

Level 2 Diploma for Veterinary Care Assistants 0448-02



Evidence requirements

600/0106/9

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Version 1

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Level 2 Diploma for Veterinary Care Assistants 0448-02

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Evidence requirements for Apprenticeship learners

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Evidence requirements

Details of Assessment

Rule of combination

Level 2 Diploma for Veterinary Care Assistants QAN 600/0106/9	
Rules for achievement of qualification	53 credits from (201 – 203) and 901

Units

City & Guilds unit number	Title	Unit number	Credits
201	Principles and practices of animal handling and care in the veterinary environment	M/502/6953	16
202	Principles and practices of assisting with care in the veterinary environment	K/502/6952	21
203	Principles and practices of administrative duties in the veterinary care environment	H/502/6951	16

Apprenticeship Framework

The new Framework qualification has been designed to be suitable for use within the Intermediate Apprenticeship for Nursing Assistants in a Veterinary Environment. This qualification has been designed to be a single integrated qualification (containing both the competence and knowledge elements) required by the SASE guidance. This is a single integrated qualification is composed of a competence element (37 credits) and a knowledge element (16 credits).

Therefore for candidates who are completing this qualification as part of the apprenticeship, they will need to complete the learner logbook (available from www.cityandguilds.com).

When results are submitted for apprenticeship learners, the overall qualification can only be achieved at a Pass grade (certification module 901). All tasks and assignments can be graded in the normal way.

Guidance Notes for Assessors

The Level 2 Diploma for Veterinary Care Assistants is designed to provide an opportunity for learners to demonstrate their skills and understanding of veterinary care.

This document should be issued to learners and should be used by the centre and the learner in conjunction with the qualification handbook and assessor guidance, and the candidate guide and log book. This document covers all of the evidence requirements for the qualification. e assignments in this guide cover all of the assessment criteria listed in the Qualification Handbook.

The Qualification Handbook details a number of outcomes for each unit, and each of these outcomes has a number of assessment criteria. The evidence requirements in this document are designed to cover all of the assessment criteria, it is essential that delivery encompasses the whole unit. All of the assessments have standard marking criteria or marking checklists.

For learners completing the qualification as part of the Intermediate Apprenticeship for Nursing Assistants in a Veterinary Environment, the learner logbook must be completed.

Completing work

Each unit relates to a unit and consists of a series of tasks that learners will be expected to complete and the resultant level of learner achievement for the unit will be graded. **Learners must pass all tasks within an assignment.** The formula for determining the grade is given later in this guide.

Each task is listed with its title, learning outcome, assessment criteria, assessment guidance, marking criteria/marketing checklist and feedback sheet. If the unit contains written or multiple choice tests the sample answers to these will be available directly from **information@cityandguilds.org.uk**.

Assignments and tasks can be completed in any order. Centres will be expected to organise the assignments in a logical order according to the requirements of the learners and the course: for example with regard to seasonal activities.

Tutors/assessors need to ensure that all the required evidence is available for any verification that may take place.

Supporting evidence

Many assignments have been written to encourage learners to produce different types of evidence such as completed charts, posters, visual displays, leaflets, etc. It is therefore important that learners put their name, enrolment number, centre name and number on all pieces of evidence and that the evidence for each unit is securely fastened together

Time limits for assignments

Where time limits have not been included for a task in an assignment, this is because time is not an assessment criterion in this context. However, it is expected that learners will complete practical tasks in a commercially acceptable time.

UNIT 201 PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

This links to Unit 201 Principles and Practices of Animal Handling and Care in the Veterinary Environment in the Qualification Handbook

Unit composition and mark sheet

To be completed by the assessor and signed by the learner.

Learner's name	Enrolment number
Centre name	Centre number

Task	Assessment criteria	Grade
Ai	1.1	
Aii	1.1	
B	1.2	
C	2.1, 2.2, 2.3, 2.4, 2.5	
D	3.1, 3.2, 3.3, 4.2	
E	4.3	
F	4.1	
G	5.1, 5.2, 5.4	
H	5.3	
li	6.2	
lii	6.1	
J	7.1, 7.2	

continued on next page

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Unit composition and mark sheet

K	7.3	
L	8.1, 8.2, 8.3	
		Overall Grade Pass only

Learner's signature	Date
Assessor's signature	Date
Internal verifier's signature (where applicable)	Date
External verifier's signature (where applicable)	Date

COMPETENCE TASKS (testing the ‘be able to’ outcomes)

Learner Outcomes The learner will:	Assessment Criteria The learner can:	Insert direct evidence or reference to where the evidence can be found
1. Be able to identify the needs of common species whilst under veterinary care	1.1 Maintain accommodation for common species within a veterinary care environment	Practical marking checklist Ai and Aii
	1.2 Undertake feeding and watering regimes for the common species whilst in a veterinary care environment	Practical marking checklist B
3. Be able to handle each of the common species in preparation for veterinary procedures and carry out their safe movement within the veterinary practice	3.1 Handle and restrain common species in preparation for veterinary procedures	Practical marking checklist D
	3.2 Select appropriate handling equipment	Practical marking checklist D
	3.3 Move animals from one place to another within the veterinary care environment	Practical marking checklist D
4. Know how to identify animals whilst in the veterinary care environment	4.2 List different systems of animal identification	Practical marking checklist D (oral question)

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

COMPETENCE TASKS (testing the 'be able to' outcomes)

5. Be able to carry out checks and administer topical and oral medication to animals under direct supervision of a veterinary surgeon, suitably qualified person or veterinary nurse in accordance with veterinary instructions and current RCVS guidance.	5.1 Carry out a basic health check on animals	Practical marking checklist G
	5.2 Check animals for injuries and abnormalities	Practical marking checklist G
	5.3 Administer care and medication for sick or injured animals in accordance with veterinary instructions	Practical marking checklist H plus one oral question
	5.4 Record and maintain veterinary health records	Practical marking checklist G
7. Be able to recognise, assist with and care for animal emergencies	7.1 Assist in animal emergency situations for two species	Case study J
	7.2 Contribute to the administration of first aid to animals	Case study J
	7.3 Produce a first aid kit suitable for owners to use in animal emergency situations	First aid kit task K

KNOWLEDGE TASKS (testing the ‘KNOW/UNDERSTAND’ outcomes)

Learner Outcomes The learner will:	Assessment Criteria The learner can:	Insert direct evidence or reference to where the evidence can be found
2. Know the accommodation requirements of animals in a veterinary care environment	2.1 Describe species specific environmental conditions required for animal accommodation in the veterinary care environment 2.2 Identify appropriate contents and fixtures required in animal accommodation 2.3 Identify the construction materials and design requirements for animal accommodation 2.4 State the health and safety regulations for cleaning and maintaining animal accommodation 2.5 State the waste disposal regulations relevant to the veterinary care environment	Handout C
3. Be able to handle each of the common species in preparation for veterinary procedures and carry out their safe movement within the veterinary practice	3.4 Advise on the safe transportation of animals to and from a veterinary care environment	Leaflet and talk E Evidence must be submitted on a summary sheet

UNIT 201**PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT****KNOWLEDGE TASKS (testing the 'KNOW/UNDERSTAND' outcomes)**

4. Know how to identify animals whilst in the veterinary care environment	4.1 Identify the characteristics of common species (4.2 is assessed by practical marking checklist D (oral questions))	Report F
6. Know the care requirements for animals under veterinary care	6.1 List the signs of good and poor health in animals	Multiple choice test lii
	6.2 Describe the care requirements of animals: <ul style="list-style-type: none">• At different life stages• In pain In recovery from a veterinary procedure	Report li
8. Know how to deal with animal emergencies and first aid	8.1 Identify the limitations, principles and aims of animal first aid within the veterinary practice	Leaflet and discussion L Evidence that the talk has been completed must be submitted on a summary sheet
	8.2 Name the precautions to be taken when handling or transporting injured animals within the veterinary practice	
	8.3 Identify common first aid injuries and the first aid provided	

Task Ai Prepare animal accommodation**Assessment criteria**

1.1 Maintain accommodation for common species within a veterinary care environment

Assessment guidance

To complete task Ai the learner is required to select suitable accommodation for an animal that is to be hospitalised. They will then prepare the cage/accommodation for housing the animal.

The assessment will include:

- observation of health and safety throughout
- selecting appropriate accommodation
- length of stay
- checking for cleanliness and damage
- identification of individual animal needs
- completing relevant paperwork
- checking with veterinary surgeon or nurse for any special requirements

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Ai	All 11 essential criteria were met

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task Ai Prepare animal accommodation

Species: _____

- 1. Select suitable accommodation to hospitalise an animal.
- 2. Learner washed hands and put on appropriate PPE.
- 3. Check for cleanliness and damage (secure and escape proof).
- 4. Provide suitable bedding and equipment.
- 5. Adjust the environmental conditions relevant for the animal.
- 6. Transfer the animal into the accommodation safely and correctly with minimum stress and discomfort to the animal.
- 7. Check that the animal settles in and is secure.
- 8. Complete the necessary documentation (consent form/hospital sheet).
- 9. Comply with health and safety at all times.
- 10. Check with the veterinary surgeon/nurse for any other requirements or instructions.
- 11. The learner washed hands and removed PPE.

Essential Criteria

Feedback to learner:

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task Aii Clean animal accommodation**Assessment criteria**

1.1 Maintain accommodation for common species within a veterinary care environment

Assessment guidance

To complete task Aii the learner is required to remove the animal from the accommodation, clean the accommodation, dispose of waste and return the animal to the accommodation.

The assessment will include:

- observation of health and safety throughout
- correct disposal of waste
- cleaning and disinfection of accommodation
- identification of individual animal needs
- completing relevant paperwork
- checking with veterinary surgeon or nurse for any special requirements.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Aii	All 17 essential criteria were met

Task Aii Clean animal accommodation

1. Select suitable and secure holding cage for the animal.
2. Wash hands and put on appropriate PPE.
3. Remove the animal from the accommodation with due regard for health and safety using the correct handling techniques.
4. Place in secure holding cage, using the correct handling techniques.
5. Remove all equipment – bowls, soiled bedding etc.
6. Clean and disinfect bowls etc
7. Dispose of waste correctly.
8. Identify any damage and report it to the relevant person.
9. Select the correct cleaning equipment suitable for the species.
10. Clean and disinfect accommodation using the correct materials and leaving in place for the recommended contact time and rinse down as necessary
11. Replace the bedding and equipment.
12. Return the animal with regard to health and safety, using the correct handling techniques.
13. Clean and disinfect holding cage.
14. Ensure that the accommodation is secure and the animal cannot escape or injure itself.
15. Wash hands and remove PPE.
16. Complete the relevant documentation.
17. Comply with health and safety at all times.

Essential criteria

Task Aii Clean animal accommodation

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN VETERINARY ENVIRONMENT

Task B Provide food and water for animals in accommodation

Assessment criteria

1.2 Provide feed and water for the common species whilst in a veterinary care environment

Assessment guidance

To complete task B the learner is required to provide food and water for animals in accommodation. They will be required to select, prepare and present food and water to **two** animals from the range in the hospital. They should select the correct food on advice from the veterinary surgeon and feed and water animals correctly. This process must be recorded and maintained correctly.

The assessment will include:

- observation of health and safety throughout
- check information and patient details
- cleaning and disinfection of any food bowls
- prepare food and water correctly
- report any problems and observe individual animal's needs
- checking with veterinary surgeon or nurse for any special requirements.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
B	All 24 essential criteria were met (12 for each animal)

Animal 1:

Task B Provide food and water for animals in accommodation

- 1. Check the information and feeding details before beginning.
- 2. Gather all relevant equipment.
- 3. Wash hands and put on PPE
- 4. Collect any dirty food bowls and clean them correctly.
- 5. Record previous food and water consumption.
- 6. Select correct food and amount to be fed
- 7. Prepare the food correctly with due regard to health and safety and the animal's requirements.
- 8. Use the correct equipment to feed and water the animal correctly.
- 9. Use equipment safely and correctly.
- 10. Remove PPE and wash hands
- 11. Report any problems with the animal or equipment promptly.
- 12. Record all details correctly.

Essential criteria

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Animal 2:

Task B Provide food and water for animals in accommodation

- 1. Check the information and feeding details before beginning.
- 2. Gather all relevant equipment.
- 3. Wash hands and put on PPE
- 4. Collect any dirty food bowls and clean them correctly.
- 5. Record previous food and water consumption.
- 6. Select correct food and amount to be fed
- 7. Prepare the food correctly with due regard to health and safety and the animal's requirements.
- 8. Use the correct equipment to feed and water the animal correctly.
- 9. Use equipment safely and correctly.
- 10. Remove PPE and wash hands
- 11. Report any problems with the animal or equipment promptly.
- 12. Record all details correctly.

Essential criteria

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task C Provide information on suitable housing for animals in accommodation**Assessment criteria**

- 2.1 Describe species specific environmental conditions required for animal accommodation in the veterinary care environment
- 2.2 Identify appropriate contents and fixtures required in animal accommodation
- 2.3 Identify the construction materials and design requirements for animal accommodation
- 2.4 State the health and safety regulations for cleaning and maintaining animal accommodation
- 2.5 State the waste disposal regulations relevant to the veterinary care environment

Assessment guidance

To complete task C the learner should complete two handouts to show how to monitor and care for animals in a veterinary care environment. The learner could use images and research to enhance the handouts.

The first handout should be completed for an animal in a general ward. The handout can be completed in any format for example a table and must include the following information relevant to a cat, a dog and a rabbit:

- environmental requirements such as ventilation, light, darkness, temperatures, hiding places etc
- positioning of housing (predator/prey)
- suitable housing construction and design including contents and fixtures
- disposal of different types of waste relevant to the veterinary care environment including relevant regulations and health and safety requirements

The second handout should cover nursing requirements in an isolation unit. It should include:

- cleaning protocols and equipment
- barrier nursing methods and importance of procedures in place
- disposal of different types of waste
- equipment, including PPE

The assessor's/mentor's feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

This task may be achieved at Pass, Merit or Distinction.

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task C Provide information on suitable housing for animals in accommodation

Marking criteria

Task	Pass	Merit	Distinction
C	The handouts contained all key items of information. The handouts were of basic design and content but covered all of the points required for each species. All species were mentioned with limited specific detail.	Pass criteria were met plus: Presentation was neat. The learner produced good handouts that covered each of the requirements in some detail. All species were covered with good specific detail and the use of some images. There is some evidence of research.	Merit criteria were met plus: The handouts were well laid out. Presentation and content were clear and accurate. All species were covered with expanded and specific, relevant detail. The learner made good use of images and correct referencing. There is evidence of considerable research.

Task C Provide information on suitable housing for animals in accommodation

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for Improvement (Advice for future assignments)</p>
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Grade for task

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task D Handle and restrain for suture/staple removal or post-operative check up**Assessment criteria**

- 3.1 Handle and restrain common species in preparation for veterinary procedures
- 3.2 Select appropriate handling equipment
- 3.3 Move animals from one place to another within the veterinary care environment
- 4.2 List different systems of animal identification

Assessor guidance

To complete task D the learner is required to prepare the equipment and suitably restrain an animal for suture/staple removal or post operative check up.

The assessment will include:

- observation of health and safety throughout
- gathering all suitable equipment
- checking with veterinary surgeon or nurse for any requirements
- correctly handle and restrain the animal
- return the animal to accommodation or client as required.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment. There are also four oral questions which must be answered correctly. The learner should be able to see the oral questions in advance in order to prepare for the practical assessment.

A model answer sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed correctly in order for the task to be passed.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
D	All 14 essential criteria were met: Plus 4 oral questions were answered correctly.

Task D Handle and restrain for suture/staple removal or post-operative check up

- 1. Wash hands.
- 2. Check records regarding temperament and what procedure is.
- 3. Seek assistance to restrain if necessary.
- 4. Gather all relevant equipment.
- 5. Liaise with the veterinary surgeon/nurse as to what is required.
- 6. Take the animal from the client or accommodation in a safe manner.
- 7. Ensure area for procedure is secure/escape proof
- 8. Handle and restrain the animal in the correct manner with regard to health and safety.
- 9. Reassure the animal throughout the procedure.
- 10. Praise the animal once the procedure is completed.
- 11. Return the animal to the client or accommodation in a safe manner.
- 12. Consider health and safety implications throughout.
- 13. Dispose of waste safely and correctly.
- 14. Wash hands.

Essential criteria

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task D Handle and restrain for suture/staple removal or post-operative check up

Oral questions

Q1. Name **three** pieces of equipment could be used to restrain a feral cat.

Response 1:

Response 2:

Response 3:

Q2. List **four** pieces of equipment could be used to restrain a frightened dog that has been known to bite.

Response 1:

Response 2:

Response 3:

Response 4:

Q3. Name **three** common risks to a handler and an animal during restraint.

Response 1:

Response 2:

Response 3:

Task D Handle and restrain for suture/staple removal or post-operative check up

Q4. Name **three** ways in which an animal can be identified within a veterinary care environment.

Response 1:
Response 2:
Response 3:

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task E Design a leaflet on transporting animals to the practice

Assessment criteria

3.4 Advise on the safe transportation of animals to and from a veterinary care environment

Assessor guidance

To complete task E the learner is required to design and produce a leaflet on 'Transporting Your Rabbit to the Veterinary Practice', that could be used as a practice leaflet to offer guidance to your clients. The leaflet should include images and illustrations where appropriate and the source of the images should be acknowledged.

The leaflet should include:

- the importance of handling correctly and any possible consequences of poor handling
- the suitability of the transport container used including security and how to avoid escape
- the unsuitability of some carriers
- adequate and appropriate space
- the possible effects of poor handling, inappropriate transportation or the use of unsuitable transportation accommodation during movement
- the provision of food and water
- differing methods of travel when transporting your rabbit

This leaflet should also be given as a talk to at least three people and should last approximately 10 minutes. This can be carried out in the work place or college. The talk should include the information from the leaflet and can also include information on transporting any of the species from the range.

Evidence that the talk has been completed must also be submitted on the feedback sheet for this task. Please include how many people were present, how long the talk lasted for and include detail on the learners' performance during the talk.

The assessor's/mentor's feedback should identify learner's strengths and areas for improvement and should be in line with the marking criteria.

This task may be achieved at Pass only.

