



iPET Network
Level 3 Certificate for
Veterinary Receptionists
(BVRA)
Qualification Number - 610/3286/4
Qualification Specification



iPET Network

LED BY INDUSTRY EXPERTS.

DRIVEN BY PASSION.

BOUND BY ANIMALS.

GUIDED BY CANDIDATES.

UNITED BY iPET NETWORK.

Our Mission

EDUCATION FOR PEOPLE, FOR PETS, FOR THE FUTURE

To be the Awarding Organisation of choice for Training Providers, Employers and Learners in the Animal Care and Veterinary Science Sector.

We demand the highest standard of practice to ensure our suite of qualifications work: they work for pets who deserve the best care; they work for learners giving valuable skills, and they work for Training Providers with strong market appeal.

Leading the way:

iPET Network is an Awarding Organisation regulated by Ofqual, CCEA Regulation and Qualifications Wales, specialising in qualifications in the Animal Care and Veterinary Science sector. iPET Network is a sector-specific Awarding Organisation and are constantly developing innovative animal care and veterinary science qualifications in the industry. We are unique in our approach to development, design and awarding of qualifications through the range of services and support we offer. Additionally, iPET Network is an End-point Assessment Awarding Organisation (EPAO) for English Apprenticeship standards and offers Professional Development Recognition (PDR) of unregulated educational courses.

Our approved Training Providers have exclusive access to our portfolio of qualifications, courses, learning materials and assessment strategies. We offer an inclusive opportunity to join a diverse network of forward-thinking professionals across the UK, Ireland, Europe and internationally.

We do the hard work for you – fast, flexible and straightforward:

We have developed robust systems at the forefront of technology that include extensive resources, quality learning materials and varied assessment methods. Our centralised platform makes it simple for Training Providers and their teams to deliver, manage, mark and quality assure all in one place. We provide access to training and updates through standardisation to uphold modern best practice.

Organisations of many different types, who want to deliver education, can join iPET Network, taking advantage of becoming a direct approved Training Provider. With transparent fees and packages to suit every size of organisation from sole traders to limited companies, colleges and large employers.

An exciting and supportive community:

We practice what we preach - the iPET Network team has extensive experience and knowledge of working in the animal care, veterinary science and education sector. We provide support, advice and Continual Professional Development to help Training Providers offer the best standard of education and to inspire the future generation of the industry. We believe in removing learning barriers and working with Candidates of all abilities to help them reach their full potential.

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1. About This Qualification

The **iPET Network Level 3 Certificate for Veterinary Receptionists (BVRA)** is aimed at Candidates who work in a veterinary practice or those who wish to work in a veterinary practice as a receptionist. This qualification places a focus on the knowledge required for a veterinary receptionist to be occupationally competent but also emphasises the development of soft skills such as team working and communication.

The qualification has been designed to give Candidates the knowledge and understanding of various aspects of the role of a veterinary receptionist, such as effective communication, practice operations, people skills and team working. Candidates will understand a range of terminology and procedures common to the veterinary practice, as well as time and diary management and how to assess and prioritise the urgency of different emergencies. The mandatory units cover core competencies while the optional units allow Candidates to choose from a variety of areas to tailor the qualification to their needs and interests. Optional units cover a wide range of topics such as preventative health care, supporting veterinary clinical care, mental health and wellbeing, euthanasia and the bereavement process and triage and first aid.

This qualification embeds core apprenticeship Knowledge statements relevant to the Level 3 Customer Service Specialist Standard (ST0071) and thus may be delivered as part of this apprenticeship programme (not including K1-K5, K11 and K18). In addition, the qualification embeds a range of National Occupational Standards (NOS) relevant to a veterinary receptionist. A full list of the NOS included within this qualification are detailed within the relevant unit specifications.

This qualification has been developed in collaboration with industry experts British Veterinary Receptionist Association (BVRA) and has been reviewed by experienced veterinary receptionists, veterinary nurses and veterinary educators to ensure that the content is relevant, current and meets the needs of the modern-day veterinary practice.

Objectives of the qualification

This qualification has been designed to enable Candidates to:

- Know how to effectively communicate with clients and colleagues and provide client satisfaction
- Understand the role of the Veterinary Receptionist and their professional and legal limitations
- Understand how to work in a team and know the emerging trends and challenges that may impact their role
- Know key veterinary practice operations including payment processes, healthcare plans, pet travel, marketing, GDPR and handling, storing and dispensing of veterinary medicines

Depending on the optional units chosen, this qualification has been designed to enable Candidates to:

- Understand key aspects of preventative health care including vaccinations, parasite treatment, dental care, neutering, as well as legislation pertaining to pet identification
- Understand the roles and responsibilities of the veterinary practice team members and the admission, in-patient communication and discharge processes
- Know and understand mental health and wellbeing including psychological safety, support systems, challenges and how to manage stress and challenges

- Know what euthanasia is, the emotional impact of pet loss and how to support clients and colleagues with the process
- Know how to administer first aid, understand what a true emergency is and how to triage and communicate with clients effectively

Depending on the needs of the Candidate, the qualification can:

- Prepare individuals to progress to another qualification in the same subject area, studying at a higher level or a qualification requiring more specific knowledge, skills and understanding
- Improve employability skills
- Encourage engagement in learning

Suggested progression following completion of the qualification:

- iPET Network Level 2 Award in Canine Body Language
- iPET Network Level 2 Award in Principles of Puppy Socialisation
- Level 3 Diploma in Veterinary Nursing
- iPET Network Level 4 Award in Canine Emergency First Aid in the Workplace
- Further courses and CPD in the veterinary industry

It is a requirement that assessment of this qualification is conducted in English.

The iPET Network Level 3 Certificate for Veterinary Receptionists (BVRA) is a regulated qualification.

Guided Learning Hours (GLH)

Guided Learning Hours (GLH) are defined by the [Apprenticeships, Skills, Children and Learning Act, 2009](#) as the number of hours the Candidate spends:

- Being taught or given instruction by a lecturer, tutor, supervisor or other appropriate provider of education or training, or
- Otherwise participating in education or training under the immediate guidance or supervision of such a person.

GLH does not include time spent on unsupervised preparation or study, whether at home or otherwise.

iPET Network has calculated the GLH for this qualification representing an estimate of the amount of actual guided learning which could reasonably be expected to be required to achieve the standard required to obtain the qualification.

Estimated GLH will be stated for each unit which should be used by Training Providers as a guide for devising teaching and learning plans. GLH may be recorded within the e-portfolio (if being used) or within the Candidate Hours Log (if the e-portfolio is not used).

