

## Level 2 Diploma for Veterinary Nursing Assistants – 600/9504/0

### QUALIFICATION PURPOSE

The Veterinary Nursing Assistant qualification aims to prepare and support students for a career as a veterinary nursing assistant. This qualification allows students to work confidently and competently as a veterinary nursing assistant in veterinary environments such as veterinary practice, welfare centres, kennels and catteries. In addition it provides progression onto further qualifications including the Diploma in Animal Nursing and Diploma in Veterinary Nursing. (Please note that there are additional requirements for progression onto the DipAN and DipVN such as GCSE's; contact CQ for further advice)

The key purposes of the qualification are:

- to give students the ability to gain the knowledge and skills necessary to work safely and competently
- to allow students to grow as individuals and give them the chance to learn life skills essential for working in a veterinary practice environment, and other similar environments
- to provide a progression onto other qualifications or within employment

The programme will include a balance of practical learning and theoretical teaching, and use a variety of strategies to ensure students can undertake tasks proficiently. All units will be taught in the context of small animals (dogs, cats, rabbits, gerbils, hamsters and other small mammals and may include reptiles, birds, turtles and tortoises).

A relevant work placement will allow for the acquisition of skills and will enable students to become competent and confident in a veterinary environment.

### QUALIFICATION STRUCTURE

#### Group A - Mandatory units

Mandatory unit code	Mandatory unit number	Title of mandatory unit	Level	Credits
F/502/1689	VNA1	Maintain and develop personal performance	2	2
H/502/6951	VNA2	Principles and practices of administrative duties in the veterinary care environment	2	16
A/502/7622	VNA3	Companion animal anatomy and physiology	2	5
M/502/6953	VNA4	Principles and practices of animal handling and care in the veterinary environment	2	16
M/502/7620	VNA5	Principles of infection control for animal nursing assistants	2	3
L/504/1900	AN1	Principles of supporting veterinary nursing care for hospitalised animals	2	5

#### Group B - Optional units

Optional unit code	Optional unit number	Title of optional unit	Level	Credits
R/504/1901	AN2	Practical support of veterinary nursing care for hospitalised patients	2	5
Y/504/1902	AN10	Practical support of peri-operative animal nursing	2	5
H/504/1899	AN12	Practical animal nursing support of small animal patients	2	5

In order to achieve the full qualification, a student must complete:

- 6 units from Group A (mandatory units)
- 2 units from Group B (optional units)

## **VNA1**

### **OUTCOME 1**

#### **MAINTAIN PERSONAL PERFORMANCE**

1. Identify current competence and areas for development using relevant techniques and processes
2. Carry out work in accordance with responsibilities and organisational requirements

### **OUTCOME 2**

#### **DEVELOP PERSONAL PERFORMANCE**

1. Agree personal performance and targets with an appropriate person
2. Review performance and progress regularly and use the outcome to plan future development activities
3. Seek advice from an appropriate person if clarification is required concerning specific tasks
4. Seek constructive feedback and advice from others and use it to help maintain and improve performance

### **OUTCOME 3**

#### **KNOW HOW TO DEVELOP PERSONAL PERFORMANCE**

1. State own limits of responsibility in relation to specific tasks and activities
2. State who to obtain advice from in relation to specific tasks and activities
3. List the correct procedures for obtaining advice
4. State the risks involved in not obtaining advice where specific tasks and activities are unclear
5. Describe how to determine and agree development needs and personal targets
6. State why personal performance should be reviewed

## **VNA2**

### **OUTCOME 1**

#### **BE ABLE TO EFFECTIVELY CARRY OUT ADMINISTRATIVE DUTIES WITHIN THE VETERINARY CARE ENVIRONMENT**

1. Communicate with clients, colleagues, other industry professionals and members of the public using appropriate methods of communication to meet the needs of others
2. Arrange appointments for clients and their animals using correct practice procedures
3. Receive clients and their animals and retrieve appropriate documentation
4. Provide information to clients on available products and services
5. Maintain the working environment and public areas
6. Maintain client and animal records
7. Produce a client invoice and receive payment