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task E **Design a leaflet on transporting animals to the practice**

Marking criteria

Task	Pass
E	The leaflet included all of the required information with limited detail. The presentation of the leaflet and layout was acceptable. The talk to the group covered all of the main aspects required.

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task E Design a leaflet on transporting animals to the practice

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for Improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task F Identify the features of each of the common species

Assessment criteria

4.1 Identify the characteristics of common species

Assessment guidance

To complete task F the learner is required to produce a report on the key features of **three** breeds of dog and **one** other species commonly seen in the practice (cats, rabbits, cavies or rodents). The report should include:

- the common breeds regularly seen in the veterinary practice
- different features of each breed
- different behaviours expected from breeds
- any breed-specific features

The report should include at least 3 breeds within each species, images where appropriate, references and/or bibliography page.

The assessor/mentor feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
F	Basic report produced which includes all areas asked for with basic, generalised detail on minimal number of breeds per species. Minimal evidence of research.

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task F Identify the features of each of the common species

Learner's Name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for Improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

**Task G Take temperature, pulse and respiration rate of an animal and complete a
general health check****Assessment criteria**

- 5.1 Carry out a basic health check on animals
- 5.2 Check animals for injuries and abnormalities
- 5.4 Record and maintain veterinary health records

Assessment guidance

To complete task G the learner is required to take the temperature, pulse and respiration rate of an animal in their care. They will be assessed on their method, technique and safe handling of the animal at all times.

The assessment will include:

- observation of health and safety throughout
- gathering all suitable equipment
- check previous records
- checking with veterinary surgeon or nurse for any requirements
- correctly restrain the animal and take the temperature, pulse and respiration (TPR)
- accurately record results
- correctly record any findings and notify relevant persons of any changes seen
- return the animal to accommodation or client as required
- update records

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
G	All 20 essential criteria were met

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task G Take temperature, pulse and respiration rate of an animal and complete a general health check

Species: _____

1. Gather the correct equipment for the task.
2. Collect and read appropriate records/paperwork regarding the animal.
3. Liaise with the veterinary surgeon/veterinary nurse for any further information.
4. Select appropriate restraint equipment according to the temperament and species of the animal.
5. Ask for assistance in restraining animal.
6. Wash hands and/or use antiseptic hand gels where appropriate.
7. Check the thermometer is clean and lubricated before insertion (NB: If using a mercury thermometer shake mercury down).
8. Correct PPE worn.
9. Select the correct animal.
10. Handle the animal correctly and with regard to health and safety.
11. Correctly insert, hold in place for required amount of time and take the rectal temperature of an animal and record result
12. Correctly take the pulse of an animal and record result
13. Correctly take the respiration rate of an animal and record result
14. Complete a general basic check of the animal. starting at front and working towards the back end of the animal and record your findings
15. Check for any abnormalities or injuries.
16. Notify the relevant person if the animal shows any changes in behaviour or unusual behaviour.
17. Reassure the animal at all times.
18. Wash hands.
19. Update records.
20. Inform the veterinary surgeon/veterinary nurse if there are any problems (if applicable).

Essential criteria

Task G **Take temperature, pulse and respiration rate of an animal and complete a general health check**

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task H Administer medication to animals

Assessment criteria

5.3 Administer care and medication for sick or injured animals in accordance with veterinary instructions

Assessment guidance

To complete task H the learner is required to administer an oral medication to an animal from the range using an appropriate method, correct handling techniques with due regard to health and safety at all times.

The assessment will include:

- observation of health and safety throughout
- gathering all suitable equipment
- checking records regarding dosage, frequency, amount
- checking medication needs to be administered
- checking with veterinary surgeon or nurse for any requirements
- checking the suitability of the drug and all details such as expiry date
- restraining and handling the animal correctly
- disposing of waste correctly
- completing all necessary paperwork correctly.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment. There is also one oral question which must be answered correctly. The learner should be able to see the oral questions in advance in order to prepare for the practical assessment.

A model answer sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed correctly in order for the task to be passed.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
H	All 14 essential criteria were met: Plus the oral question was answered correctly.

Task H Administer medication to animals

- 1. Check patient’s records for the correct information regarding medication to be administered, frequency and amount.
- 2. Check for any further instruction from the veterinary surgeon/veterinary nurse.
- 3. Gather the correct equipment (including PPE) – check it is clean and safe to use
- 4. Check details on drug label; expiry date etc.
- 5. Wash hands and/or use antiseptic hand gels where appropriate.
- 6. Ask for assistance to hold the animal if necessary.
- 7. Remove the correct animal from the accommodation with due regard to health and safety.
- 8. Handle the animal correctly – positioning and restraint.
- 9. Administer the oral medication correctly with regard to health and safety – ensure the oral medication has been swallowed.
- 10. Reassure the animal at all times.
- 11. Return animal to accommodation correctly and safely and observe
- 12. Dispose of waste correctly – wash hands.
- 13. Complete the relevant documentation.
- 14. Comply with health and safety at all times.

Essential criteria

Feedback to learner:	
Learner’s name:	Grade achieved:
Assessor’s/mentor’s name and signature:	Date:

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task H Administer medication to animals

ORAL QUESTION

Q1. State the importance of following veterinary instructions whilst caring for patients.

Record learner's response:

Feedback to learner:

Learner's name:

Grade achieved:

Assessor's/mentor's name and signature:

Date:

Task li Care requirements of animals in a veterinary care environment**Assessment criteria**

- 6.2 Describe the care requirements of animals:
- At different life stages
 - In pain
 - In recovery from a veterinary procedure

Assessment guidance

To complete task li the learner should produce a set of **three** handouts or leaflets to describe the differing care requirements within the veterinary care environment for cats, dogs and rabbits. The leaflets or handouts should be produced for use within the veterinary practice and therefore should use basic veterinary language wherever possible. The learner should use images and research to enhance the handouts. The leaflets or handouts are to include information on the following:

- a) different life stages
 - b) animals in pain
 - c) recovery from a veterinary procedure
- a) Different life stages. The leaflet or handout can be completed in any format, for example, a folding leaflet or table, and must include the following for either a cat or a dog:
- Neonates
 - Juvenile
 - Adult
 - Geriatric
- i) Basic care and needs for each life stage
 - ii) Bedding materials and equipment
 - iii) Specific nursing techniques and considerations for the different life stages

Task ii Care requirements of animals in a veterinary care environment

- b) Animals in pain. The leaflet or handout can be completed in any format, for example, a folding leaflet or table, and must include the following for **each** of the **three** species – cats, dogs and rabbits.
- i) Possible causes of pain and discomfort
 - ii) Recognition of and signs of pain such as demeanour, temperament, body language and posture
 - iii) Measures taken to remove cause and prevent pain
 - iv) Relevant documentation and recording information
 - v) Specific nursing techniques and considerations.
- c) Recovery from a veterinary procedure. The leaflet or handout can be completed in any format, for example, a folding leaflet or table, and must include the following for **each** of the following species – cats, dogs and rabbits.
- i) The procedure undertaken (surgical or medical)
 - ii) Environmental requirements and recovery observation
 - iii) Nutritional requirements
 - iv) Hospitalisation and basic nursing care requirements post procedure
 - v) Specific nursing techniques and considerations taken into account for the procedure undertaken.

The assessor's/mentors feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

This task may be achieved at Pass only

Task li Care requirements of animals in a veterinary care environment**Marking criteria**

Task	Pass
li	Basic generalised leaflets or handouts produced with all key areas covered. The leaflets or handouts used basic language and contained basic content but covered all points required for each species and life stage. There was evidence of minimal research.

UNIT 201

**PRINCIPLES AND PRACTICES OF ANIMAL
HANDLING AND CARE IN THE VETERINARY
ENVIRONMENT**

Task li Care requirements of animals in a veterinary care environment

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for Improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task lii Signs of health in animals – multiple choice paper

Assessment criteria

6.1 List the signs of good and poor health in animals

Assessment guidance

- There are 14 questions and all questions should be attempted.
- Each question carries one mark.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct.
- Decide which **one** is correct and write your answer as 'a', 'b', 'c' or 'd' in the final column.
- The paper should be taken under exam conditions

The assessor's/mentor's feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

Question Paper/Exam

A model answers sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
li	8-10

UNIT 201**PRINCIPLES AND PRACTICES OF ANIMAL
HANDLING AND CARE IN THE VETERINARY
ENVIRONMENT****Task Iii Signs of health in animals – multiple choice paper****Learner's name:****Multiple Choice Paper****Time Allowed: 45 minutes**

1.	What is the normal body temperature range of a dog? a. 38 – 38.5°C. (100.4 – 101.3°F) b. 39 – 39.3°C. (102.2 – 102.7°F) c. 38.3 – 38.7°C. (100.9 – 101.7°F) d. 37 – 38.5°C. (98.6 – 101.3°F)		(1 mark)
2.	What is the normal body temperature range of a cat? a. 38 – 38.5°C. (100.4 – 101.3°F) b. 39 – 39.3°C. (102.2 – 102.7°F) c. 38.3 – 38.7°C. (100.9 – 101.7°F) d. 37 – 38.5°C. (98.6 – 101.3°F)		(1 mark)
3.	What is the normal body temperature range of a guinea pig? a. 36.2 – 38.5°C. (97.2 – 101.3°F) b. 37 – 38.5°C. (98.6 – 101.3°F) c. 37.2 – 39.5°C. (99 – 103.1°F) d. 38.3 – 38.7°C. (100.9 – 101.7°F)		(1 mark)
4.	What is the normal body temperature range of a rabbit? a. 36.6 – 37.1°C. (97.9 – 98.8°F) b. 37 – 37.7°C. (98.6 – 99.9°F) c. 37.8 – 38.2°C (100 – 100.8°F). d. 38.5 – 40°C. (101.3 – 104°F)		(1 mark)
5.	The normal resting pulse rate range for a dog is a. 40 – 80 beats per minute b. 60 – 180 beats per minute c. 80 – 120 beats per minute d. 100 – 120 beats per minute.		(1 mark)

Task iii Signs of health in animals – multiple choice paper

6	The normal resting pulse rate range for a cat is a. 60 – 140 beats per minute b. 100 – 120 beats per minute c. 110 – 180 beats per minute d. 150 – 200 beats per minute.		(1 mark)
7	The normal resting pulse rate range for a rabbit is a. 100 – 120 beats per minute b. 130 – 325 beats per minute c. 190 – 250 beats per minute d. 200 – 300 beats per minute.		(1 mark)
8.	The normal resting pulse rate range for a guinea pig is a. 100 – 120 beats per minute b. 130 – 220 beats per minute c. 190 – 300 beats per minute d. 200 – 325 beats per minute.		(1 mark)
9.	What is the normal respiration rate range in the dog? a. 10 – 30 breaths per minute. b. 20 – 30 breaths per minute. c. 20 – 40 breaths per minute. d. 50 – 60 breaths per minute.		(1 mark)
10.	What is the normal respiration rate range in the cat? a. 10 – 30 breaths per minute. b. 20 – 30 breaths per minute. c. 20 – 40 breaths per minute. d. 50 – 60 breaths per minute.		(1 mark)
11.	What is the normal respiration rate range in the rabbit? a. 10 – 30 breaths per minute. b. 20 – 160 breaths per minute. c. 30 – 60 breaths per minute. d. 40 – 180 breaths per minute.		(1 mark)

Task lii Signs of health in animals – multiple choice paper

12.	What is the normal respiration rate range in the guinea pig? a. 20 – 30 breaths per minute. b. 40 – 60 breaths per minute. c. 80 – 120 breaths per minute. d. 90 – 150 breaths per minute.		(1 mark)
13.	The average daily maintenance water requirement for cats and dogs is a. 20ml/kg b. 30ml/kg c. 40ml/kg d. 50ml/kg.		(1 mark)
14.	What is the normal amount of urine produced by a cat or dog per hour? a. 1 – 2ml/kg. b. 4 – 10ml/kg. c. 20 – 40ml/kg. d. 40 – 50ml/kg.		(1 mark)

Feedback to learner:

Learner's name:

Grade achieved:

Assessor's/mentor's name and signature:

Date:

Task J Animal first aid**Assessment criteria**

- 7.1 Assist in animal emergency situations from two species and identify the visual signs of an emergency situation and report potential hazards
- 7.2 Contribute to the administration of first aid to animals

Assessor guidance

To complete task J the learner must be able to produce two case studies for two animal emergencies they have been involved with or assisted with for the initial first aid treatment. These should be with two different species from the range. At least one of the cases must be a real situation (one may be simulated if required). These should cover common first aid situations seen in practice and should include the following information:

- identify signs of an emergency situation
- identify the initial problem and assessment including first contact with the practice
- initial first aid treatment you were involved with, remembering the aims of first aid
- communication with all relevant people
- state potential problems that could occur and importance of reporting potential hazards to senior members of staff
- outcomes of the case
- specific problems or difficulties that have arisen or may arise
- your specific role in the procedure.

Note that the learner is not expected to deal with the first aid situation but to assist and support qualified staff with the initial treatment.

A case study presents a factual written account of the condition, symptoms, treatment and care given to an animal during a veterinary procedure or hospitalisation period. The case study should detail the learner's involvement with the case, the condition presented, treatment and nursing care along with communication with colleagues and the following of any veterinary instructions and the final outcome of the case. Additional evidence such as consent and treatment forms, hospitalisation or fluid charts and any other documents or information relevant to the case should be included as an appendix to evidence the learner's involvement and the validity of the case. All client details (except client ID number for verification purposes) must be removed prior to submission.

The case studies should be well presented and should include images where appropriate and a reference and/or bibliography page.

The assessor's/mentor's feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

This task may be achieved at Pass only.

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task J Animal first aid

Marking criteria

Task	Pass
J	Basic case studies with all key areas covered. The case studies contained minimal information for a first aid emergency situation. The case studies used basic language and content but covered all of the points required for each species and emergency situation. The learner had minimal involvement with the first aid treatment.

Task J Animal first aid

Learner's name:	Assessor's/mentors name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for Improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentors signature:	Date:
Internal verifier's signature (if applicable):	Date:

Case study K Produce an animal first aid kit for clients**Assessment criteria**

7.3 Produce a first aid kit suitable for owners to use in animal emergency situations

Assessor guidance

To complete task K the learner is required to design and put together a first aid kit suitable for clients to use in the home. This should include all the necessary items needed for basic first aid situations for example:

- sterile wipes
- saline
- bandages
- dressings
- scissors
- instructions on how to use the equipment etc
- vet's contact details etc.
- suitable place and container for storing the materials.

The kit should be compact and able to be stored safely in the home. The contents should be based on the equipment needed to deal with any common first aid situations seen regularly in veterinary practice.

For this task the learner should produce evidence of the first aid kit by producing photographs and providing details of the actual materials included and how they can be used.

The assessor/mentor feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
K	Basic first aid kit with minimal equipment suggested. Basic presentation.

Case study K Produce an animal first aid kit for clients

Learner's name:	Assessor's/mentors name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for Improvement (Advice for future assignments)</p>
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Grade for task

Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:
Learner's signature:	Date:

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task L Basic animal first aid leaflet (to go into the first aid kit)

Assessment criteria

- 8.1 Identify the limitations, principles and aims of animal first aid within the veterinary practice
- 8.2 Name the precautions to be taken when handling or transporting injured animals within the veterinary practice
- 8.3 Identify common first aid injuries and the first aid provided

Assessor guidance

To complete task L the learner is required to design and produce a first aid leaflet for clients, which outlines basic first aid for animals. The following must be included:

- principles of first aid and any relevant background information
- how to check vital signs and normal Temperature, Pulse, Respiration (TPR) ranges
- possible common animal emergencies
- how to deal with common emergencies
- precautions to be taken when handling or transporting injured animals
- how to avoid animal emergencies (wherever possible).

The learner should also take part in a group discussion with at least 2 other people to discuss basic first aid and how the leaflet and kit can be used. The leaflet should be well presented and should include images where appropriate and a reference and/or bibliography page.

Evidence that the talk has been completed must also be submitted on the summary sheet for this task. Please include how many people were present, how long the talk lasted and include detail on the learner's performance during the talk.

The assessor's/mentor's feedback should identify the learner strengths and areas for Improvement and should be in line with the marking criteria.

This task may be achieved at Pass only.

Task L Basic animal first aid leaflet (to go into the first aid kit)

Marking criteria

Task	Pass
L	The leaflet included all of the required information with limited detail. The presentation of the leaflet and layout was acceptable. The talk to the group covered all of the main aspects required.

UNIT 201

PRINCIPLES AND PRACTICES OF ANIMAL HANDLING AND CARE IN THE VETERINARY ENVIRONMENT

Task L Basic animal first aid (to go into the first aid kit)

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for Improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

This is unit 202 Principles and Practices of Assisting with Care in the Veterinary Environment in the Qualification Handbook

Unit composition and mark sheet

To be completed by the Assessor/mentor and signed by the learner.