Total Qualification Time (TQT)

Total qualification time is defined as the number of Guided Learning Hours (GLH) **plus** the time taken by the Candidate for independent, unsupervised study. Individual Learners' requirements and individual teaching styles mean there will be variation in the actual time taken to complete a qualification. Values for Total Qualification Time are estimates as some Candidates will be able to achieve units and qualifications within a shorter time than indicated. Others, for example those with additional support requirements, may need longer.

Guided Learning Hours and Total Qualification Time for this qualification are:

iPET Network Level 3 Certificate for Veterinary Receptionists (BVRA):

GLH (Guided Learning Hours): 50 hours

TQT (Total Qualification Time): 130 hours

Qualification Delivery Requirements

The qualification may be delivered as the Training Provider sees fit, ensuring that Guided Learning Hours requirements are met. As part of the application to deliver, Training Providers must be able to evidence how they intend to deliver the qualification, including the methods by which they will achieve the estimated GLH and TQT.

2. Candidate Requirements

Entry requirements

All Candidates must meet the following criteria:

<p>1. Minimum Age and Learning Requirements</p> <p>Candidates must possess all of the following:</p>	AND	<p>2. Relevant Experience</p> <p>Candidates must possess one of the following:</p>
<ul style="list-style-type: none"> • Minimum age of 16 years • Be capable of working at a Level 3 or above 		<ul style="list-style-type: none"> • Currently working in a veterinary practice • Previous demonstrable experience working in a veterinary practice • CV / career profile demonstrating relevant industry/subject-specific skills, knowledge, experience and achievements

All Candidates will be screened via an initial assessment with the Training Provider to ensure their suitability for the registration on the qualification. Whilst the above criteria form the basis of eligibility, Candidates may be registered at the Training Provider's discretion.

Minimum age

The minimum age for access to this qualification is 16 years.

Training Providers ought to satisfy themselves that Candidates have a level of maturity appropriate for units included in the courses that they offer. If in doubt, please contact iPET Network for advice.

Reasonable Adjustment and Special Considerations

Assessment within the iPET Network Level 3 Certificate for Veterinary Receptionists (BVRA) qualification is designed to be accessible and inclusive. The assessment methodology is appropriate and rigorous for individuals or groups of Candidates.

iPET Network is an inclusive organisation and operates in line with legislation set out in the Equality Act, 2010. It should be noted that any Candidate registering for an iPET Network qualification, must be able to meet the assessment criteria (theoretical), with appropriate reasonable adjustment where required, in order to be certificated.

Those Candidates with additional educational or physical needs, should discuss their support requirements with their Training Provider. Training Providers should refer to the Reasonable Adjustments and Special Considerations Policy which gives clear guidance on the reasonable adjustments and arrangements that take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

Further guidance and support can be accessed by contacting iPET Network on info@ipetnetwork.co.uk

3. Recognition of Prior Learning (RPL)

Exemption (also known as 'Recognition of Prior Certificated Learning) - is the facility for a Candidate to claim exemption from some of the achievement requirements of an iPET Network qualification using certificated evidence, for example certificated NQF achievement. This must be of an equivalent or higher value to an iPET Network unit but may not share the exact assessment criteria or learning aims.

Training Providers wishing to obtain further details regarding awarding of RPL should refer to the iPET Network **Recognition of Prior Learning Policy**.

4. Induction / Initial Assessment

An initial assessment of each Candidate should be made before the start of their programme to identify:

- If the Candidate has any specific learning or training needs
- The support and guidance they may need when working towards their qualification

- The Candidate's suitability for the type and level of qualification

Each Training Provider must carry out an induction so that Candidates fully understand the requirements of the qualification, their responsibilities as a Candidate, and the responsibilities of the Training Provider. This information will need to be recorded e.g., within a contract.

5. Achieving the Qualification

Unit achievement

All assessment criteria in each unit must be met before the unit is deemed to be achieved. The unit achievement is not graded: units are either achieved or not achieved.

Recording achievement

Training Providers must record the Candidate's achievement of the unit on an appropriate form(s) or electronic system. Training Providers should record the Candidate's achievement against the specific unit assessment criteria evidenced by the task.

Authentication of the Candidate's work

Tutors must demonstrate that the Candidate's work is authentic. This can be done through using iPET Network's e-portfolio system which provides secure access to each Candidate or through use of an alternative e-portfolio system. If a Training Provider is using paper-based portfolio, they must be able to demonstrate authenticity of the work and must provide transparent feedback from marking to internal quality assurance.

Assessments must demonstrate authenticity please refer to assessment methods in this Qualification Handbook.

Duration of registration

All Candidates will be registered with iPET Network for a period of 18 months. Failure of the Candidate to complete the qualification during this timeframe will incur an additional charge for re-registration. Please refer to your **Terms and Conditions** for further details. Extension to registration may be obtained with written permission under specific extenuating circumstances. Please contact iPET Network for advice regarding extensions to registration.

6. Qualification Structure

Mandatory Units

Candidates must achieve all three mandatory units.

iPET Network Reference No.	Title	Level	GLH	TQT	Unit Reference number
380	Communication Skills and Effective Working	3	10	30	H/650/8704
381	People Skills and Team Working	3	10	28	K/650/8706
382	Practice Operations	3	10	22	L/650/8707
TOTALS			30	80	

Optional Units

In addition to the mandatory units, learners must achieve any **two** of the following optional units.

iPET Network Reference No.	Title	Level	GLH	TQT	Unit Reference number
383	Preventative Health Care for Animals	3	10	25	M/650/8708
384	Supporting Veterinary Clinical Care	3	10	25	R/650/8709
385	Mental Health and Wellbeing for Veterinary Professionals	3	10	25	A/650/8710
386	Euthanasia and Bereavement Process	3	10	25	D/650/8711
387	Triage and First Aid	3	10	25	F/650/8712

Level descriptor

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 3	<p>Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks that while well-defined, may be complex and non-routine.</p> <p>Can interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of the area of study or work.</p> <p>Is aware of different perspectives or approaches within the area of study or work.</p>	<p>Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine.</p> <p>Use appropriate investigation to inform actions.</p> <p>Review how effective methods and actions have been.</p>

7. Assessment

This qualification requires achievement of the specified units and summative assessments. The assessment process is as follows:

1. Assessments are developed by iPET Network and provided to the Training Provider or assessments may be devised by the Training Provider and approved by iPET Network in advance
2. The assessment is then delivered and implemented by the relevant iPET Network approved Training Provider
3. All Tutors involved in the assessment process must have been approved by iPET Network, on an individual basis, in advance of any assessments being carried out
4. Compiled portfolios of assessed evidence are internally quality assured by an iPET Network approved Internal Quality Assurer (IQA) via remote sampling.
5. Completed portfolios of assessed evidence are then quality assured by an External Quality Assurer (EQA) approved by iPET Network.

