact with human skin/ eyes/ or swallowed – eg contact with skin: wash off and follow the data sheet/package insert/label and if any doubt go straight to the doctor with the data sheet

Administration of veterinary medicines to selected animals safely using the correct equipment and techniques to include the following methods:

- Orally
- Topically

- Injection
- For certain livestock species this could also include intra-mammary infusion

Injection of injecting animals:

- Selecting and using equipment appropriate to the animal, using shrouds, guards and safety equipment where applicable
- Using disinfection kits where applicable.

Compliance with appropriate codes of practice and instructions when administering injections, to include:

- Animal health plan
- VMD Code of Practice
- HSE Safe Use
- Animal Welfare Codes
- COSHH/ Risk Assessment
- First aid procedures
- Veterinary surgeon instructions
- Recommended quantity
- Animal welfare eg handling and restraint
- Cleaning and maintenance of equipment as appropriate
- Maintenance of hygiene
- Maintenance of aseptic techniques
- Operator health surveillance
- Product label/ data sheet
- NADIS (National Disease Awareness Scheme)
- RUMA (Responsible Use of Medicines Alliance) guidelines
- Control of Worms Sustainably (COWS)
- Sustainable Control of Parasites in Sheep (SCOPS)

Safe disposal of sharps and disposable syringes, to include:

- Stored in an appropriate container and disposal arranged with the local authority
- Arranged with a private veterinary surgeon
- Returned to supplier
- Passed to authorised agent
- Licensed waste disposal contractor

Safe disposal of unwanted veterinary medicines, waste and equipment, to include:

- Arrangements made for disposal by supplier
- Special waste transferred to appropriate authority and recorded
- Stored safely and secured prior to disposal

Proper disposal includes:

- Safe disposal in accordance with legislation, safety data sheet and the safe use and storage health plan
- Use of an authorised waste disposal contractor
- Returned to veterinarian
- Disposal of medicines recorded
- Avoidance of environmental pollution
- Disposal of clinical and pharmaceutical waste separately

Action to be taken if the environment is polluted by spillage of veterinary medicines, which could include:

- Inform appropriate environment agency eg Environment Agency (England), Natural Resources Wales (Wales) ,Scottish Environment Protection Agency (Scotland)
- Inform appropriate emergency service
- Inform Local authority

Methods for the emergency disposal of live animals within a withdrawal period, to include:

- Humane slaughter and disposal as for a dead animal
- Do not send for slaughter for human consumption until the 'withdrawal' period is complied with

Methods for the disposal of dead animals, to include:

- Incineration, must comply with legislation to prevent pollution
- Obey planning permission rules for an incinerator
- Fallen stock disposal scheme
- Through authorised agents
- Bury with veterinary surgeon's consent

Methods for the disposal of animal products as appropriate, to include:

- Disposed of safely with regard to self and other people
- Prevented from entering the food chain
- Agreed place/method for disposal should be established with the relevant authority

## **Topic 2.4**

Records kept to comply with veterinary medicine legislation requirements and to aid management:

- Legislation:
  - Withdrawal period
  - Record of veterinary medicines' use/ animal health
  - Record of operator health
  - Record of other people's involvement
  - COSHH/ Risk assessment
  - Batch numbers
- Aid management
  - Veterinary medicines used in treating animals including batch number and the person administering
  - Identification of animal(s) /batch of animals
  - Duplicate list of veterinary medicines in store
  - Disposal of sharps, chemical waste, unwanted medicines
  - Completion of accident book
  - Response to treatment
  - Costs

Maintenance of the recording system for administering veterinary medicines to animals.