Learner's name	Enrolment number
Centre name	Centre number

Task	Assessment criteria	Grade
Ai	1.1	
Aii	1.1	
Bi	2.1	
Bii	2.3, 2.5	
Biii	2.3	
Biv	2.2	
C	2.4	
D	3.1, 3.2	
Ei	3.3, 4.3, 4.4, 4.5, 4.6,	
Eii	3.4	
Eiii	3.5	
Fi	3.6, 3.8, 3.9, 3.10	
Fii	3.7	
G	4.1, 4.2	

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH VETERINARY CARE IN THE VETERINARY ENVIRONMENT

Task	Assessment criteria	
Hi	5.1, 5.2,	
Hii	5.3	
Hiii	5.4	
I	6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7,	
Ji and Jii	7.1, 7.2, 7.3, 8.1, 8.2, 8.5,	
K	7.4, 7.5, 7.6, 7.10, 8.6,	
Li	7.7, 7.9	
Lii	7.8	
Liii	8.3, 8.4, 8.7, 8.8	

		Overall Grade	Pass only
Learner's signature:		Date:	
Assessor's signature:		Date:	
Internal verifier's signature (where applicable):		Date:	
External verifier's signature (where applicable):		Date:	

COMPETENCE TASKS (testing the ‘be able to’ outcomes)

Learner Outcomes The learner will:	Assessment Criteria The learner can:	Insert direct evidence or reference to where the evidence can be found
1. Be able to identify the common veterinary terminology associated with basic anatomy of the cat and dog	1.1 Use correct veterinary terminology: <ul style="list-style-type: none"> • Common medical conditions • Common surgical conditions • Common veterinary conditions and techniques 	Case Study Ai
	1.1 Use correct veterinary terminology: <ul style="list-style-type: none"> • Common medical conditions • Common surgical conditions • Common veterinary conditions and techniques 	Case Study Aii
3. Be able to prepare and maintain veterinary surgical and anaesthetic equipment ready for use and monitor animals on recovery from surgical and anaesthetic procedures under the supervision of a veterinary surgeon or veterinary nurse in accordance with veterinary instructions and current RCVS guidance	3.1 Produce cleaned and sterilised surgical and anaesthetic equipment, surgical instruments and packs in accordance with practice procedures	Practical marking checklist Plus questions D
	3.2 Maintain storage of surgical instruments and anaesthetic equipment, surgical instruments and packs in accordance with practice procedures	Practical marking checklist Plus questions D

UNIT 202**PRINCIPLES AND PRACTICES OF ASSISTING
WITH CARE IN THE VETERINARY ENVIRONMENT****COMPETENCE TASKS (testing the 'be able to' outcomes)**

3.	3.3	Select appropriate veterinary anaesthetic equipment in accordance with veterinary instructions	Practical marking checklist Ei
	3.4	Assist with the preparation of a cat and separately a dog for anaesthesia in accordance with veterinary instructions	Summary sheet for Dog Eii Summary Sheet for Cat Eii
	3.5	Assist with the monitoring of anaesthesia of a patient in accordance with veterinary instructions under direct supervision of a veterinary surgeon	Report and summary sheet Eiii
	3.6	Select suitable accommodation to reflect recovery needs of the species and procedure experienced	Marking checklist Fi
	3.7	Demonstrate the recovery position of an animal	Witness summary sheet Fii
	3.8	Assist in monitoring animal recovery	Marking checklist Fi
	3.9	Provide information to veterinary surgeon on any problems or unexpected events	Marking checklist Fi

COMPETENCE TASKS (testing the 'be able to' outcomes)

	3.10	Record and maintain monitoring information during recovery procedure	Marking checklist Fi
5. Be able to safely assist in the provision of veterinary radiography procedures under supervision of a veterinary surgeon or veterinary nurse in accordance with veterinary instructions and current RCVS guidance	5.1	Maintain commonly used radiographic equipment	Marking checklist Hi
	5.2	Prepare radiographic environment and equipment for use	Marking checklist Hi
	5.3	Prepare an animal for radiography	2 x Case Studies Hii
	5.4	Process radiographs	Marking checklist Hiii
7. Be able to assist with the administration of veterinary medication, basic veterinary dispensing and pharmacy under supervision of a veterinary nurse in accordance with veterinary instructions and current RCVS guidelines	7.1	Assist with the preparation of the correct animal, equipment and medication under direct supervision of a veterinary surgeon veterinary nurse or SQP	Marking checklist plus short answer questions Ji
	7.2	Assist with the safe administration of topical and oral medications in accordance with veterinary instructions	Marking checklists plus short answer questions Ji and Jii

UNIT 202**PRINCIPLES AND PRACTICES OF ASSISTING
WITH CARE IN THE VETERINARY ENVIRONMENT****COMPETENCE TASKS (testing the 'be able to' outcomes)**

7.	7.3	Carry out the monitoring of an animal during and post administration of a veterinary medication in accordance with veterinary instructions	Marking checklists plus short answer questions Ji and Jii
	7.4	Assist with the preparation of appropriate equipment necessary to administer fluid therapy in the veterinary practice in accordance with veterinary instructions	Case Study K
	7.5	Assist with the administration of fluid therapy in an animal in accordance with veterinary instructions	Case Study K
	7.6	Carry out the monitoring of an animal during post administration of fluid therapy in accordance with veterinary instructions	Case Study K
	7.7	Dispense drugs safely under direct supervision of a veterinary surgeon nurse of SQP and advise owners on safe veterinary drug handling and storage in the home in accordance with veterinary instructions	Calculation Li
	7.8	Receive and unpack veterinary drug and medication orders	Marking checklist Lii
7.	7.9	Assist with calculating the correct dosage for tablet or oral liquid medications and injectable medication in accordance with veterinary instructions	Calculation Li
	7.10	Assist with calculating fluid therapy requirements in animals in the veterinary care environment in accordance with veterinary instructions	Case study K

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

KNOWLEDGE TASKS (testing the 'KNOW/UNDERSTAND' outcomes)

Learner Outcomes The learner will:	Assessment Criteria The learner can:	Insert direct evidence or reference to where the evidence can be found
2 Know the basic anatomy and associated terminology of the cat and dog	2.1 Identify the basic veterinary terminology associated with the different parts of anatomy in animals	Labelled diagram Bi plus Checklist Bi
	2.2 Describe the directional terms used for the position of parts of the body in relation to each other	Labelled diagram Biv
	2.3 Describe the common veterinary surgical terms	Marking checklist Bii Written questions Biii
	2.4 Name the common medical veterinary diseases	3 x handouts C
	2.5 Describe common veterinary techniques	Definition List Bii

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

KNOWLEDGE TASKS (testing the 'KNOW/UNDERSTAND' outcomes)

4	Know how to safely assist in the provision of veterinary surgical and anaesthetic procedures under supervision of a veterinary surgeon or a veterinary nurse in accordance with veterinary instructions and current RCVS guidance	4.1	Name common veterinary surgical instruments and anaesthetic equipment	Instrument checklist G
		4.2	Describe the use and function of common veterinary surgical instruments and anaesthetic equipment	Instrument and checklist G
		4.3	State the current legislation in relation to the performance of lay people employed in veterinary practice	Short answer questions Ei
		4.4	List pre-anaesthetic checks required on animals	Short answer questions Ei
		4.5	Describe common techniques used to reduce stress and calm animals prior to being anaesthetised	Short answer questions Ei
		4.6	State the health and safety requirements of working with anaesthetic materials, equipment and gases	Short answer questions Ei
6	Know how to safely assist in the provision of veterinary radiography procedures under supervision of a veterinary instructions and current RCVS guidance	6.1	Describe the relevant regulations, operating guidelines and legislation relating to the use of veterinary radiographic equipment	Report I

KNOWLEDGE TASKS (TESTING THE 'KNOW/UNDERSTAND' OUTCOMES)

6.	6.2	List the common failures associated with veterinary radiographic equipment and associated materials	Report I
	6.3	Describe the different pieces of equipment and their use	Report I
	6.4	State the benefits of the use of radiation monitoring equipment	Report I
	6.5	State the veterinary practices operating procedures when taking radiographs	Report I
	6.6	State the correct disposal of waste materials from veterinary radiography	Report I
	6.7	Describe the importance of accurate and correct records for veterinary radiography	Report I
8	Know how to assist with the administration of veterinary medication, basic veterinary dispensing and pharmacy under supervision of a veterinary surgeon, suitably qualified person or veterinary nurse in accordance with veterinary instructions and current RCVS guidance		
	8.1	Describe the common sites and routes of administration of medications in animals	Marking checklist plus short answer paper Ji and Jii
	8.2	List the common forms of presentation of veterinary medications	Marking checklist short answer paper Ji and Jii
	8.3	Identify the correct types of medication and dosage terms used for the administration of common veterinary drugs	Short answer questions Liii

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

KNOWLEDGE TASKS (testing the 'KNOW/UNDERSTAND' outcomes)

8.	8.4	State the importance of accurate record keeping and of informing the veterinary surgeon or nurse of any problems that arise following administration of a veterinary medication	Short answer questions Liii
	8.5	State the procedure to follow if a problem arises following administration of a veterinary medication	Short answer paper Ji
	8.6	Describe the common veterinary conditions for which fluid therapy is administered	Case Study K
	8.7	List the legal requirements of the dispensing of veterinary medications	Multiple choice questions Liii
	8.8	List the potential hazards with the main groups of drugs types	Short answer questions Liii

Task Ai Case study for a medical condition**Assessment criteria**

- 1.1 Use correct veterinary terminology
- Common medical conditions
 - Common surgical conditions
 - Common veterinary conditions and techniques

Assessor/mentor guidance

To complete task Ai the learner should produce a case study containing a minimum of 500 words on an animal from the range that they have been assisting with the treatment of whilst it was hospitalised for a medical reason. The case study should be completed using a species from the range. The case study should be written using accurate veterinary terminology throughout. The case study should include:

- learner's role within the case
- medical condition
- common signs and symptoms of the hospitalised patient
- urine/faecal output and normal ranges
- temperature
- pulse/heart rate/respiration
- normal TPR ranges
- mucous membranes
- respiratory distress and signs associated
- pain recognition
- stress and environmental management
- food and water consumption including specialised diets
- vomiting and diarrhoea
- treatment (including equipment, materials and PPE)

And if applicable:

- wound interference
- lameness

A case study presents a factual written account of the condition, symptoms, treatment and care given to an animal during a veterinary procedure or hospitalisation period. The case study should detail the learner's involvement with the case, the condition presented, treatment and nursing care along with communication with colleagues and the following of any veterinary instructions and the final outcome of the case. Additional evidence such as consent and treatment forms, hospitalisation or fluid charts and any other documents or information relevant to the case should be included as an appendix to evidence the learner's involvement and the validity of the case. All client details (except client ID number for verification purposes) must be removed prior to submission.

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Ai Case study for a medical condition

The case study should be well presented and should include images where appropriate and a reference and/or bibliography page.

Additional evidence should be included such as hospitalisation and/or treatment record forms.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Ai	Medical case chosen. Limited use of veterinary terminology used throughout. Basic presentation.

Task Ai Case study for a medical condition

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
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Grade for task

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Aii Case study for a surgical condition**Assessment criteria**

- 1.2 Use correct veterinary terminology
- Common medical conditions
 - Common surgical conditions
 - Common veterinary conditions and techniques

Assessor/mentor guidance

To complete task Aii the learner should produce a case study containing a minimum of 500 words on an animal from the range that they have been assisting with the treatment of whilst it was hospitalised for a surgical procedure. The case study should be completed using a species from the range. The case study should be written using accurate veterinary terminology throughout. The case study should include:

- learner's role within the case
- common signs and symptoms of the hospitalised patient
- surgical procedure (including equipment, materials and PPE)
- urine/faecal output and normal ranges
- temperature
- pulse/heart rate/respiration
- normal TPR ranges
- mucous membranes
- respiratory distress and signs associated
- pain recognition
- stress and environmental management
- food and water consumption including specialised diets
- vomiting and diarrhoea
- treatment.

And if applicable:

- wound interference
- lameness

A case study presents a factual written account of the condition, symptoms, treatment and care given to an animal during a veterinary procedure or hospitalisation period. The case study should detail the learner's involvement with the case, the condition presented, treatment and nursing care along with communication with colleagues and the following of any veterinary instructions and the final outcome of the case. Additional evidence such as consent and treatment forms, hospitalisation or fluid charts and any other documents or information relevant to the case should be included as an appendix to evidence the learner's involvement and the validity of the case. All client details (except client ID number for verification purposes) must be removed prior to submission.

Task Aii Case study for a surgical condition

The case study should be well presented and should include images where appropriate and a reference and/or bibliography page.

Additional evidence should be included such as consent forms, hospitalisation and/or treatment record forms.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Aii	Surgical case chosen. Limited use of veterinary terminology used throughout. Basic presentation.

UNIT 202

**PRINCIPLES AND PRACTICES OF ASSISTING
WITH CARE IN THE VETERINARY ENVIRONMENT**

Task Aii Case study for a surgical condition

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
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Grade for task

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Bi The skeleton and body organs**Assessment criteria**

2.1 Identify the basic veterinary terminology associated with the different parts of anatomy in animals

Assessment guidance

To complete task Bi the learner will be required to produce two labelled diagrams of an animal to identify and demonstrate the position of bones and body organs in the body.

Diagram 1: Bones

The Assessor/mentor may give each learner a diagram of a blank skeleton (example provided). The learner must label the bones listed below in the correct place on the diagram.

The process must be recorded and maintained correctly and must be undertaken under controlled conditions.

The bones to be identified and labelled are:

- Mandible
- Atlas
- Axis
- Cervical vertebrae
- Thoracic vertebrae
- Lumbar vertebrae
- Sacrum/ sacral vertebrae
- Coccygeal/ caudal vertebrae
- Ribs/ribcage
- Scapula
- Humerus
- Radius
- Ulna
- Carpals
- Metacarpals
- Pelvis
- Femur
- Tibia
- Fibula
- Tarsals
- Metatarsals
- Phalanges

Task Bi The skeleton and body organs**Diagram 2: Major organs**

The learner will be provided with a blank outline of a dog and is required to draw in the organs in the correct position and label them. The process must be recorded and maintained correctly and must be taken under controlled conditions.

- Heart
- Lungs
- Liver
- Kidneys
- Stomach
- Small intestine
- Large intestine

Marking checklists and template diagrams are provided. The learner should label the diagrams provided or produce their own suitable diagrams. The learners' performance will be marked against the criteria on the marking checklist.

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Bi The skeleton and body organs

The marking checklist must be submitted for marking with the learner's labelled diagrams.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Bi	The learner will be awarded 1 mark for each term which was correctly located. To achieve a pass the learner must gain 16 - 20 marks.

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Bi The skeleton and body organs

Marking checklist Bi

The learner correctly identified the bones of the skeleton in the checklist below by labelling a diagram. Each correctly labelled bone is worth 1 mark.

Diagram 1: The skeleton

Bones	Tick each correctly labelled bone
1. Mandible	<input type="checkbox"/>
2. Atlas	<input type="checkbox"/>
3. Axis	<input type="checkbox"/>
4. Cervical vertebrae	<input type="checkbox"/>
5. Thoracic vertebrae	<input type="checkbox"/>
6. Lumbar vertebrae	<input type="checkbox"/>
7. Sacrum/ sacral vertebrae	<input type="checkbox"/>
8. Coccygeal /caudal vertebrae	<input type="checkbox"/>
9. Ribs/ribcage	<input type="checkbox"/>
10. Scapula	<input type="checkbox"/>
11. Humerus	<input type="checkbox"/>
12. Radius	<input type="checkbox"/>
13. Ulna	<input type="checkbox"/>
14. Carpals	<input type="checkbox"/>
15. Metacarpals	<input type="checkbox"/>
16. Phalanges	<input type="checkbox"/>
17. Pelvis	<input type="checkbox"/>
18. Femur	<input type="checkbox"/>

Task Bi The skeleton and body organs

Diagram 1: The skeleton

Bones

**Tick each correctly
labelled bone**

- 19. Tibia
- 20. Fibula
- 21. Tarsals
- 22. Metatarsals

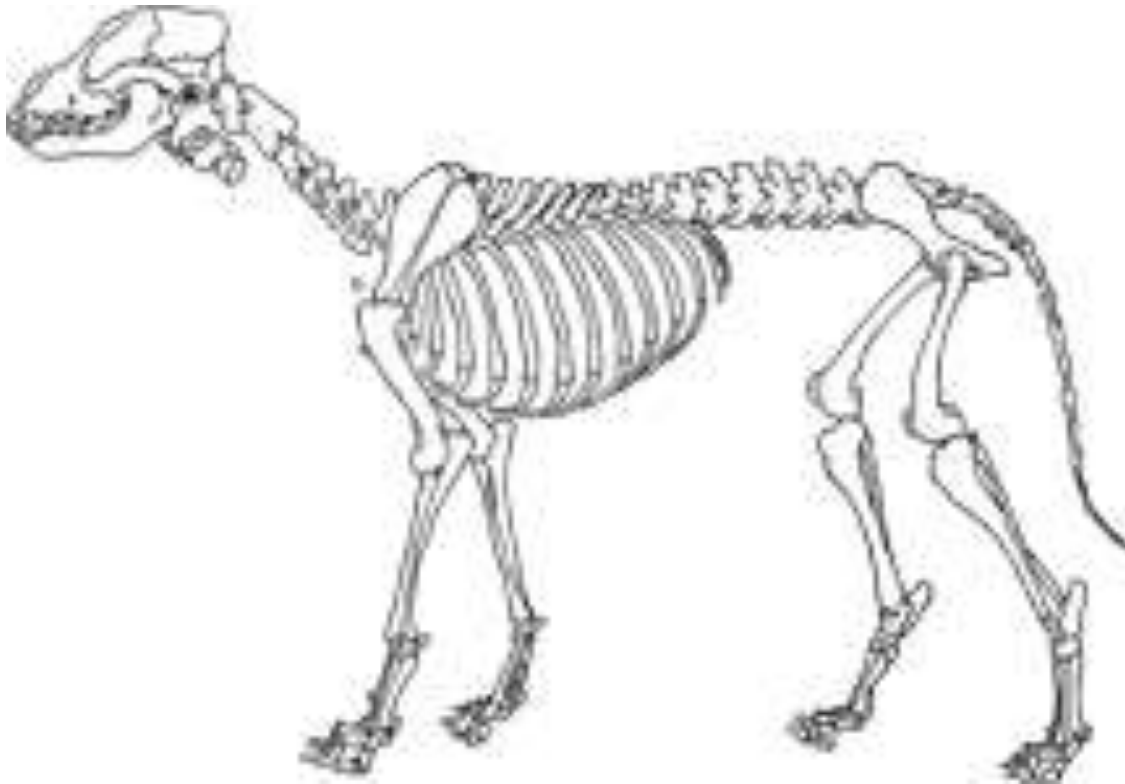
Total Achieved =

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

**Task Bi Diagram 1: The skeleton
Bones**



Task Bi The skeleton and body organs**Marking checklist Bi**

The learner correctly identified the location of the major organs in the checklist below by drawing the organs on a diagram of a dog. Each correctly placed and labelled organ is worth 1 mark.