Assessment method

Assessment is through a Portfolio of Evidence/Workbook

Specimen Assessment Materials

Specimen assessment materials are not available for this qualification.

Marking

These assessments are pass or fail and the Assessor's decision is final. The use of artificial intelligence to mark any candidate's work is strictly prohibited.

*Please note re-assessments are permitted.

Qualification grading

This qualification is graded pass or fail and the Assessor's decision is final.

Appeals

To ensure a fair assessment procedure is carried out, the Candidate must be fully briefed on the assessment requirements and given instructions on their right to appeal an assessment decision. All Training Providers must have an up-to-date appeals procedure.

What constitutes a fail?

It is at the Tutor's professional discretion if they pass or fail the Candidate. It is recommended that all elements of each assessment criteria are met and that all knowledge activities are completed.

Examples of what may constitute a fail (theory)(list is not exhaustive):

- Plagiarism
- Irrelevant content
- Incomplete knowledge
- Incomplete coverage of an assessment criterion

When making an assessment decision it is important that all evidence and feedback is documented to support the assessment decision whether it is a pass or fail. If the decision is a fail, then the Candidate must be provided with support and the opportunity to re-sit the assessment once they are ready.

8. Offering the Qualification

Training Providers wishing to deliver this qualification will need to demonstrate the ability to adhere to quality assurance and assessment regulations.

All procedures for the use of this qualification or units of this qualification, including approval, registration of Candidates, quality assurance process and certification will be completed through iPET Network, who will have an allocated member of the Quality Team to support the Training Provider. Any queries or difficulties should be directed to the allocated Team member or if they are not available, via the iPET Network office on 0800 433 4700.

Approval to offer the qualification

Training Providers wishing to offer this qualification must note the requirements stipulated in Appendix A.

To offer this qualification, potential Training Providers must apply for Training Provider approval with iPET Network. Applications can be made via email info@ipetnetwork.co.uk or by calling 0800 433 4700.

In addition, to gain approval to offer the qualification, Training Providers must apply by submitting an iPET Network **Qualification Approval Form** which can be downloaded from the website.

For more information, visit our website www.ipetnetwork.co.uk.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards.

Standardisation:

- Establishes statements on the standard of evidence required to meet the assessment criteria for the units in iPET Network Qualifications
- Makes recommendations on assessment practice
- Produces advice and guidance for the assessment of units
- Identifies good practice in assessment.

It is a requirement of the Training Provider approval process that each Training Provider offering units from iPET Network qualifications must provide assessment materials and Candidate evidence for standardisation if requested.

iPET Network will notify Training Providers of the required sample(s) for standardisation purposes. Assessment materials, Candidate evidence and Tutor feedback must be sent to iPET Network by Training Providers.

Outcomes from standardisation will be available to Training Providers through iPET Network.

Support for Training Providers

iPET Network provides all Training Providers with on-going support and advice on the use of iPET Network units and qualifications, including the requirements for assessment.

If Training Providers who are approved to offer iPET Network units and qualifications have obtained a UKPRN (UK Provider Reference Number) from the UKRLP (UK Register of Learning Providers), this will be used as the Training Provider's reference number. If a Training Provider has not obtained a UKPRN they will be issued with a unique iPET Network Training Provider number.

Information about obtaining a Unique Learner Number (ULN) on behalf of the Candidates is included in the **iPET Network Training Provider Manual**.

Training Provider responsibilities

Each Training Provider should identify a named contact person who will be responsible for any iPET Network provision within the Training Provider organisation.

The Training Provider contact must ensure all procedures relating to the delivery of the qualification operate effectively in the centre.

The Training Provider contact is the person responsible for confirming and ensuring that the Training Provider meets all the iPET Network requirements for Training Provider recognition.

The Training Provider contact is responsible for ensuring all relevant iPET Network documentation is distributed as required within the Training Provider and that the security requirements for external assessment are adhered to, where applicable.

9. Appendix A – Requirements to Offer This Qualification

To offer this qualification, Training Providers must ensure that Tutors involved in delivery and assessment are professionally competent to do so. This means Training Providers must ensure that Tutors have the following qualifications/experience:

1. Relevant Experience Tutors must possess both of the following:	AND	2. Teaching Qualification Tutors must possess at least one of the following:
<ul style="list-style-type: none"> • CV / career profile demonstrating relevant industry/subject-specific skills, knowledge, experience and achievements. • Have a minimum of 3 years' (full-time equivalent) demonstrable veterinary practice reception experience from one of the following: <ul style="list-style-type: none"> ○ A Veterinary Receptionist ○ A qualified Registered Veterinary Nurse ○ A qualified veterinary surgeon <p>(This will be accepted at the discretion of the Awarding Organisation)</p>		<ul style="list-style-type: none"> • iPET Network Level 3 Award for Educators in the Canine and Feline Sector • Level 3 Award in Education and Training; or • Level 4 Certificate in Education and Training; or • Level 3 or 4 PTLLS (or equivalent).

If no formal teaching qualification is held, it will be a requirement that a teaching qualification is achieved within 12 months of approval.

Evidence of qualifications and experience must be provided in the form of original certificates, detailed CV and employer references. iPET Network reserves the right to request additional information in support of Training Provider/Tutor applications e.g., client reviews.