## OUTCOME 2

### UNDERSTAND THE IMPORTANCE OF ACCURACY AND EFFICIENCY WHILST CARRYING OUT ADMINISTRATIVE DUTIES WITHIN A VETERINARY CARE ENVIRONMENT

1. Describe the importance of providing accurate information to clients
2. State the legal and ethical responsibilities of those employed within the veterinary care environment
3. List the staff and their roles and responsibilities within the veterinary care environment
4. Describe how appointments are prioritised
5. Describe the importance and format of a client's' consent form
6. Explain why areas should be maintained and any maintenance needs recorded
7. State the importance of practice security
8. Describe a petty cash system
9. State the practice's procedures for petty cash expenditure

## OUTCOME 3

### BE ABLE TO IMPLEMENT AND COMPLY WITH HEALTH AND SAFETY LEGISLATION RELEVANT TO THE VETERINARY CARE ENVIRONMENT

1. Comply with health and safety to ensure the safety of self and others
2. Maintain safe working conditions and systems
3. Perform safe manual handling
4. Explain when an accident report must be sent to the Health and Safety Executive
5. Complete the accident book when necessary
6. Control chemical risks using COSHH risk assessment

## OUTCOME 4

### UNDERSTAND THE IMPORTANCE OF COMPLYING WITH HEALTH AND SAFETY LEGISLATION RELEVANT TO THE VETERINARY CARE ENVIRONMENT

1. Identify the key aspects of the regulations regarding health and safety in the workplace
2. State the requirements for Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)
3. State the correct use of hazard warning signs in the veterinary environment
4. List the main dispensing categories and explain their differences
5. State the requirements for the safe storage and disposal methods for different types of veterinary medicines

## OUTCOME 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

1. Produce a letter and an accurate, up-to-date CV to apply for a job
2. Complete an application form for a job
3. Perform work duties in accordance with a contract of employment
4. Work effectively as an individual and with supervisors, and others in accordance with a contract of employment
5. Demonstrate a positive attitude towards colleagues, staff and clients
6. Review performance with line manager

## OUTCOME 6

### UNDERSTAND THE MAIN FEATURES OF EMPLOYMENT CONTRACTS

1. State the required contents of a contract of employment

## OUTCOME 7

### BE ABLE TO PROVIDE INFORMATION ON THE PROCESSES AND PROCEDURES ASSOCIATED WITH ANIMAL EUTHANASIA AND BEREAVEMENT WITHIN A VETERINARY CARE ENVIRONMENT

1. Provide information on animal euthanasia and bereavement
2. Prepare materials, equipment and the environment for a planned euthanasia
3. Carry out the procedures associated with the storage and disposal of cadavers
4. Demonstrate how to deal with personal stress and stress felt by colleagues in the veterinary environment

## OUTCOME 8

### UNDERSTAND THE PROCESSES, EMOTIONS AND PROCEDURES INVOLVED WITH ANIMAL EUTHANASIA AND BEREAVEMENT WITHIN A VETERINARY CARE ENVIRONMENT

1. State the reasons why people have animals as pets
2. Define the terms:
  - euthanasia
  - bereavement
3. State the five stages of grief
4. List the methods of euthanasia
5. State the legislation relating to the disposal of a cadaver
6. List the common reactions to emotional stress
7. Identify support services available for practice staff and clients

## VNA3

### OUTCOME 1

#### KNOW THE CARDIOVASCULAR SYSTEM OF COMPANION ANIMAL SPECIES

1. Outline the major systems of the heart
2. Describe the function of each
3. Identify key differences between arteries, veins and capillaries
4. Locate the main vessels used in venepuncture and pulse taking on a canine and feline
5. Describe the role of the cardiovascular system in canines and felines
6. Describe the cardiovascular system