Diagram 2: Body organs**Major organs**

**Tick each
correctly placed
and labelled
organ**

- | | |
|--------------------|--------------------------|
| 1. Heart | <input type="checkbox"/> |
| 2. Trachea | <input type="checkbox"/> |
| 3. Lungs | <input type="checkbox"/> |
| 4. Liver | <input type="checkbox"/> |
| 5. Stomach | <input type="checkbox"/> |
| 6. Kidneys | <input type="checkbox"/> |
| 7. Oesophagus | <input type="checkbox"/> |
| 8. Small intestine | <input type="checkbox"/> |
| 9. Large intestine | <input type="checkbox"/> |
| 10. Bladder | <input type="checkbox"/> |

Total Achieved =

UNIT 202

**PRINCIPLES AND PRACTICES OF ASSISTING WITH
CARE IN THE VETERINARY ENVIRONMENT**

Task Bi Diagram 2: The body organs

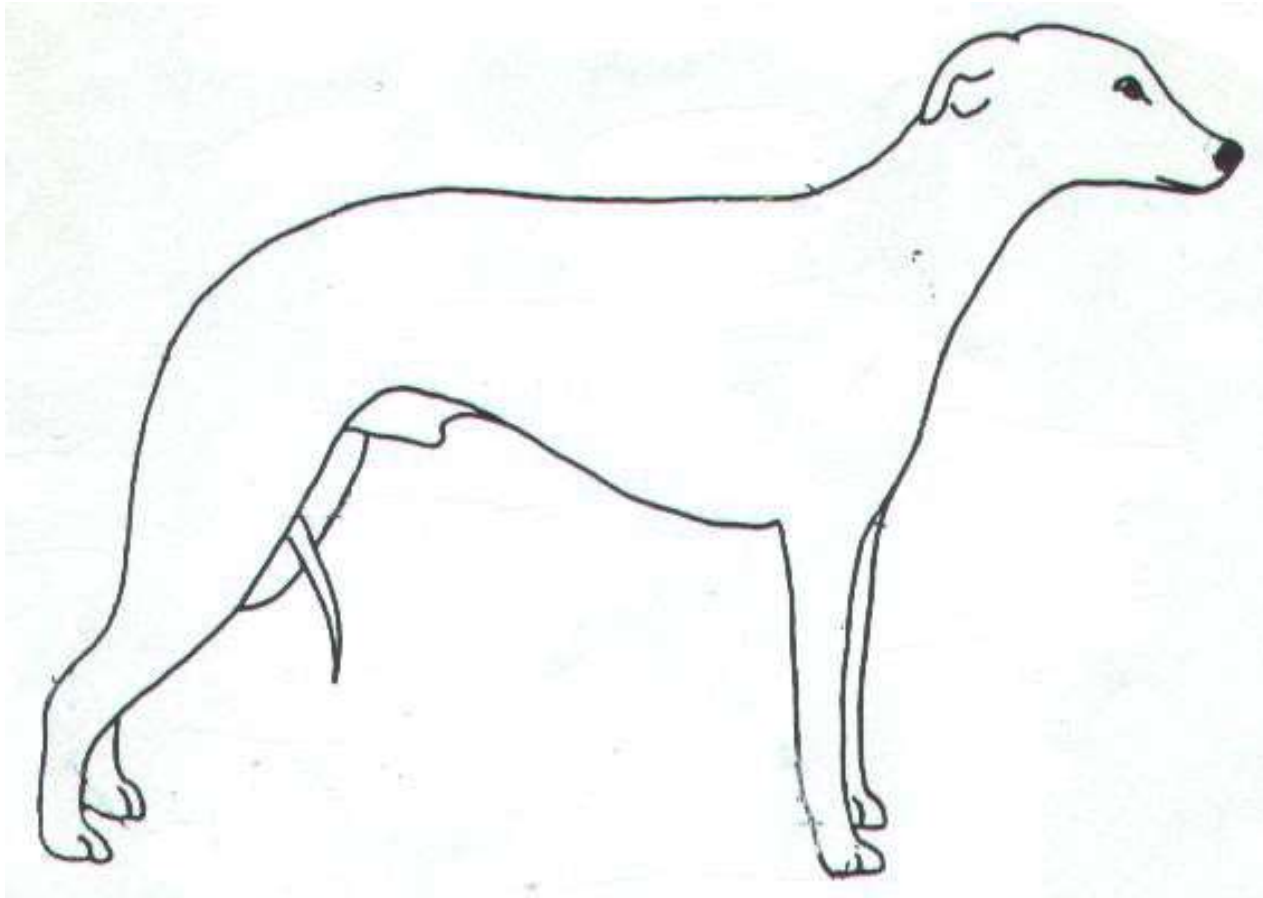
Major organs

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Bi Diagram 2: The body organs
Major organs



Task Bii Common veterinary surgical terms and techniques**Assessment criteria**

- 2.3 Describe the common veterinary surgical terms
- 2.5 Describe common veterinary techniques

Assessment guidance

To complete task Bii the learner is required to complete the correct definitions against the list of technical words provided.

The definitions must be completed fully. Definitions need to be submitted on a separate piece of paper and have the marking checklist attached to it. The assessment must be recorded and must be undertaken under controlled conditions.

A model answers sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Bii	All 37 essential definitions were given correctly

Task Bii Common veterinary surgical terms and techniques

Time Allowed: 1 hour 30 minutes

	Term/condition	Description	Tick if correct
1.	Anorexia		<input type="checkbox"/>
2.	Comminuted fracture		<input type="checkbox"/>
3.	Complicated fracture		<input type="checkbox"/>
4.	Congenital		<input type="checkbox"/>
5.	Crepitus		<input type="checkbox"/>
6.	Cyanosis		<input type="checkbox"/>
7.	Dermatitis		<input type="checkbox"/>
8.	Dysphagia		<input type="checkbox"/>
9.	Gastritis		<input type="checkbox"/>
10.	Haemothorax		<input type="checkbox"/>
11.	Hepatitis		<input type="checkbox"/>
12.	Hypothermia		<input type="checkbox"/>
13.	Micturition		<input type="checkbox"/>
14.	Myocarditis		<input type="checkbox"/>
15.	Nephritis		<input type="checkbox"/>
16.	Nystagmus		<input type="checkbox"/>
17.	Oliguria		<input type="checkbox"/>
18.	Parturition		<input type="checkbox"/>
19.	Photophobia		<input type="checkbox"/>
20.	Pica		<input type="checkbox"/>
21.	Pneumothorax		<input type="checkbox"/>

continued on next page

Task Bii Common veterinary surgical terms and techniques

continued from previous page

	Term/condition	Description	Tick if correct
22.	Polyphagia		<input type="checkbox"/>
23.	Polyuria		<input type="checkbox"/>
24.	Pyometra		<input type="checkbox"/>
25.	Pyrexia		<input type="checkbox"/>
26.	Tenesmus		<input type="checkbox"/>
27.	Tracheotomy		<input type="checkbox"/>
28.	Alimentary		<input type="checkbox"/>
29.	Urogenital		<input type="checkbox"/>
30.	Orthopaedic		<input type="checkbox"/>
31.	Thoracic		<input type="checkbox"/>
32.	Respiratory		<input type="checkbox"/>
33.	Obstetrics		<input type="checkbox"/>
34.	Ophthalmic		<input type="checkbox"/>
35.	Dental		<input type="checkbox"/>
36.	Circulatory		<input type="checkbox"/>
37.	Dermal		<input type="checkbox"/>

Task Bii Common veterinary surgical terms and techniques

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task Biii Multiple choice questions on common veterinary surgical terms**Assessment criteria**

2.3 Describe the common veterinary surgical terms

Assessment guidance

To complete task Biii the learner is required to complete the multiple choice questions provided. All questions are worth one mark each.

A question sheet is provided and should be used.

- There are 15 questions and all questions should be attempted
- Each question carries one mark
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct
- Decide which **one** is correct and write your answer as 'a', 'b', 'c' or 'd' in the final column
- The paper should be taken under exam conditions

The assessor's/mentor's feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

Question Paper/Exam

A model answers sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Biii	8-10 marks

Task Biii Multiple choice questions on common veterinary surgical terms

Time allowed: 45 minutes

Learner's name:

1.	<p>The suffix that means “the removal of” is</p> <ul style="list-style-type: none"> a. ectomy b. opsy c. ostomy d. otomy. 		(1 mark)
2.	<p>A temporary incision into the urethra is described as a.</p> <ul style="list-style-type: none"> a. urethrotomy b. urethritis c. urethrostomy d. urethectomy. 		(1 mark)
3.	<p>The term “Distichiasis” describes the condition of</p> <ul style="list-style-type: none"> a. double row of eyelashes b. flickering of the eyeball c. inward turning eyelashes d. outward turning eyelashes. 		(1 mark)
4.	<p>Brachycephalic Airway Obstruction Syndrome is most likely to be seen in the</p> <ul style="list-style-type: none"> a. bulldog b. greyhound c. labrador d. pointer. 		(1 mark)

Task Biii Multiple choice questions on common veterinary surgical terms

5.	<p>The prolapsed of the harderian gland in the third eyelid is described as</p> <p>a. cataract</p> <p>b. cherry eye</p> <p>c. epiphora</p> <p>d. glaucoma</p>		(1 mark)
6.	<p>The condition of keratitis describes inflammation of the</p> <p>a. Cornea</p> <p>b. Ear canal</p> <p>c. Foot pads</p> <p>d. Oral cavity</p>		(1 mark)
7.	<p>The first consideration when reviving neonates following Caesarean section is to</p> <p>a. administer respiratory stimulant to tongue</p> <p>b. break membranes from mouth and nose</p> <p>c. check for the presence of a heart beat</p> <p>d. vigorously rub with towel to stimulate breathing</p>		(1 mark)
8.	<p>When carrying out a routine general health check on a patient, it is advisable to begin the examination at the</p> <p>a. limbs</p> <p>b. chest</p> <p>c. nose</p> <p>d. tail</p>		(1 mark)
9	<p>The condition of polyuria may be indicative of</p> <p>a. cystitis</p> <p>b. dehydration</p> <p>c. diabetes mellitus</p> <p>d. urethral obstruction.</p>		(1 mark)

Task Biii Multiple choice questions on common veterinary surgical terms

10.	The condition of Ununited Anconeal Process affects the a. elbow joint b. hip joint c. hock joint d. stifle joint		(1 mark)
11.	Patella luxation affects the a. elbow joint b. hip joint c. hock joint d. stifle joint		(1 mark)
12.	Entropion is a condition affecting the a. ear b. eye c. mouth d. nose		(1 mark)
13.	Atopy is a condition affecting the a. digestive tract b. integument c. nasal cavity d. urinary tract		(1 mark)
14.	Urinary calculi are most commonly seen in the a. female cat b. female dog c. male cat d. male dog		(1 mark)
15.	What is the correct veterinary term for an inflamed uterus? a. uveitis b. uteritis c. metritis d. Nephritis		(1 mark)

Task Biii Multiple choice questions on common veterinary surgical terms

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Biv **Directional terms to describe the position of the parts of the body in relation to each other**

Assessment criteria

2.2 Identify the directional terms used for the position of parts of the body in relation to each other

Assessor/mentor guidance

To complete task Biv the learner is required to produce a labelled diagram/diagrams demonstrating the correct directional terms used to describe the position of parts of the body in relation to each other. They should include:

- skull
- trunk
- limbs
- abdomen
- cranial
- caudal
- ventral
- dorsal
- palmar
- plantar
- distal
- proximal
- rostral
- medial
- lateral

The diagram/diagrams should be well presented.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Biv	Learner produced a neat diagram with all correct directional terms.

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Biv **Use directional terms to describe the position of the parts of the body in relation to each other**

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task C Use correct basic terminology

Assessment criteria

2.4 Name the common medical veterinary diseases

Assessor/mentor guidance

To complete task C the learner is required to produce three handouts for chosen species from the range in the qualification handbook of the following diseases:

- bacterial
- fungal
- viral

The same species may be used to cover all three diseases, or a mixture of species from the range could be covered.

The handouts should include the cause, signs/symptoms and treatment and include accurate veterinary terminology throughout.

The handouts should be well presented and should include images where appropriate and a reference and/or bibliography page.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
C	Limited information about the diseases provided, with few veterinary terms used. Basic presentation.

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task C Use correct basic terminology

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task D Clean prepare, sterilise and maintain surgical equipment ready for use

Assessment criteria

- 3.1 Produce cleaned and sterilised surgical equipment, instruments and packs in accordance with practice procedures
- 3.2 Maintain storage of surgical instruments and dispose of items no longer suitable for use

Assessment guidance

To complete task D the learner is required to produce cleaned and sterilised surgical equipment and instruments ready for use. The learner should safely store surgical instruments and dispose of items no longer suitable for use.

The assessment will include:

- Cleaning and sterilisation of surgical instruments and equipment
- Checking instruments for defects to ensure safe for use
- Safely using an autoclave
- Storing equipment safely and correctly
- Observation of health and safety throughout
- Checking with veterinary surgeon or nurse for any special requirements.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

There are also two oral questions which must be answered correctly. The learner should be able to see the oral questions in advance in order to prepare for the practical assessment.

A model answer sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed correctly in order for the task to be passed.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
D	All 10 essential criteria were met plus two oral questions were answered correctly.

Task D Clean prepare sterilise and maintain surgical equipment ready for use

Marking checklist

- 1. Select and wear the appropriate PPE
- 2. Clean all surgical equipment correctly and allow to dry
- 3. Check the equipment for defects and ensure safe for next use
- 4. Select appropriate autoclave packaging material including sterilisation indicator
- 5. Pack equipment in accordance with practice procedures
- 6. Secure packaging
- 7. Label correctly – date, equipment name, initials
- 8. Place into autoclave and select correct programme for equipment
- 9. Check for effective sterilisation/packaging intact
- 10. Put away and store equipment correctly

Essential criteria

ORAL QUESTIONS

Q1. State **three** factors which influence the effectiveness of sterilisation (3 marks)

Record learner's response: Response 1: Response 2: Response 3:

Continued on next page

UNIT 202 PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task D Clean prepare sterilise and maintain surgical equipment ready for use

Q2. Give **two** reasons why instruments must be sterilised prior to use. (2 marks)

Record learner's response: Response 1: Response 2:
--

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task Ei Prepare and maintain veterinary anaesthetic and surgical equipment for use**Assessment criteria**

- 3.3 Select appropriate veterinary anaesthetic equipment in accordance with veterinary instructions
- 4.3 State the current legislation in relation to the performance of lay people employed in veterinary practice
- 4.4 List pre-anaesthetic checks required on animals
- 4.5 Describe common techniques used to reduce stress and calm animals prior to being anaesthetised
- 4.6 State the health and safety requirements of working with anaesthesia materials, equipment and gases

Assessment guidance

To complete task Ei the learner should be able to prepare the anaesthetic machine and select suitable anaesthetic equipment appropriate for the animal. Safety checks should be performed on the anaesthetic equipment and machine before use. Following the procedure the learner must clean, sterilise and maintain the surgical equipment used appropriately and in accordance with practice procedures. The equipment should then be stored as required. They must examine the equipment and identify any defects. They must be able to dispose of consumables used in theatre correctly.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

There are also four oral questions which must be answered correctly. The learner should be able to see the oral questions in advance in order to prepare for the practical assessment.

A model answer sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed correctly in order for the task to be passed

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Ei	All 11 essential criteria were met plus four oral questions were answered correctly

Task Ei Prepare and maintain veterinary anaesthetic and surgical equipment for use

- 1. Set up the anaesthetic machine correctly including scavenging
- 2. Check levels of volatile agent and gases
- 3. Select the correct anaesthetic circuit and suitable endo tracheal tube for the size of animal
- 4. Ensure other necessary equipment is ready for the anaesthetic induction
- 5. Perform safety checks on the anaesthetic machine and equipment
- 6. Dispose of theatre consumables correctly including following correct procedures for any empty gas cylinders, anaesthetic bottles etc.
- 7. Clean and sterilise all surgical equipment correctly post-op
- 8. Examine equipment for any defects, ensure safe for next use. Remove from use and re-order replacements if necessary
- 9. Put away and store equipment correctly
- 10. Shut down anaesthetic machine correctly, ensuring cylinder contents or gas supply are checked and volatile liquid and vapouriser are refilled
- 11. Clean anaesthetic machine appropriately

Essential criteria

ORAL QUESTIONS

Q1 Name the current legislation that relates to the performance of lay people employed in veterinary practice (1 mark)

Record learner's response:

Response 1:

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Ei Prepare and maintain veterinary anaesthetic and surgical equipment for use

Q2. List **five** pre-anaesthetic checks required on animals (5 marks)

Record learner's response:

Response 1:

Response 2:

Response 3:

Response 4:

Response 5:

Q3. List **three** ways of reducing stress and calming patients prior to anaesthesia (3 marks)

Record learner's response:

Response 1:

Response 2:

Response 3:

Q4. State **three** health and safety considerations of working with anaesthetic materials equipment and gases (3 marks)

Record learner's response:

Response 1:

Response 2:

Response 3:

Task Ei Prepare and maintain veterinary anaesthetic and surgical equipment for use

Feedback to learner:

Learner's name:

Grade achieved:

Assessor's/mentor's name and signature:

Date:

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Eii Assist with the preparation of an animal for anaesthesia

Assessment criteria

3.4 Assist with the preparation of a cat and separately a dog for anaesthesia in accordance with veterinary instructions

Assessment guidance

To complete task Eii the learner will be required to assist with the preparation of a **dog and a cat** for anaesthesia including:

- The animals' admission
- Pre-anaesthetic checks
- Pre-anaesthetic blood tests
- Pre-medication
- Stress management
- Environmental management
- Accurate completion of any records and documents

The learner should be able to outline pre-anaesthetic instructions which should be given to clients.

A witness testimony/report will be submitted for each species. A separate witness testimony for **both a dog and a cat** must be submitted. The learner can also submit additional evidence such as consent forms and any pre or post operative instructions provided to clients.

All the essential criteria should be included and all instructions from the veterinary nurse or veterinary surgeon must be followed.

The Assessor/mentor/tutor feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Eii	The majority of the preparation procedure was performed by the nurse or vet with minimum assistance from the learner.