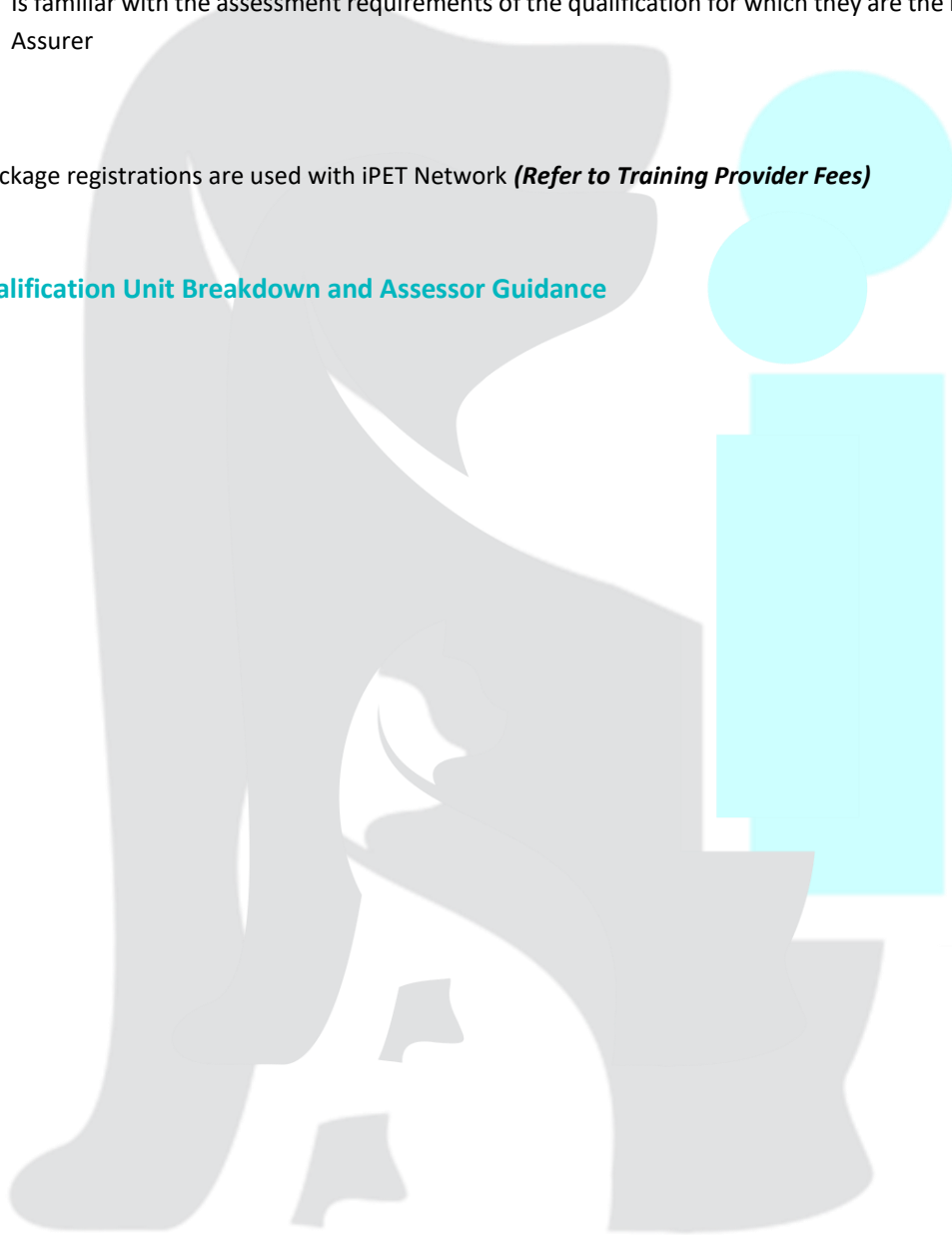
Training Providers must also ensure that they have in place an Internal Quality Assurer who:

- Holds or is working towards a Level 4 Award in Internal Quality Assurance of Assessment Processes and Practices or its equivalent
- Has substantial experience of working in or assessing in dog behaviour and training
- Is familiar with the assessment requirements of the qualification for which they are the Internal Quality Assurer

Or,

Gold package registrations are used with iPET Network (*Refer to Training Provider Fees*)

10. Qualification Unit Breakdown and Assessor Guidance



Unit title:	Communication Skills and Effective Working
Level:	3
GLH:	10
TQT:	30
Unit code:	380
Unit reference number:	H/650/8704
Unit aim:	The aim of this unit is to provide Candidates with the knowledge and understanding of how to respond efficiently to client enquiries, ensuring communication is effective, and know how to manage challenging client behaviour. This unit addresses the different veterinary governing bodies and the role and limitations of a veterinary receptionist within practice. This unit covers time and diary management and introduces how to assess and prioritise the urgency of different emergencies.
Number of learning outcomes	8
Mapped National Occupational Standards (NOS):	LANCS4, LANAUX1
ST0071 (Core knowledge) links:	K6, K7, K8, K9, K12, K13, K16, K17
Mandatory or Optional Unit:	Mandatory

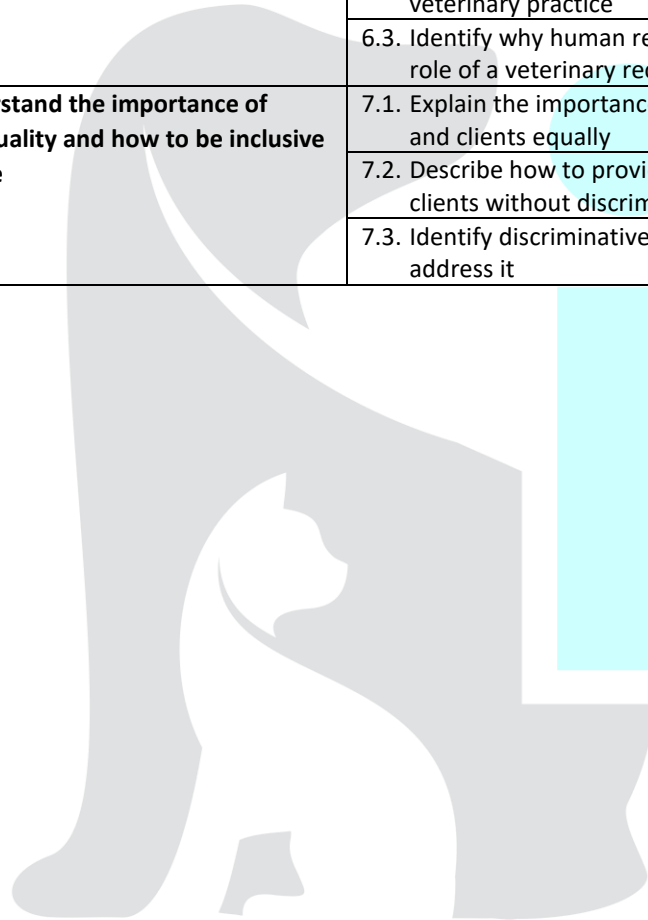
Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand the different veterinary governing bodies and their roles within practice	1.1. Identify the different veterinary governing bodies and what their purpose is within practice
	1.2. Identify the role of the veterinary receptionist and what a veterinary receptionist can communicate with clients
	1.3. Explain the limitations of the role of a veterinary receptionist
2. Know how to build a positive rapport with clients as a veterinary receptionist	2.1. Identify ways to build a positive rapport with clients
	2.2. Describe how to build trust through effective communication
	2.3. Identify ways of creating a welcoming environment
3. Know and understand the principles of effective written communication and what active listening is	3.1. Explain how to write clear and concise emails, letters and other forms of digital communication
	3.2. Describe what active listening is, in both verbal and written context
	3.3. Identify when it is important to show empathy and compassion with clients

