The Further Education and Training Awards Council (FETAC) was set up as a statutory body on 11 June 2001 by the Minister for Education and Science. Under the Qualifications (Education & Training) Act, 1999, FETAC now has responsibility for making awards previously made by NCVA.

Module Descriptor

Veterinary Practice Management

Level 6    N32917

www.fetac.ie
1. **Title**: Veterinary Practice Management

2. **Module Code**: N32917

3. **Level**: 6

4. **Credit Value**: 1

5. **Purpose**: This module is designed to enable the student to understand and work in a veterinary practice office environment

6. **Preferred Entry Level**: Level 5 Animal Care or equivalent

7. **Special Requirements**: None
8. General Aims

Learners who successfully complete this module will:

.1. Understand the roles of different types of veterinary practice in Ireland
.2. Have an awareness of the general clerical administration of a veterinary practice.
.3. Know how to maintain the required physical environment of the veterinary practice.
.4. Develop the required skills to organize work rotas within a practice environment.
.5. Be able to convey veterinary instructions to members of the public.

9. Units

9.1 Practice premises design (including HAS)
9.2 Reception and teamwork
9.3 Daybook and case records
9.4 Stock, equipment and consumables management
9.5 Client communication
9.6 Accounts management
9.7 Animal health management systems
Specific Learning Outcomes

Unit 1                  Practice Premises Design (including HAS)
The learner will be able to

- Define an ambulatory practice
- Define a veterinary clinic
- Define a large animal and companion animal hospital
- Implement measures to maintain the practice classification granted by the Veterinary Council of Ireland to the premises
- Appreciate the effect that practice classification has on practice caseload
- Maintain the public areas in an orderly and safe manner.
- Organise the work area to enable efficient patient throughput

Unit 2                  Reception and Teamwork

The learner will be able to

- Greet members of the public who telephone or attend a veterinary practice
- Direct members of the public to the appropriate person in the practice
- Make practice information leaflets available to clients
- Keep a log of client queries for veterinary advice
- Contact clients regarding appointments using post, e-mail and SMS
- Recognise the different roles of veterinarians, nurses, and office staff
- Communicate information to other staff members through formal recording systems and verbally.

Unit 3                  Daybook and case records

The learner will be able to

- Complete a daily log book of consultations and queries
- Identify and locate specific patients within the practice
- Keep a log of reminders and follow-up consultations
- Complete, file and retrieve case records as requested
- Correlate laboratory reports and test results for each case
Unit 4  Stock, equipment and consumables management

The learner will be able to

- Receive and account for goods received
- Store goods appropriately
- Check stock for expiry dates
- Keep temperature sensitive materials within temperature range
- Dispose of out of date medicines in accordance with legal provisions
- Keep records of medicines usage
- Keep records of suppliers of equipment
- Keep records of equipment maintenance
- Make out list of stock in short supply
- Re-order stock as directed

Unit 5  Client Communication

The learner will be able to

- Explain practice opening hours to the public.
- Discuss practice policies regarding routine procedures
  - Internal parasite control
  - External parasite control
  - Owner control of common zoonoses
  - Animal Remedies regulations
  - Neutering
  - Vaccination
  - Tail-docking
  - Micro-chip identification
  - Pet Insurance
  - Pet travel scheme
- Explain pricing structure to clients
- Communicate directed veterinary advice to clients on patient discharge
- Appreciate the role that veterinary ethics plays in animal management
Unit 6 Accounts Management

The learner will be able to

- Access computerised accounts package
- Set up customer and supplier accounts
- Set up nominal accounts
- Set up stock/product codes and details
- Print and post sales invoices
- Post payments
- Post purchases invoices and creditor payments
- Post current bank account receipts
- Post bank account payments
- Maintain a product transaction record
- Keep a daily cashbook and float
- Use Veterinary Practice Management software

Unit 7 Animal health management systems

The learner will be able to

- implement a manual patient record system
- enter patient details and health history in a computerised patient record system
- retrieve patient records from a computerised patient record system
- make out reminder lists for selected patients using computerised patient records
- log on to the Department of Agriculture and Food Animal Health Computerised System
- access the practice herds on the Department of Agriculture and Food Animal Health Computerised System
- download herd data from the Department of Agriculture and Food Animal Health Computerised System
- upload test result data from the practice to the Department of Agriculture and Food Animal Health Computerised System
- liaise with the Department of Agriculture and Food regarding herd disease status
- to register animals with national competent authorities
- record management data used in animal husbandry
- retrieve animal records for use in management action lists
- communicate with computer agents in case of new version updates and difficulties
Portfolio of Assessment

11.1 Summary

Portfolio of Assignments 100%

11.1 Assignment

The internal assessor will devise 8 briefs from the Assignment Portfolio that require the candidate to produce evidence of completion of tasks related to the Specific Learning Outcomes.

12. Grading

Pass 50 - 64%
Merit 65 - 79%
Distinction 80 - 100%
Candidate Name: ______________________________ PPSN.: __________________________
Centre: _________________________________________________ Centre No.: ____________

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**TOTAL MARKS**
This mark should be transferred to the Module Results Summary Sheet

*Internal Assessor’s Signature:* ____________________________ *Date:* ____________
*External Authenticator’s Signature:* _______________________ *Date:* ____________
Candidate Name: ______________________________ PPSN.: __________________________
Centre: _________________________________________________ Centre No.: ____________

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Signed:

**Internal Assessor:** ____________________________ **Date:** ____________

This sheet is for internal assessors to record the overall marks of individual candidates. It should be retained in the centre. The marks awarded should be transferred to the official FETAC Module Results Sheet issued to centres before the visit of the external Authenticator.