Task Eii Assist with the preparation of an animal for anaesthesia

Learner's Name:	Assessor's/mentor's name:
Species selected CAT	Location

Witness testimony summary sheet Task Eii Cat	
<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Eii Assist with the preparation of an animal for anaesthesia

Learner's Name:	Assessor's/mentor's name:
Species selected: DOG	Location:

Witness testimony summary sheet Task Eii Dog	
<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Eiii Under direct supervision assist in the monitoring of anaesthesia of animals**Assessment criteria**

3.5 Assist with the monitoring of anaesthesia of a patient in accordance with veterinary instructions under direct supervision of a veterinary surgeon

Assessment guidance

To complete task Eiii the learner should assist in monitoring the following parameters of an animal under anaesthetic and produce a case study including:

- Cranial nerve reflexes including signs and explanations of each
- Heart and pulse rate, rhythm and quality including normal ranges of each
- Capillary refill time/mucous membrane colour including normal ranges of each
- Respiratory rate, rhythm and depth including normal ranges of each
- Body temperature including normal ranges

The learner should record observations of vital signs on the anaesthetic chart and inform the veterinary surgeon at all times.

The learner should also check the following regularly throughout the anaesthetic:

- Anaesthetic equipment – machine (flowmeters, vaporiser, cylinder contents), breathing circuit and re-breathing bag and the endotracheal tube.

The learner should be able to recognise signs of light, medium and deep surgical anaesthesia and discuss these within the case study.

The learner must include within the case study details on the following:

- How they assisted in monitoring the anaesthetic
- What parameters are routinely monitored under anaesthetic
- Their observations of the animal under anaesthetic and what signs they saw throughout the anaesthetic
- What signs the animal displayed when surgery was started
- What signs you might see (or saw) if the animal was 'too light' or 'too deep'
- What problems might occur and how you could detect these early and rectify them
- What other checks are performed when monitoring anaesthesia
- Any monitoring equipment that was used

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Eiii Under direct supervision assist in the monitoring of anaesthesia of animals

A copy of the anaesthetic chart should be attached to the case study.

Accurate veterinary terminology should be used throughout the case study.

A case study presents a factual written account of the condition, symptoms, treatment and care given to an animal during a veterinary procedure or hospitalisation period. The case study should detail the learner's involvement with the case, the condition presented, treatment and nursing care along with communication with colleagues and the following of any veterinary instructions and the final outcome of the case. Additional evidence such as consent and treatment forms, hospitalisation or fluid charts and any other documents or information relevant to the case should be included as an appendix to evidence the learner's involvement and the validity of the case. All client details (except client ID number for verification purposes) must be removed prior to submission.

The case studies should be well presented and should include images where appropriate and a reference and/or bibliography page.

The assessor/mentor/tutor feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Eiii	The case study included all of the main aspects set out in the guidelines and basic information on monitoring anaesthesia. Basic anaesthetic chart included.

Task Eiii Under direct supervision assist in the monitoring of anaesthesia of animals

Learner's Name:	Assessor's/mentor's name:
Species selected:	Location:

Summary Sheet Task Eiii	
<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Fi **Under direct supervision assist in the monitoring of the recovery of an animal from general anaesthesia**

Assessment criteria

- 3.6 Select suitable accommodation to reflect recovery needs of the species and procedure experienced
- 3.8 Assist in monitoring animal recovery
- 3.9 Provide information to veterinary surgeon on any problems or unexpected events
- 3.10 Record and maintain monitoring information during recovery procedure

Assessment guidance

To complete task Fi the learner is required to monitor the recovery of an animal following general anaesthesia. Appropriate accommodation should be selected and prepared according to the species and surgical procedure. The veterinary surgeon's advice should be sought regarding recovery. The animal should be monitored during recovery, noting observations on the recovery or hospitalisation chart regularly. The veterinary surgeon should be kept informed at all times.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task can be achieved at Pass only.

Marking criteria

Task	Pass
Fi	All 6 essential criteria were met

Task Fi Under direct supervision assist in the monitoring of the recovery of an animal from general anaesthesia

- 1. Liaise with the veterinary surgeon to confirm procedure performed and check requirement of recovery and monitoring.
- 2. Select an appropriate accommodation for the animal.
- 3. Prepare the accommodation suitably with bedding.
- 4. Place the animal in the recovery position, ensuring a patent airway.
- 5. Monitor vital signs, quality of recovery, pain response and demeanour throughout recovery and note observations on the recovery chart as per practice protocol.
- 6. Inform the veterinary surgeon at all times.

Essential criteria

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task Fii Demonstrate the recovery position on an animal**Assessment criteria**

3.7 Demonstrate the recovery position on an animal

Assessment guidance

To complete task Fii the learner is required to demonstrate the recovery position on an animal. This may either be on a docile animal or can be simulated using a model. They will explain each of the actions taken and why. They will demonstrate what other checks would be made on an unconscious animal and explain what they are looking for and why.

The learner must:

- place the animal in the recovery position.
The following recovery positions are acceptable but reasons for choice of position must be evidenced.
 - dorsal
 - left lateral
 - right lateral
- show species and procedure considerations
- explain each of the steps taken
- carry out other necessary checks on the animal
- explain the significance of each check
- state any possible complications and any actions taken

The assessment should be carried out on a one to one basis. The learner's comments should be recorded on the witness statement provided along with any additional information they provide.

The assessor/mentor feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

This task can be achieved at Pass only.

Marking criteria

Task	Pass
Fii	Learner achieved all criteria via a witness statement from a veterinary nurse or surgeon or college tutor.

Task Fii Demonstrate the recovery position on an animal

Learner's name:	Assessor's/mentor's name:
Species selected:	Location:

Witness testimony summary sheet Task Fii	
<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment**Assessment criteria**

- 4.1 Name common veterinary surgical instruments and anaesthetic equipment
- 4.2 Describe the use and function of common veterinary surgical instruments and anaesthetic equipment

Assessment guidance

To complete this task, learners are required to correctly identify common surgical instruments and to describe their use and function by completing the table.

Question Paper/Exam

A model answers sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task can be achieved at Pass only.




Marking criteria

Task	Pass
G	All 9 instruments and 10 pieces of operating/theatre equipment were identified correctly and their functions stated correctly. All 38 marks were achieved.

Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment



Learner's name:

The surgical instruments to be identified are:

Instrument	Identified correctly	Function and use
1. 	(1 mark)	(1 mark)
2. 	(1 mark)	(1 mark)
3. 	(1 mark)	(1 mark)


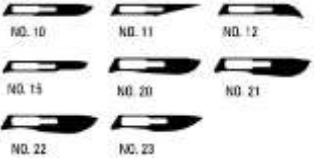

Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment

Surgical Equipment

Instrument	Identified correctly	Function and use
4. 	(1 mark)	(1 mark)
5. 	(1 mark)	(1 mark)


Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment

Surgical Equipment

Instrument	Identified correctly	Function and use
6. 	(1 mark)	(1 mark)
7. 	(1 mark)	(1 mark)
8. 	(1 mark)	(1 mark)


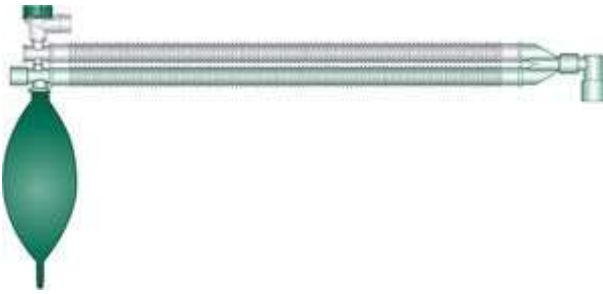

Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment

Surgical equipment

Instrument	Identified correctly	Function and use
9. 	(1 mark)	(1 mark)

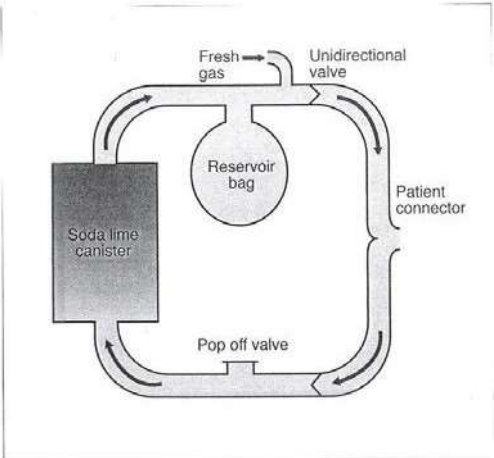
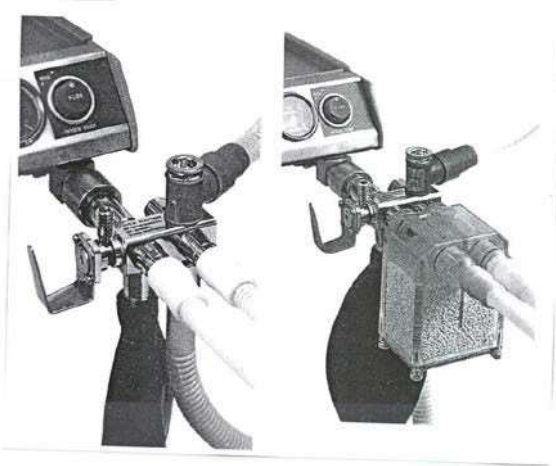
Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment

The pieces of anaesthetic equipment to be identified are:

Equipment	Identified correctly	Function and use
1. 	(1 mark)	(1 mark)
2. 	(1 mark)	(1 mark)
3. 	(1 mark)	(1 mark)



Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment

Anaesthetic equipment

Equipment	Identified correctly	Function and use
4. 	(1 mark)	(1 mark)
5. 	(1 mark)	(1 mark)

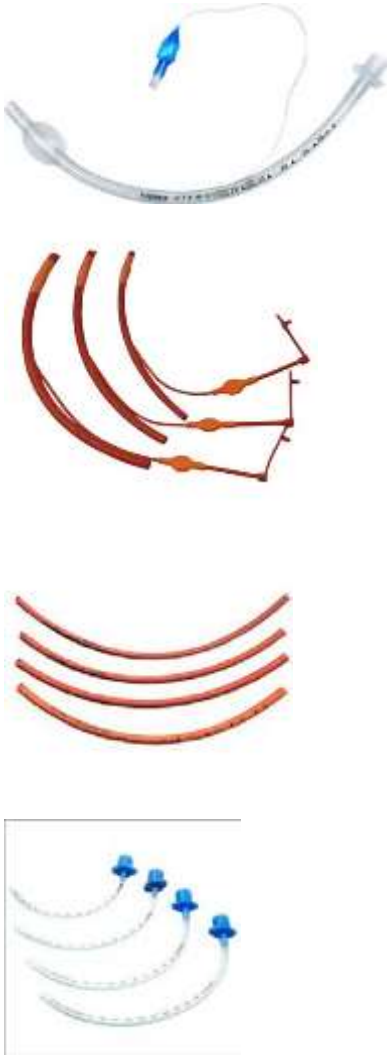
Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment

Anaesthetic equipment

Equipment	Identified correctly	Function and use
6. 	(1 mark)	(1 mark)
7. 	(1 mark)	(1 mark)



Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment

Anaesthetic equipment

Equipment	Identified correctly	Function and use
<p>8.</p> 	<p>(1 mark)</p>	<p>(1 mark)</p>

Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment

Anaesthetic equipment

Equipment	Identified correctly	Function and use
9. 	(1 mark)	(1 mark)
10. 	(1 mark)	(1 mark)

Task G Identify, name and state the use and function of common veterinary surgical instruments and anaesthetic equipment

Surgical and anaesthetic equipment

Learner's Name:	Assessor's/mentor's name:
Species selected:	Location:

<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Hi Prepare and maintain radiographic equipment for use**Assessment criteria**

- 5.1 Maintain commonly used radiographic equipment
- 5.2 Prepare radiographic environment and equipment for use

Assessment guidance

To complete task Hi the learner is required to prepare radiographic environment and equipment ready for use. This should include preparing all equipment, cleaning and preparing the x-ray room and ensuring the equipment is clean and ready for use.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Hi	All 8 essential criteria were met

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Hi Prepare and maintain radiographic equipment for use

1. Demonstrates suitable infection-control techniques with equipment.
2. Demonstrates suitable infection-control techniques with environment.
3. Checks for cleanliness and damage to equipment.
4. Prepares the appropriate equipment in a suitable manner ready for use.
5. Uses appropriate cleaning agents.
6. Checks and maintains the environmental needs for animals.
7. Cleans and stores equipment correctly.
8. Complies with health and safety at all times.

Essential criteria

Feedback to learner:

Learner's name:

Grade achieved:

Assessor's/mentor's name and signature:

Date:

Task Hii Prepare an animal for radiography**Assessment criteria**

5.3 Prepare an animal for radiography

Assessor/mentor guidance

To complete task Hii the learner should produce two case studies on how to prepare a **cat and a dog** for radiography to include:

- ensuring all instructions from the vet are followed
- ensuring the correct animal and area for x-ray is prepared
- how the animal is kept calm and free from discomfort
- health and safety issues
- preparing appropriate equipment and positioning aids for radiography
- adjustment of environmental conditions.

A case study presents a factual written account of the condition, symptoms, treatment and care given to an animal during a veterinary procedure or hospitalisation period. The case study should detail the learner's involvement with the case, the condition presented, treatment and nursing care along with communication with colleagues and the following of any veterinary instructions and the final outcome of the case. Additional evidence such as consent and treatment forms, hospitalisation or fluid charts and any other documents or information relevant to the case should be included as an appendix to evidence the learner's involvement and the validity of the case. All client details (except client ID number for verification purposes) must be removed prior to submission.

Correct terminology should be used throughout the case studies. The case studies should be well presented with images where appropriate and a reference and/or bibliography page.

Safety must be maintained when preparing animals for radiography at all times. The learner must be able to recognise signs of distress. The learner must identify the adjustment of the environmental conditions and equipment to the needs of each specific animal appropriately.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Hii Prepare an animal for radiography

Marking criteria

Task	Pass
Hii	The case study included all of the main aspects set out in the guidelines and basic information on radiography equipment.

Task Hii Prepare an animal for radiography - DOG

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Hii

Prepare an animal for radiography - CAT

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Hiii Process radiographs**Assessment criteria**

5.4 Process radiographs

Assessor/mentor guidance

To complete task Hiii the learner must demonstrate the production and processing of a radiograph using manual, digital or automatic processing. They should be familiar with various indications of invalid results that may be produced due to either processing, positioning or exposure faults.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Hiii	All 10 essential criteria were met

Task Hiii Process Radiographs

- 1. Ensures the environment is appropriately prepared.
- 2. Suitable equipment is selected.
- 3. Equipment is checked for cleanliness and damage.
- 4. Processing solutions are appropriately prepared.
- 5. Radiograph is processed correctly.
- 6. Demonstrates good appraisal technique for the image produced.
- 7. Liaises with the Veterinary surgeon/Nurse throughout the procedure.
- 8. Disposes of any waste materials correctly.
- 9. Records all details correctly and in accordance with practice procedures.
- 10. Complies with health and safety at all times.

Essential criteria

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task I Describe how to assist in the provision of veterinary radiography under supervision**Assessment criteria**

- 6.1 Describe the relevant regulations, operating guidelines and legislation relating to the use of veterinary radiographic equipment
- 6.2 List the common failures associated with veterinary radiographic equipment and associated materials
- 6.3 Describe the different pieces of equipment and their use
- 6.4 State the benefits of the use of radiation monitoring equipment
- 6.5 State the veterinary practices operating procedures when taking radiographs
- 6.6 State the correct disposal of waste materials from veterinary radiography
- 6.7 Describe the importance of accurate and correct records for veterinary radiography

Assessment guidance

To complete task Ii the learner must be able to maintain radiographic equipment. The learner should produce a report which includes:

- relevant regulations, operating guidelines and legislation relating to the use of radiography and equipment, including disposal of radiography waste
- the different pieces of radiographic equipment used during x-ray procedures
- how to clean, maintain and store radiographic equipment including PPE and any monitoring equipment
- the health and safety procedures and practice protocols associated with radiography. A copy of the practices local rules should be attached to the report
- any faults and failures associated with radiographic equipment and associated materials and how they are rectified
- the types and benefits of the use of radiographic monitoring equipment
- the importance of recording of accurate and correct records

The report should be well presented and should include images where appropriate and a reference and/or bibliography page. It should be a minimum of 500 words.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task 1 Describe how to assist in the provision of veterinary radiography under supervision

Marking criteria

Task	Pass
I	Report included all of the main aspects set out in the guidelines and basic information on radiography equipment.

Task 1 Describe how to assist in the provision of veterinary radiography under supervision

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Ji and Jii Administer topical and oral medication to an animal

Assessment criteria

- 7.1 Assist with the preparation of the correct animal, equipment and medication for administration in accordance with veterinary instructions
- 7.2 Assist with the safe administration of topical and oral medications in accordance with veterinary instructions
- 7.3 Carry out the monitoring of an animal during and post administration of a veterinary medication in accordance with veterinary instructions
- 8.1 Describe the common sites and routes of administration of medications in animals
- 8.2 List the common forms of presentation of veterinary medications
- 8.5 State the procedure to follow if a problem arises following administration of a veterinary medication

Assessment guidance

To complete task Liii the learner is required to complete all of the written questions relating to veterinary drugs and medication correctly These should be done as real situations however they can be simulated if necessary.

Two marking checklists are provided and should be used. The learner's performance will be marked against the criteria in the marking checklists. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment. There are also three oral questions which must be answered correctly. The learner should be able to see the oral questions in advance in order to prepare for the practical assessment.

Short answer questions

A model answer sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed correctly in order for the task to be passed.

These tasks may be achieved at Pass only.