	3.4. Describe how to efficiently answer calls, deal with enquiries, transfer calls and take accurate messages
4. Know and understand the importance of following the complaints policy and standard operating procedures to ensure effective complaint handling in practice	4.1. Identify the methods through which complaints could be received
	4.2. Describe what practice complaint handling procedures and protocols are
	4.3. Identify why it is appropriate to show empathy and compassion when interacting with dissatisfied clients
	4.4. Identify ways to prevent similar complaints from happening again in the future
5. Know how to assess and prioritise the urgency of different emergencies and how to communicate with clients	5.1. Identify what a true emergency is and outline the actions required to address its urgency promptly
	5.2. Explain how to communicate with clients confidently, calmly and compassionately during emergency situations
	5.3. Explain how to follow practice safety protocols to create a secure environment for pets, owners and staff during emergencies
6. Know and understand the different ways to achieve successful client satisfaction	6.1. Explain how to communicate confidently to achieve client satisfaction and retention
	6.2. Describe how to deal with potential financial issues arising in practice
	6.3. Describe how to support distressed or upset clients
7. Know the importance of time and diary management and its impact in veterinary practice	7.1. Explain the methods that could be used to prioritise tasks
	7.2. Describe the importance of time management
	7.3. Explain what diary management is and its role in the efficient operation of a veterinary practice
8. Know and understand the grief process and how to support pet owners compassionately	8.1. Identify what grief is and explain how to support pet owners during this time
	8.2. Describe how to communicate with clients during the euthanasia process
	8.3. Explain the resources available to support pet owners and colleagues through bereavement

Unit title:	People Skills and Team Working
Level:	3
GLH:	10
TQT:	28
Unit code:	381
Unit reference number:	K/650/8706
Unit aim:	The aim of this unit is to provide the Candidate with the knowledge and understanding of how to work in a team, including emerging trends and challenges that may impact veterinary practice, the function of human resources, diversity, equality, and inclusion within the workplace. This unit also introduces the concepts of mindfulness and resilience.
Number of learning outcomes	7
Mapped National Occupational Standards (NOS):	LANAUX1
ST0071 (Core knowledge) links:	K10, K14, K15, K16
Mandatory or Optional Unit:	Mandatory

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand the impact of the human-companion animal bond	1.1. Identify positive and negative aspects of the human-companion animal bond
	1.2. Identify the importance of communicating with compassion to support pet owners and describe the methods to achieve this
2. Know the benefits of mindfulness and resilience in the veterinary receptionist role	2.1. Identify common stress factors in the workplace
	2.2. Describe mindfulness and resilience and their benefit to the veterinary receptionist role
	2.3. Describe mindfulness techniques and how they can enhance wellbeing
3. Know and understand the role of effective teamwork and communication in veterinary practice	3.1. Describe benefits of effective teamwork
	3.2. Describe how team communication impacts client and patient outcomes
	3.3. Identify undesirable behaviours that inhibit effective teamwork
4. Know the challenges and emerging trends within the veterinary industry and how they can affect the role of a receptionist	4.1. Describe challenges and emerging trends that may impact a veterinary practice
	4.2. Identify the various challenges associated with the role of a veterinary receptionist
	4.3. Identify the routes that can lead to career progression within the veterinary industry

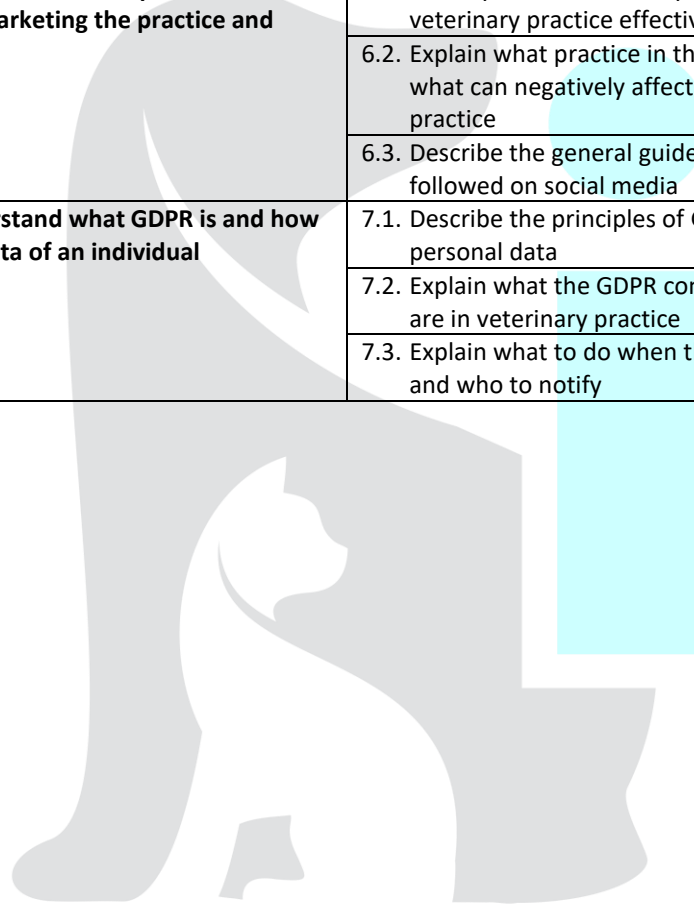
5. Know and understand the physical and emotional challenges of hormonal changes during pregnancy and menopause	5.1. Identify the different physical and emotional challenges faced during pregnancy and menopause
	5.2. Describe the impact pregnancy and menopause-related challenges may have on the practice and how to support colleagues
	5.3. Explain the legislation and regulations relating to pregnancy
6. Know and understand what human resources is and its function in veterinary practice	6.1. Explain what human resources does
	6.2. Describe how human resources support the veterinary practice
	6.3. Identify why human resources is relevant to the role of a veterinary receptionist
7. Know and understand the importance of diversity and equality and how to be inclusive in the workplace	7.1. Explain the importance of treating colleagues and clients equally
	7.2. Describe how to provide accessibility to all clients without discrimination
	7.3. Identify discriminative behaviour and how to address it