### OUTCOME 2

#### KNOW THE MAJOR BODY CAVITIES OF COMPANION ANIMAL SPECIES

1. Describe the key purpose, function and location of fundamental body cavities in companion animal species
2. Identify the major organs and structures within the thoracic cavity
3. Identify the major organs and structures within the abdominal cavity

### OUTCOME 3

#### KNOW THE SKELETAL STRUCTURE OF COMPANION ANIMAL SPECIES

1. Identify the location of named key bones within each of the following areas of a companion animal species -- axial, appendicular, splanchnic regions

#### OUTCOME 4

##### KNOW TISSUE STRUCTURE AND SHAPE OF COMPANION ANIMAL SPECIES

1. Describe basic cell shape and structure
2. Specify the classification of tissues
3. Compare and contrast the characteristics and purpose of two tissue types

#### OUTCOME 5

##### KNOW THE DIGESTIVE AND EXCRETORY SYSTEMS OF COMPANION ANIMAL SPECIES

1. Identify the major structures of the digestive systems of canines and felines
2. Describe the function of each major structure
3. Describe the process of digestion in canines and felines
4. Identify the major structures of the urinary system in canines and felines
5. Describe the function of each major system
6. Outline the role of the urinary system in canines and felines
7. Describe the normal urinary output for canines and felines

#### OUTCOME 6

##### KNOW THE RESPIRATORY SYSTEMS OF COMPANION ANIMAL SPECIES

1. Identify key structures of the respiratory system of canines and felines
2. Explain the function of each major structure
3. Identify normal respiratory systems in canines and felines
4. Outline the role of the respiratory system in canines and felines

#### OUTCOME 7

##### BE ABLE TO USE APPROPRIATE TERMINOLOGY WHEN DESCRIBING COMPANION ANIMAL SPECIES' ANATOMY AND PHYSIOLOGY

1. Employ appropriate terminology when describing the anatomical and physiological features of companion animal species

#### OUTCOME 8

##### KNOW THE TYPES AND EFFECTS OF THE ENDOCRINE GLANDS

1. Name the 8 main endocrine glands
2. State the hormones secreted by each of these glands
3. Describe the effect of each of these hormones on the target organ or gland

#### OUTCOME 9

##### LIST THE MAIN COMPONENTS OF THE NERVOUS SYSTEM

1. List the main components of the nervous system

#### VNA4

##### OUTCOME 1

##### BE ABLE TO IDENTIFY THE NEEDS OF COMMON SPECIES WHILST UNDER VETERINARY CARE

1. Maintain accommodation for common species within a veterinary care environment
2. Undertake feeding and watering regimes for the common species whilst in a veterinary care environment

## OUTCOME 2

### KNOW THE ACCOMMODATION REQUIREMENTS OF ANIMALS IN A VETERINARY CARE ENVIRONMENT

1. Describe species specific environmental conditions required for animal accommodation in the veterinary care environment
2. Identify appropriate contents and fixtures required in animal accommodation
3. Identify the construction materials and design requirements for animal accommodation
4. State the health and safety regulations for cleaning and maintaining animal accommodation
5. State the waste disposal regulations relevant to the veterinary care environment

## OUTCOME 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

1. Handle and restrain common species in preparation for veterinary procedures
2. Select appropriate handling equipment
3. Move animals from one place to another within the veterinary care environment
4. Advise on the safe transportation of animals to and from a veterinary care environment

## OUTCOME 4

### KNOW HOW TO IDENTIFY ANIMALS WHILST IN THE VETERINARY CARE ENVIRONMENT

1. Identify the characteristics of common species
2. List different systems of animal identification

## OUTCOME 5

### BE ABLE TO CARRY OUT CHECKS AND ADMINISTER TOPICAL AND ORAL MEDICATION TO ANIMALS UNDER DIRECT SUPERVISION OF A VETERINARY SURGEON, SQP OR VN IN ACCORDANCE WITH VETERINARY INSTRUCTION AND CURRENT RCVS GUIDANCE

