



CORPORATE AND ACADEMIC SERVICES

MODULE SPECIFICATION

Part 1: Basic Data					
Module Title	Professional Veterinary Nursing Practice				
Module Code	UINXPX-15-1	Level	1	Version	1.2
UWE Credit Rating	15	ECTS Credit Rating	7.5	WBL module?	No
Owning Faculty	Hartpury	Field	Animal and Land Science		
Department	Animal and Land	Module Type	Standard		
Contributes towards	BSc (Hons) Veterinary Nursing Science (SW) FdSc Veterinary Nursing Science (SW) FdSc Equine Veterinary Nursing Science (SW)				
Pre-requisites	None	Co- requisites	None		
Excluded Combinations	None	Module Entry requirements	None		
First CAP Approval Date	11 June 2013	Valid from	01 September 2013		
Revision CAP Approval Date	V1.1- 03 February 2015 V1.2- 07 April 2016	Revised with effect from	01 September 2016		

Review Date	01 September 2018
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Part 2: Learning and Teaching	
Learning Outcomes	<p>On successful completion of this module students will be able to:</p> <ol style="list-style-type: none"> 1 Discuss how the appointment system works in a veterinary practice to include procedures for taking messages, confirmation of client identity and services they require, making appointments, recognition of conditions that require urgent appointments and accessing client's records. (A) 2 Appraise effective communication with clients to include appropriate conduct with clients. (A) 3 Review practice procedures for receiving clients and their animals to include control of animals, maintenance of waiting areas, transport of animals within the practice, emergencies, suspected contagious diseases, second opinions and referrals. (A) 4 Discuss how and when to process payments for services and appraise the legislation and regulations regarding processing payments, including relevant paperwork, problems that may occur and limit of authority when dealing with such cases. (A) 5 Evaluate how to maintain and develop personal performance. (A) 6 Scrutinise the establishment and maintenance of working relationships with others. (A)

	<p>7 Distinguish expected standards of customer service. (A)</p> <p>8 Identify professional veterinary nursing practice standards. (A, B)</p> <p>9 Devise and develop standards for and engage in the application for a suitable veterinary nursing work placement, to include the presentation of a covering letter, application form, CV and engagement at interview. (B)</p>								
Syllabus Outline	<p>1 The appointment system in a veterinary practice to include procedures for taking messages, confirmation of client identity and services they require, making appointments, recognition of conditions that require urgent appointments and accessing client's records.</p> <p>2 Effective communication with clients including appropriate conduct with clients to include difficult or aggressive clients, clients with specific requirements e.g. disabilities</p> <p>3 Practice procedures for receiving clients and their animals to include control of animals, maintenance of waiting areas, transport of animals within the practice, emergencies, suspected contagious diseases, second opinions and referrals.</p> <p>4 Processing payments for services to include relevant legislation and regulations regarding processing payments, relevant paperwork to be completed, recognition of when clients are exempt from payment, problems that may occur such as disagreement over price and inability to pay and limit of authority when dealing with such cases.</p> <p>5 Maintain and develop personal performance. Including personal responsibility for tasks and activities, when and where to obtain advice, agreement of development needs and personal targets.</p> <p>6 Discuss establishment and maintenance of working relationships with others</p> <p>7 Including recognition of the importance of good working relationships, dealing with disagreements, effective communication with colleagues.</p> <p>8 Recognise expected standards of customer service, including expected appearance and behaviour when dealing with customers.</p> <p>9 Work to professional veterinary nursing practice standards. Roles and responsibilities associated with being a member of a regulated profession, maintaining professional standards and ethics in veterinary practice</p> <p>RCVS Day One Competences for Veterinary Nurses; 1, 2, 3, 5, 7, 8, 11, 12, 13</p> <p>All of the above topics will be considered in line with the current LANTRA Veterinary Nursing Occupational Standards (NOS); A4, AC7, AUX1, CU129, CU5A,RVN19</p> <p>The module is also referenced to the following RCVS day one practical skills for veterinary nurses; VN2.</p>								
Contact Hours	<p>Indicative delivery modes:</p> <table border="0"> <tr> <td>• Lectures, guided learning, seminars etc.</td> <td style="text-align: right;">48</td> </tr> <tr> <td>• Self directed learning</td> <td style="text-align: right;">3</td> </tr> <tr> <td>• Independent learning (including work placement)</td> <td style="text-align: right;">99</td> </tr> <tr> <td>TOTAL</td> <td style="text-align: right;">150</td> </tr> </table>	• Lectures, guided learning, seminars etc.	48	• Self directed learning	3	• Independent learning (including work placement)	99	TOTAL	150
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• Self directed learning	3								
• Independent learning (including work placement)	99								
TOTAL	150								
Teaching and Learning Methods	<p>This module will be delivered using large group learning sessions and opportunities for small group work. Additionally essential and recommended reading and exercises will be introduced to guide the students through the core syllabus.</p> <p>Scheduled learning may include lectures, seminars, tutorials, project supervision, demonstration, practical classes and workshops and guest lectures.</p> <p>Independent learning may include hours engaged with essential reading, case study preparation, assignment preparation and completion etc. These sessions constitute an average time per level as indicated in the table below. Scheduled sessions may vary slightly depending on the module choices you make.</p> <p>Virtual learning environment (VLE): this specification is supported by a VLE where students will be able to find all necessary module information. Direct links to information sources will also be provided from within the VLE.</p>								

Key Information Sets Information

Key Information Sets (KIS) are produced at programme level for all programmes that this module contributes to, which is a requirement set by HESA/HEFCE. KIS are comparable sets of standardised information about undergraduate courses allowing prospective students to compare and contrast between programmes they are interested in applying for.