Unit title:	Practice Operations
Level:	3
GLH:	10
TQT:	22
Unit code:	382
Unit reference number:	L/650/8707
Unit aim:	The aim of this unit is to provide Candidates with the knowledge and understanding of key veterinary practice operations to include handling payments correctly, healthcare plans, pet travel and health and safety. This unit will address correct handling, storing and dispensing of veterinary medicines. Key principles of marketing and GDPR will be introduced in this unit.
Number of learning outcomes	7
Mapped National Occupational Standards (NOS):	LANCS4, LANCS5, LANCS75, LANAUX5, LANAUX1
ST0071 (Core knowledge) links:	N/A
Mandatory or Optional Unit:	Mandatory

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know the different types of insurance policies and the practice healthcare plan	1.1. Describe the different types of pet insurance policies
	1.2. Identify the difference between pet healthcare plans and pet insurance
	1.3. Describe the benefits of healthcare plans
2. Know and understand the importance of positive communication around client payments and the impact on the practice finances	2.1. Identify the different payment methods
	2.2. Describe how to request payments confidently and professionally
	2.3. Explain what an estimate is and why it is beneficial to provide one for services in a veterinary practice
	2.4. Describe what debt management is and practice procedures for recovering debt
3. Know and understand the basics of veterinary medicine, the different classifications and how to safely handle, store and dispense medication	3.1. Identify the different classifications of medicines and who can prescribe them
	3.2. Explain how to handle and store medication safely
	3.3. Describe the procedures for safely dispensing medication
	3.4. Explain what a stock take is, and the importance of regular stock takes
4. Know and understand what health and safety is and its importance in a veterinary practice	4.1. Describe why health and safety is important within the workplace

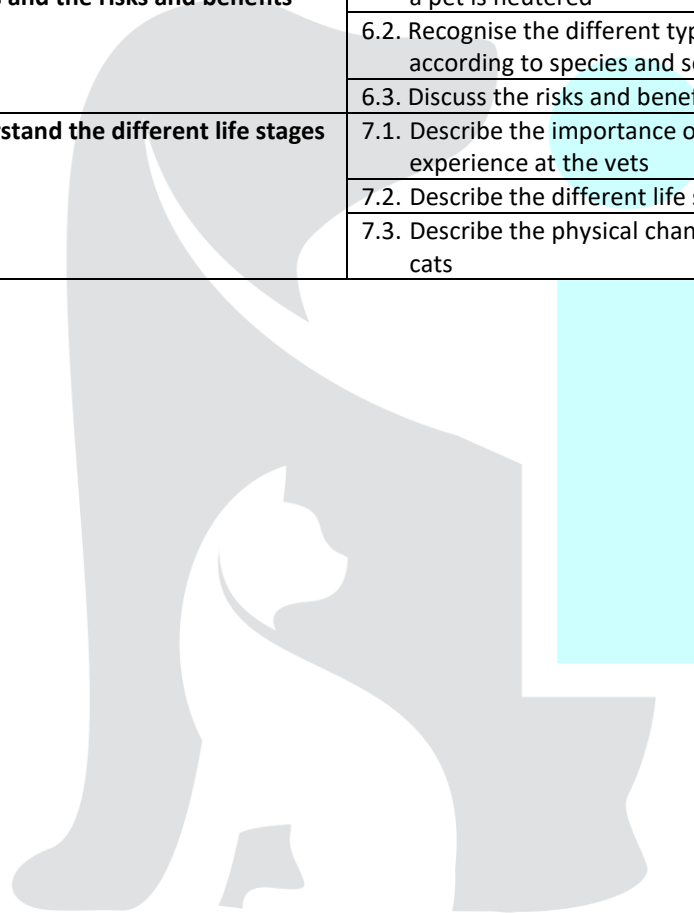
	4.2. Identify potential hazards and know how to implement appropriate control measures
	4.3. Identify key health and safety legislation relevant to veterinary practice
5. Know and understand what Pet Travel, Animal Health Certificates and Export Health Certificates are and who can legally issue them	5.1. Describe what Animal Health Certificates and Export Health Certificates are and when they are used
	5.2. Describe how to book Animal Health, Export Health Certificate appointments and the procedures involved
6. Know and understand the importance of appropriately marketing the practice and social media	6.1. Identify the different ways to market the veterinary practice effectively
	6.2. Explain what practice in the community is and what can negatively affect the reputation of the practice
	6.3. Describe the general guidelines that should be followed on social media
7. Know and understand what GDPR is and how to handle the data of an individual appropriately	7.1. Describe the principles of GDPR and what is personal data
	7.2. Explain what the GDPR compliance requirements are in veterinary practice
	7.3. Explain what to do when there is a data breach and who to notify



Unit title:	Preventative Health Care for Animals
Level:	3
GLH:	10
TQT:	25
Unit code:	383
Unit reference number:	M/650/8708
Unit aim:	The aim of this unit is to equip Candidates with knowledge and understanding of key aspects related to animal preventative health care and animal welfare. This unit will cover preventive health measures, including vaccinations, parasite treatment and dental care, as well as legislation pertaining to pet identification. It will also cover the various neutering procedures for different species, including the risks and benefits, and the recognition of different life stages in pets.
Number of learning outcomes	7
Mapped National Occupational Standards (NOS):	LANAnC27
ST0071 (Core knowledge) links:	N/A
Mandatory or Optional Unit:	Optional

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand the importance of preventative health care to animal welfare	1.1. Explain what preventative health care is and its importance in animal welfare
	1.2. Describe the benefits of a practice preventative healthcare plan for clients and their pets
	1.3. Identify potential client resistance and potential downsides to preventative healthcare plans
2. Know and understand the importance of vaccinating pets and the different diseases pets are vaccinated against	2.1. Explain the importance for all pets to be routinely vaccinated
	2.2. Describe what diseases are covered by vaccinations
	2.3. Identify when to book client's pets for vaccinations and booster vaccinations
3. Know and understand the legislation surrounding pet identification and the different types of identification available	3.1. Identify and explain the legislation relevant to microchipping and pet identification
	3.2. Identify what dogs are exempt from wearing Pet ID
	3.3. Identify who can implant a microchip and how to register a pet's microchip
4. Know and understand what dental disease is and how pet owners can help prevent it	4.1. Explain the importance of dental disease prevention that should be communicated to pet owners
	4.2. Identify the different types of dental procedures