1. Carry out a basic health check on animals
2. Check animals for injuries and abnormalities
3. Administer care and medication for sick or injured animals in accordance with veterinary instructions
4. Record and maintain veterinary health records

## OUTCOME 6

### KNOW THE CARE REQUIREMENTS FOR ANIMALS UNDER VETERINARY CARE

1. List the signs of good and poor health in animals
2. Describe the care requirements of animals:
  - at different life stages
  - in pain
  - in recovery from a veterinary procedure

## OUTCOME 7

### BE ABLE TO RECOGNISE, ASSIST WITH AND CARE FOR ANIMAL EMERGENCIES

1. Assist in animal emergency situations for two species
2. Contribute to the administration of first aid to animals
3. Produce a first aid kit suitable for owners to use in animal emergency situations

## OUTCOME 8

### KNOW HOW TO DEAL WITH ANIMAL EMERGENCIES AND FIRST AID

1. Identify the limitations, principles and aims of animal first aid within the veterinary practice
2. Name the precautions to be taken when handling or transporting injured animals within the veterinary practice
3. Identify common first aid injuries and the first aid provided

## VNA5

### OUTCOME 1

#### UNDERSTAND THE IMPORTANCE OF DISINFECTION IN THE CONTROL OF INFECTION

1. Explain what disinfection is and how it is used in a clinical environment
2. Identify the limitations and usage of disinfectants

### OUTCOME 2

#### UNDERSTAND THE PRINCIPLES OF STERILISATION

1. Explain what sterilisation is and how it is used in a clinical situation
2. Identify two methods of sterilisation
3. Identify the suitability of items for sterilisation

### OUTCOME 3

#### BE ABLE TO USE ANTISEPTICS AND DISINFECTANTS

1. List the commonly used antiseptics and disinfectants in veterinary practice
2. Demonstrate the safe use of disinfectants
3. Demonstrate the safe storage of disinfectants
4. Identify the factors that affect the efficacy of disinfectants

### OUTCOME 4

#### KNOW HOW TO MAINTAIN CLINICAL ENVIRONMENTS

1. Describe the methods used to maintain clinical environments to include:
  - animal accommodation
  - clinical environment
  - waiting room
  - consulting room
  - theatre
2. Describe how to maintain clinical environments during a contagious outbreak
3. Describe how to maintain clinical environments during a zoonotic outbreak

### OUTCOME 5

#### UNDERSTAND THE IMPORTANCE OF PERSONAL HYGIENE

1. Explain and/or demonstrate appropriate personal hygiene techniques to be used in clinical practice

## **OUTCOME 6**

### **UNDERSTAND HOW TO MAINTAIN HAND HYGIENE**

1. Explain and demonstrate how to use alcohol hand gels effectively
2. Demonstrate the safe use of antiseptic solutions
3. Demonstrate the WHO six step hand disinfection technique

## **OUTCOME 7**

### **UNDERSTAND HOW TO DISPOSE OF VETERINARY WASTE TO PREVENT INFECTION**

1. State how to dispose of infected waste
2. Identify the key implications of clinical waste regulations for clinical practice
3. Describe how to handle contaminated waste
4. Explain how to store and dispose of cadavers

## **AN1**

### **OUTCOME 1**

#### **OUTLINE HOW TO ASSESS THE CONDITION OF PATIENTS**

1. Outline how a nursing model is used to inform patient assessment
2. Outline an appropriate assessment protocol to examine an animal
3. Outline how to record and monitor vital signs

### **OUTCOME 2**

#### **OUTLINE THE USE OF DIFFERENT TYPES OF ACCOMMODATION FOR HOSPITALISED ANIMALS**

1. Outline the requirements of hospital accommodation for small animals
2. Outline safety considerations in relation to the use of accommodation and associated equipment