Key Information Set - Module data				
<i>Number of credits for this module</i>				15
Hours to be allocated	Scheduled learning and teaching study hours	Independent study hours	Placement study hours	Allocated Hours
150	51	99	0	150

The table below indicates as a percentage the total assessment of the module which constitutes a -

- Written Exam:** Unseen written exam, open book written exam, In-class test
- Coursework:** Written assignment or essay, report, dissertation, portfolio, project
- Practical Exam:** Oral Assessment and/or presentation, practical skills assessment, practical exam

Please note that this is the total of various types of assessment and will not necessarily reflect the component and module weightings in the Assessment section of this module description:

Total assessment of the module:	
Written exam assessment percentage	0%
Coursework assessment percentage	50%
Practical exam assessment percentage	50%
	100%

Reading Strategy

Essential readings

Any essential reading will be indicated clearly, along with the method for accessing it, e.g. students may be required to purchase a set text, be given a print study pack or be referred to texts that are available electronically or in the Library. Module guides will also reflect the range of reading to be carried out.

Further readings

Further reading will be required to supplement the set text and other printed readings. Students are expected to identify all other reading relevant to their chosen topic for themselves. They will be required to read widely using the library search, a variety of bibliographic and full text databases, and internet resources. Many resources can be accessed remotely. The purpose of this further reading is to ensure students are familiar with current research, classic works and material specific to their interests from their academic literature.

Access and skills

Formal opportunities for students to develop their library and information skills are provided within the induction period and student skills sessions. Additional support is available through online resources. This includes interactive tutorials on finding books and journals, evaluation information and referencing. Sign up workshops are also offered.

Indicative Reading List	<p>The following list is offered to provide validation panels/accrediting bodies with an indication of the type and level of information students may be expected to consult. As such, its currency may wane during the life span of the module specification. However, as indicated above, CURRENT advice on readings will be available via other more frequently updated mechanisms, including the module guide.</p> <p>Books</p> <p>Aspinall, V., ed. (Current Edition) <i>The Complete Text Book Of Veterinary Nursing</i>. Oxford: Butterworth Heinemann.</p> <p>Bowden, C. and Master, J., eds. (Current Edition) <i>Textbook of Veterinary Medical Nursing</i>. Oxford: Butterworth Heinemann.</p> <p>Lane, D.R. and Cooper B., ed. (Current Edition) <i>Veterinary Nursing</i>. Oxford: Butterworth Heinemann</p> <p>Moore Margaret., eds. (Current Edition) <i>Manual of Veterinary Nursing</i>. Gloucester: BSAVA.</p> <p>Lane, D, Cooper, B. and Turner, L., ed. (Current Edition) <i>BSAVA Textbook of Veterinary Nursing</i>. Gloucester: BSAVA.</p> <p>Websites and databases</p> <p>VetNurse.co.uk www.vetnurse.co.uk</p> <p>British Small Animal Veterinary Association www.bsava.com</p>
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Part 3: Assessment	
Assessment Strategy	<p>Summative assessment includes a CV, covering letter and application form assignment to help prepare students for the application process for placement opportunities within a veterinary practice at the end of their first year. Development of communication skills prior to placement is also important and so the process of preparing for and engaging in an oral examination (under controlled conditions, in a high pressure environment) is considered beneficial.</p> <p>Formative assessment is available throughout the module including feedback during a mock interview practice and opportunities to discuss good practice in writing covering letters, CV's and application forms.</p> <p>In line with the College's commitment to facilitating equal opportunities, a student may apply for alternative means of assessment if appropriate. Each application will be considered on an individual basis taking into account learning and assessment needs. For further information regarding this please refer to the VLE.</p>

Identify final assessment component and element	Oral examination (mock interview)	
% weighting between components A and B (Standard modules only)	A:	B:
	50%	50%
First Sit		
Component A (controlled conditions) Description of each element	Element weighting (as % of component)	
1. Oral examination (mock interview) (20 minutes)	100%	
Component B	Element weighting (as % of component)	

Description of each element	
1. Covering letter, CV and application form assignment (equivalent to 1500 words)	100%

Resit (further attendance at taught classes is not required)

Component A (controlled conditions) Description of each element	Element weighting (as % of component)
1. Oral examination (mock interview) (20 minutes)	100%
Component B Description of each element	Element weighting (as % of component)
1. Covering letter, CV and application form assignment (equivalent to 1500 words)	100%

If a student is permitted a retake of the module under the University Regulations and Procedures, the assessment will be that indicated by the Module Description at the time that retake commences.