Marking criteria

Task	Pass
Ji	All 12 essential criteria were met plus all 8 marks were achieved from short answer questions
Jii	All 12 essential criteria were met

Task Ji Administer topical and oral medication to an animal

Administer topical medication

- 1. Select all suitable equipment.
 - 2. Select correct animal.
 - 3. Collect all relevant information from the veterinary surgeon/nurse.
 - 4. Adjust the environmental conditions relevant for the animal and carry out the treatment in an appropriate secure area.
 - 5. Wash hands and wear protective clothing.
 - 6. Check the expiry date on the medication.
 - 7. Position and restrain the animal using the correct handling techniques.
 - 8. Administer the topical medication correctly with due regard to safety and hygiene.
 - 9. Check with the veterinary surgeon/nurse for any other requirements or instructions.
 - 10. Monitor the animal for any side effects or discomfort.
 - 11. Clear up any waste materials correctly.
 - 12. Complete all necessary documentation.
- Essential criteria

Task Ji Administer topical and oral medication to an animal

Short answer Questions

Q1. State **three** common sites and routes for administration of medication (3 marks)

<p>Response 1:</p> <p>Response 2:</p> <p>Response 3:</p>

Q2. State **three** common forms of veterinary medication (3 marks)

<p>Response 1:</p> <p>Response 2:</p> <p>Response 3:</p>

Q3. State the procedure to follow if a problem arises following administration (2 marks)

<p>Response:</p>

Task Ji Administer topical medication to an animal

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task Jii Administer oral medication to an animal

Administer oral medication to animals

- 1. Select all suitable equipment.
 - 2. Select correct animal.
 - 3. Collect all relevant information from the veterinary surgeon/nurse.
 - 4. Adjust the environmental conditions relevant for the animal and carry out the treatment in an appropriate secure area.
 - 5. Wash hands and wear protective clothing.
 - 6. Check the expiry date on the medication.
 - 7. Position and restrain the animal using the correct handling techniques.
 - 8. Administer the oral medication correctly with due regard to safety and hygiene.
 - 9. Check with the veterinary surgeon/nurse for any other requirements or instructions.
 - 10. Monitor the animal for any side effects or discomfort.
 - 11. Clear up any waste materials correctly.
 - 12. Complete all necessary documentation.
- Essential criteria

Task Jii Administer oral medication to an animal

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task K Assist with a fluid therapy case**Assessment criteria**

- 7.4 Assist with the preparation of appropriate equipment necessary to administer fluid therapy in the veterinary practice in accordance with veterinary instructions
- 7.5 Assist with the administration of fluid therapy in accordance with veterinary instructions
- 7.6 Carry out the monitoring of an animal during and post administration of fluid therapy in accordance with veterinary instructions
- 7.10 Assist with calculating fluid therapy requirements in animals in the veterinary care environment in accordance with veterinary instructions
- 8.6 Describe the common veterinary conditions for which fluid therapy is administered

Assessment guidance

To complete task K the learner should complete a case study on a fluid therapy case they have been involved in assisting with. The case study should include:

- the reason an animal would need fluid therapy
- what equipment is used and how this is prepared
- assisting with calculating fluid therapy requirements in animals
- how the animal is handled and monitored throughout the procedure
- what problems may occur and how these are dealt with
- following instructions from a Veterinary surgeon or Nurse
- health and safety
- correct and accurate completion of all records.

A case study presents a factual written account of the condition, symptoms, treatment and care given to an animal during a veterinary procedure or hospitalisation period. The case study should detail the learner's involvement with the case, the condition presented, treatment and nursing care along with communication with colleagues and the following of any veterinary instructions and the final outcome of the case. Additional evidence such as consent and treatment forms, hospitalisation or fluid charts and any other documents or information relevant to the case should be included as an appendix to evidence the learner's involvement and the validity of the case. All client details (except client ID number for verification purposes) must be removed prior to submission.

The case study should be well presented and should include correct terminology throughout, along with images where appropriate and a reference and/or bibliography page. Hospitalisation and fluid treatment forms should be submitted as additional evidence.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

Task K Assist with a fluid therapy case

Marking criteria

Task	Pass
K	The case study included all of the main aspects set out in the guidelines and basic information on fluid therapy equipment.

Task K Assist with a fluid therapy case

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Li Calculate and dispense an oral drug**Assessment criteria**

- 7.7 Dispense drugs safely under direct supervision of a veterinary surgeon, veterinary nurse or SQP and advise owners on safe veterinary drug handling and storage in the home in accordance with veterinary instructions
- 7.9 Assist with calculating the correct dosage for table or oral liquid medications and injectable medication in accordance with veterinary instructions

Assessment guidance

To complete task Li the learner is required to calculate the dose of an oral drug, dispense it and provide the client with information on correct administration procedures.

The animal's name is "Bumble" Crowe and he lives at 6 The High Street, Camelstead, Berkshire, BZ3 11RP

The drug to be dispensed is Baytril. This is provided as a 2.5% oral solution. The animal that requires this drug is 5kg in body weight and the dose rate is 5mg/kg per day. The animal requires this drug **BID** for 7 days. (The dosage calculated is the total dose of drug required in one 24 hour period.)

Calculate the dosage required to dispense this drug, check this with the veterinary surgeon/nurse, and select the appropriate container to put this drug into. Correctly complete a drug label. Also include how this drug would be given to the client and what instructions they should follow.

The learner will need to submit the completed calculation with the answer, the drug label and any instructions that would be given to the client on how the drug should be administered. The learner also needs to provide reasons for the importance of accurate record keeping and the veterinary surgeon or veterinary nurse must be kept informed of any problems following the administration of medicines.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria

This task may be achieved at Pass only.

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Li Calculate and dispense an oral drug

Marking criteria

Task	Pass
Li	Task completed, correct calculation made. A veterinary surgeon/nurse was consulted. Suitable container was used with correctly completed drug label. Clear instructions were given on drug administration and how to handover to client.

Task Li Calculate and dispense an oral drug

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Lii Receive and unpack veterinary drug and medication orders

Assessment criteria

7.8 Receive and unpack veterinary drug and medication orders

Assessment guidance

To complete task Lii the learner should carry out the receipt, unpacking and storage of a veterinary drug and/or medication order.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Lii	All 12 essential criteria were met.

Task Lii Receive and unpack veterinary drug and medication orders

1. **Receive delivery and check order for accuracy against delivery note and place in a secure and safe location.**
 2. Examine the container/packaging and its contents for any signs of physical damage.
 3. Check quantities and items received against delivery note and purchase order.
 4. Check expiry dates for currency and record dates and batch numbers as appropriate with name and address of supplier.
 5. Correctly store medications as appropriate and indicated by manufacturers.
 6. Place vaccinations and other temperature dependant medications in fridge as appropriate.
 7. Store controlled drugs in locked dangerous drugs cabinet and record quantity, type and date received in controlled drugs book as appropriate or alert nominated person immediately on receipt of controlled medications.
 8. Place longer dated items behind shorter dated items on shelves to ensure stock rotation and use of older items first.
 9. Label items pre ordered for client collection.
 10. Dispose of all waste appropriately.
 11. Adhere to health and safety at all times.
 12. Comply with all legislation and regulations relating to veterinary medications.
- Essential criteria

UNIT 202

**PRINCIPLES AND PRACTICES OF ASSISTING WITH
CARE IN THE VETERINARY ENVIRONMENT**

Task Lii Receive and unpack veterinary drug and medication orders

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task Liii Veterinary drugs and medication – written paper and multiple choice paper**Assessment criteria**

- 8.3 Identify the correct types of medication and dosage terms used for the administration of common veterinary drugs
- 8.4 State the importance of accurate record keeping and of informing the veterinary surgeon or nurse of any problems that arise following administration of a veterinary medication
- 8.7 List the legal requirements of the dispensing of veterinary medications
- 8.8 List the potential hazards with the main groups of drug types

Assessment guidance

To complete task Liii the learner is required to complete all of the written questions relating to veterinary drugs and medication correctly. The questions should be answered under exam conditions.

Question Paper/Exam

A model answers sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer.

The assessor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Liii	All 12 marks for the written paper were answered correctly plus all 11 multiple choice questions were answered correctly

UNIT 202

PRINCIPLES AND PRACTICES OF ASSISTING WITH CARE IN THE VETERINARY ENVIRONMENT

Task Liii **Veterinary drugs and medication – written paper**

Time allowed for written paper: 1 hour

Learner's name:

Q1. Why is it important to accurately and correctly record all administration of medications?

	(1 mark)
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Q2. Why is it important to inform the vet or nurse of any complications post administration of medication?

	(1 mark)
--	-----------------

Q3. What is the abbreviation used for 3 times per day?

	(1 mark)
--	-----------------

Q4. What is the abbreviation used for 4 times per day?

	(1 mark)
--	-----------------

Task Liii Veterinary drugs and medication –written paper

Q5. What is the abbreviation used for twice per day?

	(1 mark)
--	-----------------

Q6. What is the abbreviation used for every other day?

	(1 mark)
--	-----------------

Q7 What does ad libitum mean?

	(1 mark)
--	-----------------

Q8. State one potential hazard associated with the following groups of drugs:

i) Antibiotics/antimicrobials

	(1 mark)
--	-----------------

Task Liii Veterinary drugs and medication –written paper

ii) Analgesics

	(1 mark)
--	-----------------

iii) Cancer therapy drugs

	(1 mark)
--	-----------------

iv) Anaesthetic drugs

	(1 mark)
--	-----------------

v) Prostaglandins

	(1 mark)
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Task Liii Veterinary drugs and medication –written paper

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Liii Veterinary drugs and medication –multiple choice paper

Time allowed for multiple choice paper: 45 minutes

<p>Learner's name:</p>

Assessment guidance

The learner is required to complete all of the multiple choice questions correctly.

- There are 11 question and all questions should be attempted.
- Each question carries one mark
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct.
- Decide which **one** is correct and write your answer as 'a', 'b', 'c' or 'd' in the final column.

This paper should be taken under exam conditions.

The assessor feedback should identify learner strengths and areas for Improvement and should be in line with the marking criteria.

MULTIPLE CHOICE QUESTIONS

<p>Q1.</p>	<p>Which type of container should be used to dispense shampoo?</p> <p>a. A plain glass bottle.</p> <p>b. A coloured bottle.</p> <p>c. A fluted clear bottle.</p> <p>d. A fluted coloured bottle.</p>	<p>(1 mark)</p>
<p>Q2.</p>	<p>Name a drug that is listed under Schedule III in the controlled drugs legislation.</p> <p>a. Pethidine.</p> <p>b. Cannabis.</p> <p>c. Diazepam.</p> <p>d. Pentobarbitone.</p>	<p>(1 mark)</p>

Task Liii Veterinary drugs and medication –multiple choice paper

<p>Q3.</p>	<p>Which class of drugs can only be dispensed by a veterinary surgeon? a. AVM-GSL b. NFA-VPS c. POM-VPS d. POM-V</p>	<p>(1 mark)</p>
<p>Q4.</p>	<p>Which class of drugs can be dispensed by a reasonably qualified person (RQP)? a. AVM-GSL b. NFA-POM c. POM-VPS d. POM-V</p>	<p>(1 mark)</p>
<p>Q5.</p>	<p>Which class of drugs can be dispensed by a retailer? a. AVM-GSL b. NFA-VPS c. POM-VPS d. POM-V</p>	<p>(1 mark)</p>
<p>Q6.</p>	<p>Which of the following people can dispense AVM-GSL products? 1. Pharmacist. 2. Receptionist. 3. Veterinary surgeon. 4. Trainee veterinary nurse.</p> <p>a=1, 2, 3, and 4. b=1 and 4. c=1 and 3. d=3 only.</p>	<p>(1 mark)</p>

Task Liii Veterinary drugs and medication –multiple choice paper

Q7.	What does the “POM” stand for when dispensing medication? a. Pharmacy only medication. b. Pharmacy only medicine. c. Products only medicine. d. Prescription only medication.	(1 mark)
Q8.	What does the “NFA” stand for when dispensing medication? a. Non farm animal. b. Not farm authorised. c. Not for animals. d. Non food animal.	(1 mark)
Q9.	Which one of the following pieces of information is not legally required on the label of a dispensed medication? a. The date. b. Owners name. c. Name of drug and dosage. d. The words “for human treatment only”.	(1 mark)
Q10.	Which of the following pieces of information is not required on a prescription document? a. “For human treatment only”. b. Veterinary surgeons qualifications. c. The clients name and address. d. The medication dose rate.	(1 mark)
Q11.	Which piece of British legislation controls the supply, purchase and storage of controlled drugs? a. Medicines Act 1968. b. Misuse of Drugs Act 1971. c. COSHH Regulations 1999. d. Health and Safety at Work ACT 1974.	(1 mark)

Task Liii Veterinary drugs and medication –multiple choice paper

Learner’s name:	Assessor’s/mentor’s name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner’s signature:	Date:
Assessor’s/mentor’s signature:	Date:
Internal verifier’s signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

This is Unit 203 Principles and Practices of Administrative Duties in the Veterinary Care Environment in the Qualification Handbook

Unit composition and mark sheet

To be completed by the assessor/mentor and signed by the learner.

Learner's name	Enrolment number
Centre name	Centre number

Task	Assessment criteria	Grade
A	1.1, 1.2, 1.3, 2.5	
B	1.4, 2.3	
C	1.5, 2.6, 2.7	
D	1.6, 1.7	
E	2.1, 2.2, 2.4	
F	2.8, 2.9	
Gi	3.1	
Gii	3.2	
Giii	3.4, 4.1, 4.2	
Giv	3.5, 4.2	
Gv	3.6	
Gvi	3.3	
Gvii	4.3, 4.4, 4.5	
Hi	5.1 6.1	

UNIT 203**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT****Unit composition and mark sheet**

Hii	5.2	
li	5.3, 5.4, 5.5	
lii	5.6	
Ji	7.1, 7.2	
Jii	7.3, 8.5	
Ki	7.4, 8.6, 8.7	
Kii	8.1, 8.2, 8.3,8.4	
		Overall Grade Pass only

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (where applicable):	Date:
External verifier's signature (where applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

COMPETENCE TASKS (testing the 'be able to' outcomes)

Learner Outcomes	Assessment Criteria	Insert direct evidence or reference to where the evidence can be found
The learner will:	The learner can:	
1. Be able to effectively carry out administrative duties within the veterinary care environment	1.5 Maintain the working environment and public areas	Practical marking checklist C and oral questions
	1.6 Maintain client and animal records	Practical marking checklist D
	1.7 Produce client invoice and receive payment	Practical marking checklist D
2. Understand the importance of accuracy and efficiency whilst carrying out administrative duties within a veterinary care environment	2.6 Explain why areas should be maintained an any maintenance recorded	Practical checklist C and oral questions
	2.7 State the importance of practice security	Practical checklist C
	3.1 Comply with health and safety to ensure the safety of self and others	Risk assessment Gi
3. Be able to implement and comply with health and safety legislation relevant to the veterinary care environment	3.2 Maintain safe working conditions and systems	Practical demonstration Gii
	3.3 Perform safe manual handling	Practical checklist Gvi
4. Understand the importance of complying with health and safety legislation relevant to the veterinary care environment	4.3 State the correct use of hazard warning signs in the veterinary environment	Multiple choice paper Gvii

COMPETENCE TASKS (testing the 'be able to' outcomes)

5. Be able to apply for a new job, perform work in accordance with the contract of employment and work effectively within a team and develop personal performance	5.3 Perform work duties in accordance with a contract of employment	Evidence of Work Experience li
	5.4 Work effectively as an individual and with supervisors and others in authority for the benefit of the organisation	Evidence of Work Experience li
	5.5 Demonstrate a positive attitude towards colleagues, staff and clients	Evidence of Work Experience li
7. Be able to provide information on the processes and procedures associated with animal euthanasia and bereavement within a veterinary care environment	7.3 Carry out the procedures associated with the storage and disposal of cadavers	Marking checklist Jii

UNIT 203**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT****KNOWLEDGE TASKS (testing the 'KNOW/UNDERSTAND' outcomes)**

Learner Outcomes	Assessment Criteria	Insert direct evidence or reference to where the evidence can be found
The learner will:	The learner can:	
1. Be able to effectively carry out administrative duties within the veterinary care environment	1.1 Communicate with clients, colleagues, other industry professionals and members of the public using appropriate methods of communication to meet the needs of others	Report A
	1.2 Arrange appointments for clients and their animals using the correct practice procedures	Report A
	1.3 Receive clients and their animals and retrieve appropriate documentation	Report A
	1.4 Provide information to clients on available products and services	Leaflet B
2. Understand the importance of accuracy and efficiency whilst carrying out administrative duties within a veterinary care environment	2.1 Describe the importance of providing accurate information to clients	Short answer paper and multiple choice paper E
	2.2 State the legal and ethical responsibilities of those employed within the veterinary care environment	Short answer paper and multiple choice paper E
	2.3 List the staff and their roles and responsibilities within the veterinary care environment	Leaflet B
	2.4 Describe how appointments are prioritised	Short answer paper and multiple choice paper E

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

KNOWLEDGE TASKS (testing the 'KNOW/UNDERSTAND' outcomes)

2. cont.	2.5 Describe the importance and format of a clients consent form	Report A
	2.8 Describe a petty cash system	Question paper F
	2.9 State the practices procedures for petty cash expenditure	Question paper F
3. Be able to implement and comply with health and safety legislation relevant to the veterinary care environment	3.4 Explain when an accident report must be sent to the Health and Safety Executive	Poster Giii
	3.5 Complete the accident book when necessary	Accident Book entry Giv
	3.6 Control chemical risks using a COSHH risk assessment	Risk Assessment Gv
4. Understand the importance of complying with health and safety legislation relevant to the veterinary care environment	4.1 Identify the key aspects of the regulations regarding health and safety in the workplace	Poster Giii
	4.2 State the requirements for Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)	Poster Giii
	4.4 List the main dispensing categories and explain their differences	Oral question Gvii
	4.5 State the requirements for the safe storage and disposal methods for different types of veterinary medicines	Oral question Gvii

UNIT 203**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT****KNOWLEDGE TASKS (testing the 'KNOW/UNDERSTAND' outcomes)**

5. Be able to apply for a new job, perform work in accordance with the contract of employment and work effectively within a team and develop personal performance	5.1 Produce a letter and an accurate up to date CV to apply for a job	Letter and CV Hi
	5.2 Complete an application form for a job	Application form Hii
	5.6 Review performance with line manager	Appraisal document Iii
6. Understand the main features of employment contracts	6.1 State the required contents of a contract of employment	Group discussion Hi
7. Be able to provide information on the processes and procedures associated with animal euthanasia and bereavement within a veterinary care environment	7.1 Provide information on animal euthanasia and bereavement	Case Study Ji
	7.2 Prepare materials, equipment and the environment for a planned euthanasia	Case Study Ji
	7.4 Demonstrate how to deal with personal stress and stress felt by colleagues in the veterinary environment	Report Ki
8. Understand the processes, emotions and procedures involved with animal euthanasia, bereavement and stress within the veterinary care environment	8.1 State the reasons why people have animals as pets	Question paper Kii
	8.2 Define the terms: i Euthanasia ii Bereavement	Question paper Kii
	8.3 State the five stages of grief	Question paper Kii
	8.4 List the methods of euthanasia	Question paper Kii
	8.5 State the legislation relating to the disposal of a cadaver	Oral question Jii
	8.6 List common reactions to emotional stress	Report Ki
	8.7 identify support services available for practice staff and clients	Report Ki

Task A Make appointments and receive clients at the practice**Assessment criteria**

- 1.1 Communicate with clients, colleagues, other industry professionals and members of the public using appropriate methods of communication to meet the needs of others
- 1.2 Arrange appointments for clients and their animals using the correct practice procedures
- 1.3 Receive clients and their animals and retrieve appropriate documentation
- 2.5 Describe the importance and format of a client consent form

Assessment guidance

To complete task A the learner is required to demonstrate how to make appointments and receive clients at the practice over a one month period. The learner needs to provide evidence of receiving clients and making appointments at the practice. The tasks must be completed and the dates recorded on the task list provided. Samples of the records as additional evidence such as consent forms, appointment bookings, computer screen print outs and any other relevant handouts or procedure sheets should be retained and submitted with the completed task list.