	4.3. Identify common objections from pet owners and how these would be handled
5. Know and understand the common endoparasites and ectoparasites and the importance of regular pet parasite treatment	5.1. Identify the common types of parasites in pets
	5.2. Explain the importance of regular parasite treatment that should be communicated to pet owners
	5.3. Identify the different parasite treatments available, who can prescribe them and how they are administered
6. Know the different neutering procedures in different species and the risks and benefits	6.1. Describe what neutering is and the reasons why a pet is neutered
	6.2. Recognise the different types of neutering according to species and sex
	6.3. Discuss the risks and benefits of neutering
7. Know and understand the different life stages of dogs and cats	7.1. Describe the importance of a positive first experience at the vets
	7.2. Describe the different life stages of dogs and cats
	7.3. Describe the physical changes in senior dogs and cats



Unit title:	Supporting Veterinary Clinical Care
Level:	3
GLH:	10
TQT:	25
Unit code:	384
Unit reference number:	R/650/8709
Unit aim:	The aim of this unit aims to provide Candidates with the knowledge and understanding of the key roles within a veterinary practice and their responsibilities and legal obligations. It highlights the significance of efficient team communication in coordinating patient care. Additionally, Candidates will be introduced to efficient identification and prioritisation of true emergencies. Understanding admission, in-patient communication and discharge processes will be introduced in this unit, as well as the various imaging and diagnostic methods.
Number of learning outcomes	6
Mapped National Occupational Standards (NOS):	LANCS4
ST0071 (Core knowledge) links:	N/A
Mandatory or Optional Unit:	Optional

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand how each role in veterinary practice contributes to overall patient care and practice success	1.1. Explain the roles of the key members of the veterinary clinical care team
	1.2. Identify the importance of effective teamwork in providing quality veterinary care
	1.3. Describe how to confidently work with the clinical team during challenging situations
2. Know and understand the significance of team communication in coordinating patient care	2.1. Describe how communication contributes to efficient workflow
	2.2. Identify the significance of communication for improved patient care
	2.3. Describe how to create a positive and inclusive team culture
3. Understand the admission, in-patient communication and discharge processes	3.1. Describe how to interact with clients professionally, empathically and respectfully on admission of pets
	3.2. Explain how to efficiently communicate information from the clinical team to the pet owner
	3.3. Explain how the discharge process works and how to book follow up appointments
	4.1. Identify what a true emergency is

4. Know how to identify and prioritise a true emergency efficiently	4.2. Recognise how to prioritise emergency cases
	4.3. Explain how to communicate with the clinical team and clients when an emergency is admitted
5. Know and understand the different types of imaging and diagnostics and how they aid in providing effective medical care	5.1. Recognise the different imaging techniques
	5.2. Explain the importance of imaging and diagnostics
	5.3. Explain how imaging and diagnostic tests provide effective medical care



Unit title:	Mental Health and Wellbeing for Veterinary Professionals
Level:	3
GLH:	10
TQT:	25
Unit code:	385
Unit reference number:	A/650/8710
Unit aim:	The aim of this unit is to provide Candidates with the knowledge and understanding of the key elements that contribute to human wellbeing. Candidates will learn about psychological safety and implementing support systems. The unit will also cover the role of debriefs and learning discussions in supporting the practice team, along with tools for stress management. Furthermore, Candidates will learn how to identify and address challenges.
Number of learning outcomes	6
Mapped National Occupational Standards (NOS):	N/A
ST0071 (Core knowledge) links:	N/A
Mandatory or Optional Unit:	Optional

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand what humans need to thrive and why team wellbeing is important	1.1. Identify how wellbeing influences the ability to deliver consistently good care
	1.2. Explain what the basic human needs are and the core emotional concerns
	1.3. Identify the importance of self-care and ways to avoid ignoring it
2. Know and understand what psychological safety is and why it is important to maintain	2.1. Describe what psychological safety is and why it is important to speak up
	2.2. Identify the benefits of psychological safety to individuals, teams and the practice
	2.3. Describe how to build psychological safety in practice
3. Know and understand why it is important to put systems in place to support team members	3.1. Define the concept of a 'second victim'
	3.2. Explain the stages of second victim recovery and how to support this in practice
	3.3. Define compassion and empathy fatigue
4. Understand the importance of debriefs and learning discussions to support the practice team	4.1. Describe how to introduce a five minute debrief framework
	4.2. Describe how receptionists can use learning discussions to improve their working practices
	4.3. Explain how learn from and use thank you letters and praise to benefit the veterinary practice

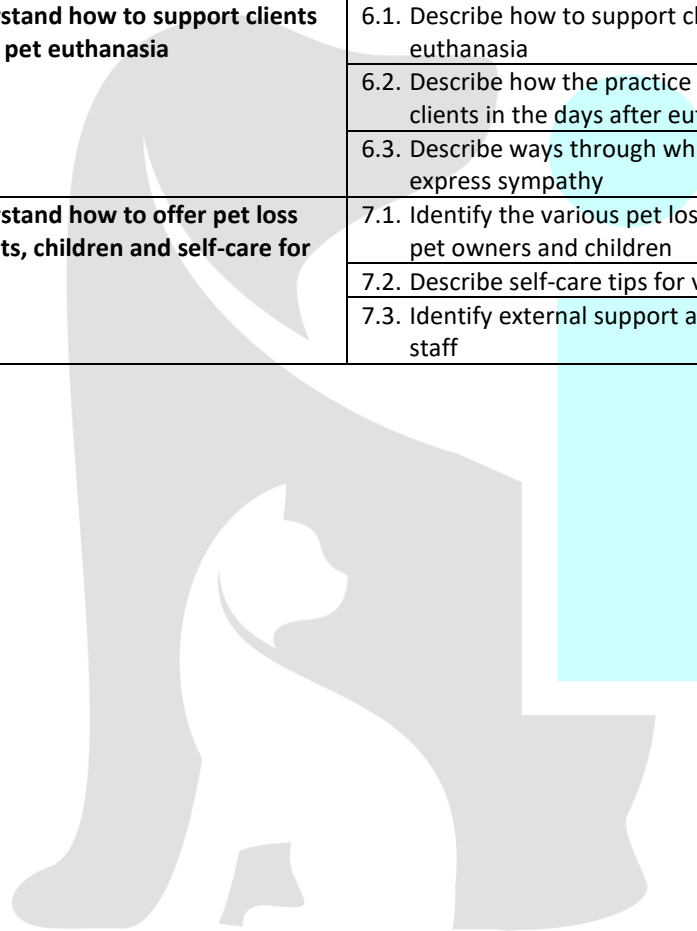
5. Know and understand what tools can be used to manage stress	5.1. Identify how to recognise stress and how to consider the perspectives of others
	5.2. Describe the tools that can be used in practice to reduce stress
	5.3. Explain what 'HALT' is and how to apply it
6. Know and understand how to identify challenges, how to handle them and what matters to clients and colleagues	6.1. Describe how to understand what matters to clients and colleagues
	6.2. Identify challenges and consider how to approach them
	6.3. Describe how to use improvement science to re-enforce joy in work