### **OUTCOME 3**

#### **OUTLINE THE NURSING CARE AND MANAGEMENT OF PATIENTS TAKING INTO ACCOUNT SPECIES**

1. Outline principles of species-specific medical and surgical nursing

### **OUTCOME 4**

#### **BE ABLE TO CONTRIBUTE TO A NURSING CARE PLAN**

1. Demonstrate how nursing activities contribute to the review of patient care plans

### **OUTCOME 5**

#### **KNOW HOW TO SAFELY DISPOSE OF MEDICATIONS AND EQUIPMENT**

1. Describe requirements for the safe disposal of used equipment and surplus medication

## **AN2**

### **OUTCOME 1**

#### **BE ABLE TO SUPPORT AND MONITOR THE CONDITION OF IN-PATIENTS**

1. Monitor and report the animal's' physical condition and behaviour at suitable intervals
2. Monitor and record vital signs
3. Monitor and record levels of consciousness
4. Observe and monitor bodily functions
5. Monitor and record signs of pain and/or stress
6. Report and record observations of in-patients effectively to colleagues



## **OUTCOME 2**

### **BE ABLE TO MAINTAIN THE HYGIENE OF IN-PATIENTS**

1. Clean, prepare and maintain accommodation for in-patients
2. Demonstrate maintenance of hygiene for individual in-patients
3. Demonstrate appropriate methods of handling and disposing of soiled and infected material

## **OUTCOME 3**

### **BE ABLE TO PROVIDE FOOD AND FLUIDS TO IN-PATIENTS**

1. Prepare appropriate food and fluids for patients
2. Demonstrate methods of assisted feeding
3. Assist in the monitoring and maintenance of intravenous fluid therapy
4. Monitor and record fluid and dietary intake

## **OUTCOME 4**

### **BE ABLE TO SUPPORT THE MOBILITY AND BEHAVIOURAL REQUIREMENTS OF IN-PATIENTS**

1. Provide care for in-patients with compromised mobility
2. Use strategies to address the psychological needs of in-patients

## **OUTCOME 5**

### **BE ABLE TO APPLY SIMPLE WOUND DRESSINGS AND BANDAGES**

1. Perform a simple wound dressing
2. Apply safe and effective simple bandages
3. Demonstrate safe and effective strategies to prevent patient wound or dressing interference

## **OUTCOME 6**

### **BE ABLE TO ASSIST IN THE PREPARATION OF MEDICATIONS FOR ADMINISTRATION**

1. Demonstrate an understanding of veterinary prescriptions and assist in the preparation of medications for administration
2. Dispose of used equipment and surplus medication appropriately and safely
3. Assist in the recording of the administration of medicines and monitoring its effect on the animal

## **AN10**

### **OUTCOME 1**

#### **BE ABLE TO PREPARE A PATIENT FOR SURGERY**

1. Admit animals for surgery
2. Prepare animals for surgical procedures

### **OUTCOME 2**

#### **CONTRIBUTE TO IMMEDIATE POST-OPERATIVE CARE**

1. Assess and carry out appropriate care following surgery
2. Prepare a suitable nursing environment for a post-operative patient
3. Observe and record post-operative observations
4. Maintain and record fluid intake

**OUTCOME 3**  
**CONTRIBUTE TO HOME CONVALESCENCE CARE PLAN**

1. Demonstrate effective communication with patient's' owners

**AN12**

**OUTCOME 1**  
**BE ABLE TO PROVIDE AN APPROPRIATE NURSING ENVIRONMENT**

1. Provide an appropriate nursing environment

**OUTCOME 2**  
**BE ABLE TO PERFORM SMALL ANIMAL NURSING CARE PLANS**

1. Apply and review care plans for small animals
2. Demonstrate physiotherapy techniques

**OUTCOME 3**  
**BE ABLE TO PROVIDE NURSING CARE TO PATIENTS REQUIRING ISOLATION**

1. Prepare isolation accommodation for an admission
2. Demonstrate appropriate care whilst dealing with small animals in isolation
3. Clean isolation accommodation