A task list is provided and should be used. The learner's performance will be marked against the criteria in the task list. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
A	All 15 essential criteria were met.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task A Make appointments and receive clients at the practice

Learners must do the following:

Learner's Name:	Assessor/mentor's Name:
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Task	Date	Witness Signature	Assessor/mentor Signature
1. Arrange and book an appointment for a new client			
2. Arrange and book an appointment for an existing client			
3. Arrange and book an appointment for euthanasia			
4. Receive a new client at reception			
5. Receive an existing client at reception			
6. Receive a new client and their animal at reception for a consultation			
7. Receive an existing client and their animal at reception for a consultation			
8. Receive a new client and their animal and retrieve appropriate documentation			
9. Receive an existing client and their animal and retrieve appropriate documentation			
10. Receive a client for a euthanasia appointment			
11. Deal with a client complaint or difficult client and refer to appropriate colleague as necessary			
12. Arrange and book a routine surgical procedure			

Task A Make appointments and receive clients at the practice

Task	Date	Witness Signature	Assessor/mentor Signature
13. Receive an animal for a routine surgical procedure, complete consent form and relevant documentation accurately for admission			
14. Communicate with appropriate veterinary staff as required			
15. Follow all practice protocols appropriate to the administrative role			

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task B Promote the practice and its services

Assessment criteria

- 1.4 Provide information to clients on available products and services
- 2.3 List the staff and their roles and responsibilities within the veterinary care environment

Assessment guidance

To complete task B the learner is required to design and produce a leaflet to promote the practice and its services. The leaflet must include:

- practice logo, mission statement and organisational values
- practice history (background)
- whether it is large/small/mixed practice
- introduction to the team and their roles and responsibilities
- any specialists within the team
- products and services such as healthy pet clinics or specialist services
- practice opening hours and emergency services/ out of hours cover
- map/ directions to the practice.

The leaflet should be presented professionally to enable use as a client information leaflet and should include images where appropriate and a reference and/or bibliography page.

The assessor's/mentor's feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
B	The leaflet included all of the required information with limited detail. The presentation of the leaflet and layout was acceptable.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task B Promote the practice and its services

Learner's name:	Assessor's/mentors name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task C **Demonstrate how to keep the working environment and public areas clean and tidy**

Assessment criteria

- 1.5 Maintain the working environment and public areas
- 2.6 Explain why areas should be maintained and any maintenance needs recorded
- 2.7 State the importance of practice security

Assessment guidance

To complete task C the learner is required to maintain and clean the working environment and public areas over a one month period.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

Learners are required in addition to answer oral questions correctly to obtain a pass grade.

The learner should be able to see the oral questions in advance in order to prepare for the practical assessment.

A model answer sheet is provided for use by the assessor/mentor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed in order for the task to be passed.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
C	All 14 essential criteria were met plus both oral questions were answered correctly.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task C **Demonstrate how to keep the working environment and public areas clean and tidy**

1. Ensure that reception areas are free from clutter.
 2. Store equipment in the correct places.
 3. Maintain notice boards and displays correctly.
 4. Ensure the environmental temperature is correct and all services are working correctly.
 5. Clean up any spills or mess immediately.
 6. Ensure the reception desk is clean and tidy.
 7. Merchandise stock and flyers.
 8. Ensure working environments and public areas are clean and tidy and ready for use.
 9. Clean working environments and public areas and store all equipment correctly.
 10. Ensure stock and displays are clearly seen and are tidy.
 11. Ensure health and safety is maintained at all times.
 12. Ensure the practice, staff and animals are secure at all times.
 13. Dispose of waste correctly.
 14. Report any damage or problems immediately.
- Essential criteria

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task C **Demonstrate how to keep the working environment and public areas clean and tidy**

ORAL QUESTIONS

Q1. State **three** reasons why public and working areas should be maintained and any maintenance needs recorded.

Response 1:

Response 2:

Response 3:

Q2. State **two** reasons why practice security is important

Response 1:

Response 2:

Feedback to learner:

Learner's name:

Grade achieved:

Assessor's/mentor's name and signature:

Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task D Managing the records system

Assessment criteria

- 1.6 Maintain client and animal records
- 1.7 Produce client invoice and receive payment

Assessment guidance

To complete task D the learner will be required to demonstrate how to manage the records system within the practice over a one month period. The tasks must be completed and the dates recorded on the assessment form provided. They should retain samples of the records as additional evidence which should be submitted with the completed checklist.

A task list is provided and should be used. The learner's performance will be marked against the criteria in the task list. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
D	All 9 essential criteria were met.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task D Managing the records system

Learners must do the following:

Learner's name:	Assessor's/mentor's name:
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Task	Date	Witness Signature	Assessor/mentor Signature
1. Create a new client record.			
2. File client records/documentation.			
3. Inform a client of the fees payable.			
4. Produce a client invoice.			
5. Calculate VAT on a client's bill.			
6. Process a client payment – cash.			
7. Process a client payment – credit card/cheque.			
8. Update client records.			
9. Archive client records.			

Feedback to learner sheet on next page

UNIT 203

**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT**

Task D Managing the records system

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task E Multiple choice question paper

Assessment criteria

- 2.1 Describe the importance of providing accurate information to clients
- 2.2 State the legal and ethical responsibilities of those employed within the veterinary care environment
- 2.4 Describe how appointments are prioritised

Assessment guidance

To complete task E the learner is required to complete all of the multiple choice questions correctly.

- There are 14 question and all questions should be attempted.
- Each question carries one mark
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct.
- Decide which **one** is correct and write your answer as 'a', 'b', 'c' or 'd' in the final column.
- These questions must be answered under exam conditions

A model answer sheet is provided for use by the assessor/mentor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed correctly in order for the task to be passed.

The assessor/mentor feedback should identify learner strengths and areas for improvement and should be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
E	All 14 questions were answered correctly.

UNIT 203**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT****Task E Multiple choice question paper****Time allowed: 45 minutes****Learner's Name:**

Q1.	The British Sales of Goods Act 1979 states that a. a buyer can insist on a replacement or a refund if a replacement is not available b. a credit note is given, no refund for faulty goods c. a shop can put up a notice "no refunds" which is valid d. the retailer is not required to offer refunds for faulty goods.	(1 mark)
Q2.	In which year did the British Data Protection Act originate? a. 1975 b. 1984 c. 1987 d. 1994	(1 mark)
Q3.	In which year did the British Veterinary Medicines Regulations originate? a. 2001 b. 2003 c. 2005 d. 2007.	(1 mark)
Q4.	In which year did the British Misuse of Drugs Act originate? a. 1968. b. 1971. c. 1974. d. 1999.	(1 mark)
Q5.	Which piece of British legislation controls the supply, purchase and storage of controlled drugs? a. Medicines Act 1962. b. Misuse of Drugs Act 1971. c. COSHH Regulations 1999. d. Health and Safety at Work Act 1974.	(1 mark)

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task E

Multiple choice question paper

Q6.	What does the “NFA” stand for when dispensing medication? a. Non farm animal. b. Not farm authorised. c. Not for animals. d. Non food animal.	(1 mark)
Q7.	What does the “AVM” stand for when dispensing medication? a. Animal viral medication. b. Authorised veterinary medicine. c. Animal veterinary medicine. d. Authorised viral medication.	(1 mark)
Q8	What role does the RCVS play within veterinary nursing? a. Produces the VN times. b. Contributes to BVNA congress. c. Provides the committee for the BVNA. d. Is the awarding body for VN examinations.	(1 mark)
Q9	What does the BVNA do? a. Produces the VN Times. b. Produces the BVNA congress. c. Provides the committee for the RCVS. d. Is the awarding body for VN examinations.	(1 mark)
Q10.	Which one of the following is not considered to be confidential? a. Diagnoses of other clients animals. b. Home telephone numbers of staff. c. Kennel Club telephone number. d. Laboratory results.	(1 mark)
Q11.	Which of the following animals should receive veterinary help first? a. A whelping bitch. b. A dog with a cut leg. c. A dog that has removed its castration sutures. d. A middle aged dog with a distended abdomen after feeding.	(1 mark)

Task E

Multiple choice question paper

Q12.	<p>Animals suffering from a suspected infectious disease should be</p> <ul style="list-style-type: none"> a. kept waiting until the end of the consultation session b. kept waiting in their own car until their appointment time c. kept waiting until the end of the day and enter through the back door d. kept waiting until the end of the day and then told to make another appointment. 	(1 mark)
Q13.	<p>Which of the following conditions should be treated as an emergency?</p> <ul style="list-style-type: none"> a. A coughing dog that has been playing with a stick. b. A whelping bitch that has finished giving birth. c. A cat that has been fighting and has an abscess. d. A cat that has had diarrhoea for four days and the owners are going on holiday. 	(1 mark)
Q14.	<p>When should a registered client's details be updated?</p> <ul style="list-style-type: none"> a. Monthly b. Quarterly c. Every six months d. Every time they visit the surgery. 	(1 mark)

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task E Multiple choice question paper

Learner's name:	Assessor's/mentors name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task F Written questions for petty cash systems

Assessment criteria

- 2.8 Describe a petty cash system
- 2.9 State the practice procedures for petty cash expenditure

Assessment guidance

To complete task F the learner is required to complete all of the written questions relating to the petty cash system correctly. The questions should be answered under exam conditions.

Question Paper/Exam

A model answers sheet is provided for use by the assessor only. This can be requested directly from City & Guilds by the examinations officer.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria

This task may be achieved at Pass only.

Marking criteria

Task	Pass
F	A minimum of 12 marks were achieved.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task F Short answer questions for petty cash systems

Time allowed: 45 minutes

Learner's name:

Q1 Describe a petty cash system.

		(3 marks)
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Q2. How should a petty cash system be maintained?

		(3 marks)
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Q3. What is important to remember about logging petty cash transactions?

		(4 marks)
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Q4. What general types of items are purchased/paid for through the petty cash system?

		(3 marks)
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UNIT 203

**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT**

Task F Written questions for petty cash systems

Q5. State the practice petty cash protocol.

		(1 mark)
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UNIT 203

**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT**

Task F Written questions for petty cash systems

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gi Risk assessment

Assessment criteria

3.1 Comply with health and safety to ensure safety of self and others

Assessor guidance

To complete task Gi the learner is required to produce a risk assessment for a named, potentially hazardous situation within an area of the veterinary practice. This should be somewhere that is familiar in their practice, for example in the reception area or in animal accommodation. The following should be included:

- the named situation or situations
- the named area
- identification of the hazard or hazards
- assessment of the risk or risks
- safe systems of work/procedures to minimize the risk
- actions to minimise hazards and risks.

The risk assessment should be well presented and should include images where appropriate. The assessor's/mentor's feedback should identify learner strengths and areas for improvement and be in line with the marking criteria

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Gi	A basic risk assessment produced which is legible and accurately reflects key hazards of area selected. Practice protocols were followed.

UNIT 203

**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT**

Task Gi Risk assessment

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gii Maintain safe working conditions and systems

Assessment criteria

3.2 Maintain safe working conditions and systems

Assessment guidance

To complete task Gii the learners must demonstrate their own role and responsibility within their workplace under organisational policy and legislation over a one month period. They must follow manufacturers' and organisational instructions at all times. Hazardous and non-hazardous waste must be disposed of correctly.

As the learner uses each of the following in a real life situation they should complete the relevant section of the grid provided. A witness in the Veterinary Practice should sign and date the grid to confirm that they did use each in a real situation. Once the grid is complete it will show:

- **three different** common practice protocols, under what circumstances and why they are used
- **three different** types of PPE, in what situations and why they are used, how they are cleaned and stored
- hazardous and non-hazardous waste and how they should be disposed.

Each of the above should be signed and dated by the assessor/mentor in order for the learner to complete the task.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Gii	Learner completed all 8 tasks successfully and provided explanations of how they were completed

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gii Maintain safe working conditions and systems

Learner's name:	Assessor's/mentor's name:			
	Location			
Task	Use	Date	Witness signature	Assessor/ Mentor signature
Common Protocol (1) ----- ----- -----	When and why is it used? ----- ----- -----			
Common Protocol (2) ----- ----- -----	When and why is it used? ----- ----- -----			

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gii Maintain safe working conditions and systems

<p>Common Protocol (3)</p> <p>-----</p> <p>-----</p> <p>-----</p>	<p>When and why is it used?</p> <p>-----</p> <p>-----</p> <p>-----</p>			
<p>PPE (1)</p> <p>-----</p> <p>-----</p> <p>-----</p>	<p>When and why is it used?</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>How is it cleaned and stored?</p> <p>-----</p> <p>-----</p>			
<p>PPE (2)</p> <p>-----</p> <p>-----</p> <p>-----</p>	<p>When and why is it used?</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>How is it cleaned and stored?</p> <p>-----</p> <p>-----</p>			

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gii Maintain safe working conditions and systems

PPE (3) ----- ----- -----	When and why is it used? ----- ----- ----- How is it cleaned and stored? ----- ----- -----			
Hazardous waste ----- ----- -----	How is it disposed? ----- ----- -----			
Non-hazardous waste ----- -----	How is it disposed? ----- ----- -----			

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gii Maintain safe working conditions and systems

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
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Grade for task

Learner's signature:	Date:
Assessor's/mentors signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Giii Accident reporting

Assessment criteria

- 3.4 Explain when an accident report must be sent to the Health and Safety Executive
- 4.1 Identify the key aspects of the regulations regarding health and safety in the workplace
- 4.2 State the requirements for Reporting of Injuries Diseases and Dangerous Occurrences (RIDDOR)

Assessment guidance

To complete task Giii the learner is required to produce a poster to explain when an accident report must be sent to HSE (RIDDOR).

The following information should be included:

- relevant legislation
- types of accidents
- reportable accidents
- when an accident or injury should be reported to HSE
- time scales for reporting accidents
- any other relevant detail.

The poster should contain all the relevant information, be colourful and eye catching and suitable for use and display within the practice.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Giii	A basic poster which is legible and reflects the key stages of accident reporting and legislation

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Giii Accident reporting

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Giv **Complete an entry in the accident book**

Assessment criteria

- 3.5 Complete the accident book when necessary
- 4.2 State the requirements for Reporting of Injuries Diseases and Dangerous Occurrences (RIDDOR)

Assessment guidance

To complete task Giv the learner must complete a simulated accident entry into an accident book correctly. A blank photocopy of an actual page from an accident book should be used for the learner to complete in full for submission. Assessors/mentors should ensure that data protection is adhered to.

A separate statement from the learner is required to state whether the accident needed reporting under RIDDOR or not.

The assessor's/mentor's feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only

Marking criteria

Task	Pass
Giv	All Pass criteria were met.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Giv **Complete an entry in the accident book**

Learner's name:	Assessor's/mentors name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentors signature:	Date;
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gv COSHH risk assessment for a named chemical

Assessment criteria

3.6 Control chemical risks using a COSHH risk assessment

Assessment guidance

To complete task Gv the learner is required to produce a COSHH risk assessment for a named chemical that is used in their day to day work. This should include:

- the named chemical and its ingredients
- identification of the hazards
- assessment of the risks in their practice.
- safe system of work and practice protocols including safe disposal
- chemical safety data sheet

The COSHH risk assessment should be well presented and should include images where appropriate and a reference and/or bibliography page.

The assessor's/mentor's feedback should identify learner strengths and areas for improvement and be in line with the marking criteria

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Gv	A basic COSHH assessment produced that is legible and follows the guidance given by the unit brief.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gv COSHH risk assessment for a named chemical

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gvi Perform safe manual handling techniques

Assessment criteria

3.3 Perform safe manual handling

Assessor guidance

To complete task Gvi the learner is required to demonstrate appropriate transportation and movement of equipment and materials within the workplace. This should include lifting material manually and the use of other equipment used to assist with manual handling.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Gvi	All 12 essential criteria were met

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gvi Perform safe manual handling techniques

Lifting material manually:

1. Assessed the load (weight, height, bulk, centre of gravity etc).
2. Assessed the route and destination to ensure that they are clear and free from hazards.
3. Asked for help if necessary or if over 15Kg.
4. Positioned feet correctly (feet hip width apart, one foot in front of the other).
5. Lifted object using leg muscles and with a straight back.
6. Held object with a firm grip and close to the body.
7. Lifted and lowered object with smooth movements.
8. Used leg muscles to lower the object to destination.

Using specialised equipment to assist with handling heavy items:

9. Assessed the load (weight, height, bulk, centre of gravity etc).
10. Assessed the route and destination to ensure that they are clear and free from hazards.
11. Selected an appropriate device to move the object.
12. Used device correctly to move and deposit the object to destination.

Essential criteria

Feedback to learner:	
Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gvii Identify the common hazard warning signs

Assessment criteria

- 4.3 State the correct use of hazard warning signs in the veterinary environment
- 4.4 List the main dispensing categories and explain their differences
- 4.5 State the requirements for the safe storage and disposal methods for different types of veterinary medicines

To complete task Gvii the learner is required to identify all of the common hazard warning signs and state the main medicine dispensing categories.