Unit title:	Euthanasia and Bereavement Process
Level:	3
GLH:	10
TQT:	25
Unit code:	386
Unit reference number:	D/650/8711
Unit aim:	This unit aims to develop an understanding of the bond between humans and their companion animals. Candidates will learn the emotional impact of pet loss and the grieving process, as well as the methods of euthanasia methods and how to handle unusual and unplanned euthanasia situations. Additionally, the unit focuses on effective communication with clients, emphasising empathy and compassion, and covers the post-euthanasia process, including discussing cremation options. Candidates will also learn how to provide support to clients in the days following pet euthanasia and knowledge on how to support veterinary colleagues.
Number of learning outcomes	7
Mapped National Occupational Standards (NOS):	N/A
ST0071 (Core knowledge) links:	N/A
Mandatory or Optional Unit:	Optional

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand the bond between humans and their companion animals	1.1. Explain what the human-companion animal bond is
	1.2. Explain the mental and physical impact of the human-companion animal bond
	1.3. Describe how the strength of bonds between humans and animals can influence the depth of grief an owner may feel
2. Understand the emotional impact of pet loss and the grieving process	2.1. Describe the emotional impact that losing a pet can have on a pet owner
	2.2. Explain what grief is and the different stages of grief
	2.3. Describe how to support a pet owner during the grieving process
3. Understand what the euthanasia methods are and how to deal with unusual and unplanned euthanasia	3.1. Explain what euthanasia is and the different terms used to describe euthanasia
	3.2. Describe the euthanasia process
	3.3. Describe what an unplanned or unusual euthanasia is
4. Understand how to communicate with clients with empathy and compassion	4.1. Describe the importance of communicating with pet owners with compassion and empathy

	4.2. Describe what a practice bereavement pack includes and how can it be used to help clients prepare for pet euthanasia
	4.3. Explain how to behave and communicate during emotionally charged interactions
5. Know and understand what happens after euthanasia and how to discuss cremation options	5.1. Explain the appropriate timing and method for discussing payment related to euthanasia
	5.2. Describe the different cremation processes
	5.3. Describe how to provide cremation information to clients so they can make an informed decision
6. Know and understand how to support clients in the days after pet euthanasia	6.1. Describe how to support clients after pet euthanasia
	6.2. Describe how the practice communicates with clients in the days after euthanasia
	6.3. Describe ways through which the practice can express sympathy
7. Know and understand how to offer pet loss support for clients, children and self-care for veterinary staff	7.1. Identify the various pet loss support groups for pet owners and children
	7.2. Describe self-care tips for veterinary staff
	7.3. Identify external support available for veterinary staff



Unit title:	Triage and First Aid
Level:	3
GLH:	10
TQT:	25
Unit code:	387
Unit reference number:	F/650/8712
Unit aim:	The aim of this unit is to provide the knowledge, understanding of first aid, including what to do during scenarios such as bleeding, choking, seizures and hyperthermia. This unit also addresses what triage is and how to communicate effectively whilst triaging. Identifying true emergency situations and those with potential emergency risks will also be covered.
Number of learning outcomes	8
Mapped National Occupational Standards (NOS):	N/A
ST0071 (Core knowledge) links:	N/A
Mandatory or Optional Unit:	Optional

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know and understand what first aid is and the circumstances it can be administered	1.1. Explain what first aid is and how to safely handle an injured animal
	1.2. Describe the circumstances in which first aid can be administered by an individual who is not a veterinary surgeon
	1.3. Explain what vital signs are and the normal parameters in dogs and cats
2. Know and understand how to manage animal first aid cases, including bleeding and wound injuries	2.1. Explain the three main rules when dealing with an animal first aid case, including how to check airways, breathing and circulation
	2.2. Describe the different types of bleeding and wound classifications
	2.3. Identify when and how to use Cardio Pulmonary Resuscitation (CPR) on animals
3. Know and understand what to do in the event of a seizure, choking or hyperthermia scenario	3.1. Describe what seizures are and the appropriate actions to take if a dog or cat has a seizure
	3.2. Identify common choking scenarios, the clinical signs and the appropriate response
	3.3. Explain what hyperthermia is, common scenarios where hyperthermia can occur and what immediate measures to take
4. Know and understand how to manage various first aid scenarios	4.1. Describe how to treat common insect stings and snake bites

	4.2. Define anaphylaxis, describe the symptoms associated and what measures should be taken
	4.3. Describe the common injuries to the eyes and what first aid measures to take
5. Know and understand what triage is and the different types of triage	5.1. Explain what triage is and the aims of triage
	5.2. Describe the different types of triages
	5.3. Identify the importance of having a practice triage protocol
6. Know how to communicate with pet owners whilst triaging over the telephone and how to prioritise a true emergency	6.1. Describe how to communicate with clients on the telephone in an emergency situation
	6.2. Identify what questions to use during telephone triage
	6.3. Explain how to categorise the call and define the relevant categories are
7. Know and understand what a true emergency is or what has the potential to be an emergency	7.1. Define what a life-threatening emergency is
	7.2. Identify what can potentially become an emergency
	7.3. Explain what would be classed as non-urgent
8. Know and understand what waiting room triage is and when to act	8.1. Explain what waiting room triage is
	8.2. Describe visual observations to use when triaging

Assessment information

All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Training Providers should consult the 'Assessment' section of the iPET Network Qualification Handbook and relevant policies.

Sector Subject Area (SSA)	3.3
Date from which qualification will be available for learners	16/10/2023
Qualification review date	16/10/2026

11. Suggested Learning Resources

Qualification	Suggested learning resources
Level 3 Certificate for Veterinary Receptionists (BVRA)	Visit your account on the BVRA website to find the recommended reading materials https://www.bvra.co.uk/

12. Supporting Documents and General

The following documents contain essential information for Training Providers delivering iPET Network qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to www.ipetnetwork.co.uk, the web portal or SharePoint.

iPET Network Training Provider Manual
 iPET Network Quality Assurance Requirements
 Malpractice and Maladministration Policy and Procedure (including Sanctions)

Document Control

Document Name: Level 3 Certificate for Veterinary Receptionists (BVRA) - Qualification Specification

Document Number: Q143

Date of Correction	Version Number	Correction Reason
	1	
07/01/2024	2	Specimen assessment materials clarified, qualification review section updated and formatting updates