Records required by legislation:

- Withdrawal period
- Record of veterinary medicines' use/ animal health
- Record of operator health
- Record of other people's involvement
- COSHH/ Risk assessment
- Batch numbers

Records required for management purposes:

- As specified in the Animal Health plan

The requirement for the 'withdrawal period' as stated on the product label/ data sheet and products that might be affected, as applicable to animal species selected. This may include:

- To ensure that consumers of meat/ fish or other animal products are not affected by residues of veterinary medicines

Products that can be affected include:

- Meat/Offal
- Eggs
- Milk
- Fish
- Wool/hide/hair

## Suggested learning resources

Veterinary Medicines Directorate-GOV.UK

**[www.gov.uk/veterinary-medicines-directorate](http://www.gov.uk/veterinary-medicines-directorate)**

- Product Information Database
- Report an Adverse Event
- Veterinary Medicines Guidance

Responsible Use of Medicines in Agriculture Alliance

**[www.ruma.org.uk](http://www.ruma.org.uk)**

- guidelines-use of antibiotics
- guidelines-use of vaccines
- guidelines-use of antiparasitics

SCOPS –Sustainable Control of Parasites in Sheep

**[www.scops.org.uk](http://www.scops.org.uk)**

- product leaflets
- endoparasites
- ectoparasites

COWS- cattle parasites

**[www.cattleparasites.org.uk](http://www.cattleparasites.org.uk)**

- best practice in the control of cattle parasites

Responsible use of animal medicines on the farm

**[www.gov.uk/government/publications/responsible](http://www.gov.uk/government/publications/responsible)**

- Code of Practice for responsible use of animal medicines on farms

Nadis-National Animal Disease Information Service

**[www.nadis.org.uk](http://www.nadis.org.uk)**

- cattle, sheep, pigs, gamebirds, poultry, camelids, goats
- parasite forecast
- disease trends
- monthly webinars

Veterinary medicines: Safe use by farmers and other animal handlers

**[www.hse.gov.uk](http://www.hse.gov.uk)**

- steps to take to protect the health and safety of anyone who works with veterinary medicines
- compliance with Control of Substances Hazardous to Health (COSHH)

## Appendix

Categories of Veterinary Medicines:

- Prescription only medicine- Veterinary (POM-V),
- Prescription only medicine-Veterinary, Pharmacy and Suitably qualified person (POM-VPS),

- Non food animal- Veterinary, Pharmacy and Suitably qualified person (NFA-VPS) Authorised Veterinary Medicine-General Sales List (AVM-GSL)

## Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on [www.cityandguilds.com](http://www.cityandguilds.com).

### *City & Guilds Centre Manual*

This document provides guidance for organisations wishing to become City & Guilds approved centres, as well as information for approved centres delivering City & Guilds qualifications. It covers the centre and qualification approval process as well as providing guidance on delivery, assessment and quality assurance for approved centres.

It also details the City & Guilds requirements for ongoing centre and qualification approval, and provides examples of best practice for centres. Specifically, the document includes sections on:

- the centre and qualification approval process
- assessment, internal quality assurance and examination roles at the centre
- registration and certification of candidates
- non-compliance and malpractice
- complaints and appeals
- equal opportunities
- data protection
- management systems
- maintaining records
- internal quality assurance
- external quality assurance.

### *Our Quality Assurance Requirements*

This document explains the requirements for the delivery, assessment and awarding of our qualifications. All centres working with City & Guilds must adopt and implement these requirements across all of their qualification provision. Specifically, this document:

- specifies the quality assurance and control requirements that apply to all centres
- sets out the basis for securing high standards, for all our qualifications and/or assessments
- details the impact on centres of non-compliance

Our Quality Assurance Requirements document encompasses the relevant regulatory requirements of the following documents, which apply to all UK centres working with City & Guilds:



- Ofqual's General Conditions of Recognition

The **centre homepage** section of the City & Guilds website also contains useful information on

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

## Useful contacts

### UK learners

General qualification information

**E: [information@cityandguilds.com](mailto:information@cityandguilds.com)**

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### International learners

General qualification information

**E: [intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)**

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### Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

**E: [information@cityandguilds.com](mailto:information@cityandguilds.com)**

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### Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

**E: [singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)**

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### International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

**E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)**

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### Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

**E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)**

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### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

**E: [business@cityandguilds.com](mailto:business@cityandguilds.com)**

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If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: **[feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)**

## About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

## City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications) and Learning Assistant (an online e-portfolio).

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- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

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