To complete task Gvii the learner is required to complete all of the multiple choice questions correctly and answer 2 oral questions with satisfactory responses.

- There are 18 multiple choice questions and all questions should be attempted.
- Each question carries one mark
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct.
- Decide which **one** is correct and write your answer as 'a', 'b', 'c' or 'd' in the final column.
- The paper should be taken under exam conditions

The learner should be able to see the oral questions in advance in order to prepare for the practical assessment.

A model answer sheet is provided for use by the assessor/mentor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed correctly in order for the task to be passed.

These questions must be answered under exam conditions

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Gvii	All 20 questions were answered correctly

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gvii Identify the common hazard warning signs

Time allowed: 1 hour


Learner's Name

<p>Q1.</p>	<p>The warning sign showing a black cross on a yellow or orange background indicates the substance is</p> <ul style="list-style-type: none"> a. flammable b. corrosive c. harmful d. explosive. 	<p>(1 mark)</p>
<p>Q2.</p>	<p>The warning sign showing a test tube and a hand on a yellow or orange background indicates the substance is</p> <ul style="list-style-type: none"> a. flammable b. corrosive c. harmful d. explosive. 	<p>(1 mark)</p>
<p>Q3.</p>	<p>The warning sign showing a black flame on a yellow or orange background indicates the substance is</p> <ul style="list-style-type: none"> a. flammable b. corrosive c. harmful d. explosive. 	<p>(1 mark)</p>
<p>Q4.</p>	<p>What does the symbol of a skull and cross bones on a chemical indicate?</p> <ul style="list-style-type: none"> a. Toxic material b. Oxidising material c. Harmful material d. Corrosive material 	<p>(1 mark)</p>

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gvii Identify the common hazard warning signs

Q5.	<p>The warning sign showing a black bomb on a yellow or orange background indicates the substance is</p> <ul style="list-style-type: none">a. flammableb. corrosivec. harmfuld. explosive	 <p>(1 mark)</p>
Q6.	<p>Prohibitory signs are usually the colour</p> <ul style="list-style-type: none">a. redb. bluec. greend. yellow.	<p>(1 mark)</p>
Q7.	<p>Warning signs are usually the colour</p> <ul style="list-style-type: none">a. redb. bluec. greend. yellow.	<p>(1 mark)</p>
Q8.	<p>Mandatory signs are usually the colour</p> <ul style="list-style-type: none">a. redb. bluec. greend. yellow.	<p>(1 mark)</p>
Q9.	<p>Emergency escape signs are usually the colour</p> <ul style="list-style-type: none">a. redb. bluec. greend. yellow.	<p>(1 mark)</p>
Q10.	<p>Drugs which can only be dispensed by a veterinary surgeon are</p> <ul style="list-style-type: none">a. AVM-GSLb. NFA-VPSc. POM-VPSd. POM-V.	<p>(1 mark)</p>

UNIT 203**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT****Task Gvii Identify the common hazard warning signs**

Q11.	Drugs which can be dispensed by a registered qualified person (RQP) are a. AVM-GSL b. NFA-POM c. POM-VPS d. POM-V.	(1 mark)
12.	Drugs which can be dispensed by a retailer are a. AVM-GSL b. NFA-VPS c. POM-VPS d. POM-V.	(1 mark)
Q13.	Which of the following people can dispense AVM-GSL products? 1. Pharmacist. 2. Receptionist. 3. Veterinary surgeon. 4. Trainee veterinary nurse. a. 1, 2, 3, and 4 b. 1 and 4 c. 1 and 3 d. 3 only	(1 mark)
Q14	What does the "POM" stand for when dispensing medication? a. Pharmacy list b. Pharmacy only medicine c. Products only medication d. Prescription only medicine	(1 mark)
Q15.	DOOP is the name of a disposal unit designed for the disposal of which type of waste? a. Old drugs b. Needles c. Glass d. Blood	(1 mark)

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gvii Identify the common hazard warning signs

Q16.	What does DOOP stand for? a. Disposal of old pharmaceuticals b. Delivery of old pharmaceuticals c. Destruction of old pharmaceuticals d. Destruction of out of date pharmaceuticals.	(1 mark)
Q17.	Which piece of British legislation controls the supply, purchase and storage of controlled drugs? a. Medicines Act 1968 b. Misuse of Drugs Act 1971 c. COSHH Regulations 1999 d. Health and Safety at Work ACT 1974.	(1 mark)
Q18.	Which one of the following drugs is listed under Schedule III in the controlled drugs act? a. Pethidine b. Cannabis c. Diazepam d. Pentobarbitone.	(1 mark)

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gvii Identify the common hazard warning signs

ORAL QUESTIONS

Q19	State where Schedule III drugs should be stored. (1 mark)
	Response:
Q20	By which method is a full DOOP bin disposed of? (1 mark)
	Response:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Gvii Identify the common hazard warning signs

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Hi Apply for a job and create a curriculum vitae (CV)

Assessment criteria

- 5.1 Produce a letter and an accurate up to date CV to apply for a job
- 6.1 State the required contents of a contract of employment

Assessor guidance

To complete task Hi the learner should write a short letter applying for a job. This should be based on a real job vacancy advertised in a relevant publication suitable for their current role.

The letter should be laid out in an appropriate format and sent to the assessor/mentor as if actually applying for the job. The letter should be word processed.

The learner should also produce a Curriculum Vitae (CV) which should be sent with the letter applying for the job. Grammar and spelling should be checked.

The letter and CV should be well presented and the actual job advert should be included.

The learner should also take part in a group discussion with at least 2 other people to discuss information on the key features of a contract of employment. The discussion should include at least two visual aids, last at least 10 minutes and include all of the relevant information given in a contract of employment including:

- Hours, Sick pay, Holiday pay etc
- Annual leave
- Grievances
- Practice policies etc

Evidence that the discussion has been completed must also be submitted on the summary sheet for this task. Please include how many people were present, how long the talk lasted and include detail on the learners' performance during the talk.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria

This task may be achieved at Pass only.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Hi Apply for a job and create a curriculum vitae

Marking criteria

Task	Pass	Merit	Distinction
Hi	<p>A basic letter produced which is legible and accurately applies for a job.</p> <p>A basic CV with most information included.</p> <p>Basic performance in talk with minimal input.</p>	<p>Pass criteria were met plus:</p> <p>A good standard letter which is accurate, legible and well written.</p> <p>A well written CV with all relevant details. No spelling or grammatical errors.</p> <p>Good performance in talk.</p>	<p>Merit criteria were met plus:</p> <p>A professionally written letter which is accurate, legible and contains all relevant information.</p> <p>A professionally produced CV with no spelling or grammatical errors. Correct length (sides of A4) and information given.</p> <p>Excellent performance in talk with comprehensive and detailed input.</p>

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Hi Apply for a job and create a curriculum vitae

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
---	---

Grade for task

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Hii Complete an application form for a job

Assessment criteria

5.2 Complete an application for a job

Assessment guidance

To complete task Hii the learner should complete an application form for a job suitable to their current role. This should be based on a real job vacancy using an application form provided by the tutor.

The application form should be completed in full either word processed or hand written and sent to the assessor/mentor as if actually applying for the job. Grammar and spelling should be checked.

The actual job advert should be included.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Hii	A basic application form completed which is legible and accurately applies for a job.

UNIT 203

**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT**

Task Hii Complete an application form for a job

Learner's name:	Assessor's/mentor's name:
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Strengths (How the criteria have been achieved, good aspects of the work)	Areas for improvement (Advice for future assignments)
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task li Work effectively**Assessment criteria**

- 5.3 Perform work duties in accordance with a contract of employment
- 5.4 Work effectively as an individual and with supervisors and others in authority for the benefit of the organisation
- 5.5 Demonstrate a positive attitude towards colleagues, staff and clients

Assessment guidance

To complete task li the assessor/mentor should complete the following form considering the learners performance in relation to the work duties specified in the contract of employment over a period of 3 months.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass.

Marking criteria

Task	Pass
li	The assessor/mentor completed the work experience provider's report with all 8 criteria assessed at Pass level.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task II Work effectively - Evidence of work experience

Learner's name
Work placement

(Please tick as appropriate)

	Pass	Merit	Distinction
Work speed	Most tasks completed at industrial speed, but speed needs to increase in some areas	Tasks usually completed at industrial speed	Tasks completed effectively at usual industrial speed and shows initiative to complete extra tasks
Work quality	Work sometimes up to the quality expected at Level 2 but further practice needed	Work usually up to or exceeds the quality expected at Level 2	Work always up to or exceeds the quality expected at Level 2
Punctuality	Usually arrives on time or has valid reason	Always arrives on time or has valid reason	Usually arrives on time or early
Attendance	No more than one absence without valid reason	Up to 3 absences, all with a valid reason	No absences from work for any reason
Reliability	Needs some supervision to ensure that tasks completed	Can usually be relied on to complete tasks with minimal supervision	Can be trusted to complete all tasks allocated without supervision
Dress and personal presentation	Dress is safe for work but lacks attention to personal presentation	Always presents themselves suitably for the work in hand, with due consideration for safety	Always presents themselves to high standard for the work in hand, with due consideration for safety
Working relationships with peers	Can find difficulty working with others but usually relates acceptably to peers	Usually works well with others as a group member	Always works well with others and promotes group harmony
Working relationships with supervisor	Can be diffident but usually responds appropriately; reluctant to seek advice	Generally receptive to advice and instructions; will seek advice when needed	Always responds positively to instructions and advice; actively seeks advice when needed

UNIT 203**PRINCIPLES AND PRACTICES OF
ADMINISTRATIVE DUTIES IN THE VETERINARY
CARE ENVIRONMENT**

Task Ii Work Effectively- Evidence of work experience

	Pass	Merit	Distinction	Date reviewed
Work speed				
Work quality				
Punctuality				
Attendance				
Reliability				
Dress and personal presentation				
Working relationships with peers				
Working relationships with supervisor				

Task ii Work Effectively

Work experience provider's feedback to learner:

Learner's signature	Date
Assessor's /mentor's signature	Date
Internal verifier's signature (if applicable)	Date

Task lii Provide an appraisal or written feedback on personal performance**Assessment criteria**

5.6 Review performance with line manager

Assessment guidance

To complete task lii the learner must be able to provide a most recent appraisal document as conducted by their line manager. This document should include:

- current achievement of objectives
- areas of development needed
- CPD options
- reflective comments from the appraiser and the learner
- future objectives.

If an appraisal cannot be provided, a college tutorial document could be submitted with the above details and a clear action plan for the learner's progression through the VCA qualification. The summary sheet can be used to present this information.

The assessor's/mentor's feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
lii	Basic information provided from appraiser and learner.

Task iiii Provide an appraisal or written feedback on personal performance

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Ji Case study on advising clients through pre-euthanasia discussions**Assessment criteria**

- 7.1 Provide information on animal euthanasia and bereavement
- 7.2 Prepare materials, equipment and the environment for a planned euthanasia

Assessment Guidance

To complete task Ji the learner must be able to understand and advise clients through pre-euthanasia discussions. The learner should produce a case study which includes information on:

- practice protocols on animal euthanasia
- relevant regulations relating to animal euthanasia
- disposal options
- how to arrange an euthanasia appointment
- planned or emergency euthanasia
- the preparation of materials, equipment and the environment for euthanasia
- the associated documentation required for euthanasia
- how people react to euthanasia.

A case study presents a factual written account of the condition, symptoms, treatment and care given to an animal during a veterinary procedure or hospitalisation period. The case study should detail the learner's involvement with the case, the condition presented, treatment and nursing care along with communication with colleagues and the following of any veterinary instructions and the final outcome of the case. Additional evidence such as consent and treatment forms, hospitalisation or fluid charts and any other documents or information relevant to the case should be included as an appendix to evidence the learner's involvement and the validity of the case. All client details (except client ID number for verification purposes) must be removed prior to submission.

The case study should be well presented and should include images where appropriate and a reference and/or bibliography page. Additional evidence should be provided in the form of consent forms, appointment bookings, computer screen print outs and any other relevant handouts or procedure sheets used in practice being mindful of Data Protection requirements.

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

This task may be achieved at Pass only.

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Ji **Case study on advising clients through pre-euthanasia discussions**

Marking criteria

Task	Pass
Ji	Case study included all of the main aspects set out in the guidelines and basic information for pre euthanasia discussions.

Task Ji Case study on advising clients through pre-euthanasia discussions

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
<p>Grade for task</p>	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Jii Carry out the procedures associated with the storage of cadavers**Assessment criteria**

- 7.3 Carry out the procedures associated with the storage and disposal of cadavers
8.5 State the legislation relating to the disposal of a cadaver

Assessment guidance

To complete task Jii the learner will be required to carry out the procedures associated with the storage of cadavers. The veterinary surgeon's advice should be sought regarding the most suitable method of storage. The veterinary surgeon should be informed of any problems.

A marking checklist is provided and should be used. The learner's performance will be marked against the criteria in the marking checklist. They should be familiar with the performance criteria before commencement of the task but should not have a copy during the assessment.

The learner should be able to see the oral question in advance in order to prepare for the practical assessment.

A model answer sheet is provided for use by the assessor/mentor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed in order for the task to be passed.

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Jii	All 11 essential criteria were met plus the oral question was answered correctly

UNIT 203

PRINCIPLES AND PRACTICES OF ADMINISTRATIVE DUTIES IN THE VETERINARY CARE ENVIRONMENT

Task Jii Carry out the procedures associated with the storage of cadavers

1. Demonstrates suitable infection-control techniques with equipment including use of PPE and hand washing.
 2. Demonstrates suitable infection-control techniques with environment.
 3. Demonstrates care and respect to animal colleagues and clients.
 4. Checks for cleanliness and damage to equipment.
 5. Prepares the appropriate cadaver disposal bag labelling it as appropriate.
 6. Place cadaver in labelled bag and seal.
 7. Transfer cadaver to freezer/cold store demonstrating safe lifting and appropriate techniques.
 8. Uses appropriate cleaning agents.
 9. Checks and maintains the environmental needs for colleagues and clients.
 10. Complies and demonstrates due care to health and safety regulations and practice protocol at all times.
 11. Complete required documentation as required.
- Essential criteria

Task Jii **Carry out the procedures associated with the storage of cadavers**

ORAL QUESTION

Q1. Name the legislation relating to the disposal of a cadaver

(1 mark)

Response from learner

Feedback to learner:

Learner's name:	Grade achieved:
Assessor's/mentor's name and signature:	Date:

Task Ki **Recognise ways to cope with emotional stress within the veterinary practice**

Assessment criteria

- 7.4 Demonstrate how to deal with personal stress and stress felt by colleagues in the veterinary environment
- 8.6 List common reactions to emotional stress
- 8.7 Identify support services available for practice staff and clients

Assessment guidance

To complete task Ki the learner should write a report on a real situation that occurred in practice which caused the learner personal stress. They should include the following information within their report:

- the situation that occurred
- how the situation could have been prevented
- the learners emotional and physical signs of stress
- how the learner dealt with the situation
- how the learner recognised their own stress
- any support measures in place within the Practice
- any further support measures that could be implemented.

The report should be well presented and should include accurate information throughout along with images where appropriate and a reference and/or bibliography page.

The assessor's/mentor's feedback should identify learner strengths and areas for improvement and be in line with the marking criteria

This task may be achieved at Pass only.

Marking criteria

Task	Pass
Ki	The report contains all relevant information as per the assessment guidelines.

Task Ki **Recognise ways to cope with emotional stress within the veterinary practice**

Learner's name:	Assessor's/mentor's name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
Grade for task	

Learner's signature:	Date:
Assessor's/mentor's signature:	Date:
Internal verifier's signature (if applicable):	Date:

Task Kii Question paper

Assessment criteria

- 8.1 State the reasons why people have animals as pets
- 8.2 Define the terms:
 - i. euthanasia
 - ii. bereavement
- 8.3 State the five stages of grief
- 8.4 List the methods of euthanasia

Assessment guidance

To complete task Kii the learner is required to complete all of the multiple choice questions correctly and answer 4 oral questions with satisfactory responses.

- There are 3 multiple choice questions and all questions should be attempted.
- Each question carries one mark
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct.
- Decide which **one** is correct and write your answer as 'a', 'b', 'c' or 'd' in the final column.
- The paper should be taken under exam conditions

There are also 4 short answer questions which must also be answered correctly.

A model answer sheet is provided for use by the assessor/mentor only. This can be requested directly from City & Guilds by the examinations officer. All responses need to be recorded and completed correctly in order for the task to be passed.

These questions must be answered under exam conditions

The assessor/mentor feedback should identify learner strengths and areas for improvement and be in line with the marking criteria.

Marking criteria

Task	Pass
Kii	Learner answered 3 multiple choice and 4 oral/short answer questions correctly

Task Kii Question paper –short answer and multiple choice

Time allowed: 45 minutes for all questions

Learner's name:

Multiple choice

Q1.	<p>What is the main reason for humans to have a pet?</p> <p>a. friendship b. conversation c. emotional support d. financial support.</p>	(1 mark)
Q2.	<p>Animals provide emotional support to their owners by</p> <p>a. being enthusiastic about life b. providing “unconditional” love c. discussing any difficulties d. providing protection.</p>	(1 mark)
Q3.	<p>Dogs can provide physical safety for their owners by</p> <p>a. being enthusiastic about life b. providing “unconditional” love c. discussing any difficulties d. providing protection.</p>	(1 mark)

Short Answer Questions

Q4. What is the definition of euthanasia?

		((1 mark)
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Q5. What is the definition of bereavement?

		(1 mark)
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Task Kii Question paper –short answer and multiple choice

Q6. List the **five** stages of grief.

	Response 1:	(5 marks)
	Response 2:	
	Response 3:	
	Response 4:	
	Response 5:	

Q7. List **five** methods of euthanasia.

	Response 1:	(5 marks)
	Response 2:	
	Response 3:	
	Response 4:	
	Response 5:	

Task Kii Question paper –short answer and multiple choice

Learner’s name:	Assessor’s/mentor’s name:
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<p>Strengths (How the criteria have been achieved, good aspects of the work)</p>	<p>Areas for improvement (Advice for future assignments)</p>
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Grade for task

Learner’s signature:	Date:
Assessor’s/mentor’s signature:	Date:
Internal verifier’s signature (if applicable):	Date:

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