



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
Owning faculty	Hartpury College	Field	Animal and Land Science		
Contributes towards	BSc (Hons) Veterinary Nursing Science (SW) FdSc Veterinary Nursing Science (SW) FdSc Equine Veterinary Nursing Science (SW)				
UWE credit rating	15	ECTS credit rating	7.5	Module type	Standard
Pre-requisites	None		Co-requisites	None	
Excluded combinations	None		Module entry requirements	None	
Valid from	01 September 2013		Valid to	01 September 2018	

CAP approval date	11 June 2013
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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 Demonstrate effective communication with clients to include appropriate conduct with clients (B). 3 Suggest 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 describe 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 Explain how to maintain and develop personal performance (B). 6 Discuss the establishment and maintenance of working relationships with others (B). 7 Recognise expected standards of customer service (A). 8 Identify professional veterinary nursing practice standards (A, B). 9 Devise and develop standards for and engage in the application for a suitable veterinary nursing work placement, to include production of covering letter, application form, CV and engagement at interview (B).

Syllabus outline	<ol style="list-style-type: none"> 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. 2 Effective communication with clients including appropriate conduct with clients to include difficult or aggressive clients, clients with specific requirements e.g. disabilities 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. 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. 5 Explain how to 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. 6 Discuss establishment and maintenance of working relationships with others 7 Including recognition of the importance of good working relationships, dealing with disagreements, effective communication with colleagues. 8 Recognise expected standards of customer service, including expected appearance and behaviour when dealing with customers. 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>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 style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Lectures, guided learning, seminars etc</td> <td style="text-align: right;">48</td> </tr> <tr> <td>Self directed study</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Independent learning</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 study	3	Independent learning	99	TOTAL	150
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TOTAL	150								
Teaching and learning methods	<p><i>Scheduled learning</i> May include lectures, seminars, tutorials, project supervision, demonstration, practical classes and workshops and guest lectures.</p> <p><i>Independent learning</i> 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><i>Virtual learning environment (VLE)</i> This module 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 VLE.</p>								

Key information sets information	<p>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.</p> <p><u>Key information set – module data</u></p> <p>Number of credits for this module 15</p> <table border="1" data-bbox="389 472 1445 660"> <thead> <tr> <th>Hours to be allocated</th> <th>Scheduled learning and teaching study hours</th> <th>Independent study hours</th> <th>Placement study hours</th> <th>Allocated hours</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">150</td> <td style="text-align: center;">51</td> <td style="text-align: center;">99</td> <td style="text-align: center;">0</td> <td style="text-align: center;">150</td> </tr> </tbody> </table> <p>The table below indicates as a percentage the total assessment of the module which constitutes a:</p> <ol style="list-style-type: none"> 1 <i>Written exam:</i> Unseen written exam, open book written exam, in-class test. 2 <i>Coursework:</i> Written assignment or essay, report, dissertation, portfolio, project. 3 <i>Practical exam:</i> Oral assessment and/or presentation, practical skills assessment, practical exam. <p>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:</p> <p>Total assessment of the module:</p> <table data-bbox="389 1120 1058 1261"> <tr> <td>Written exam assessment percentage</td> <td style="border: 1px solid black; text-align: center;">0%</td> </tr> <tr> <td>Coursework assessment percentage</td> <td style="border: 1px solid black; text-align: center;">50%</td> </tr> <tr> <td>Practical exam assessment percentage</td> <td style="border: 1px solid black; text-align: center;">50%</td> </tr> <tr> <td></td> <td style="text-align: center;">100%</td> </tr> </table>	Hours to be allocated	Scheduled learning and teaching study hours	Independent study hours	Placement study hours	Allocated hours	150	51	99	0	150	Written exam assessment percentage	0%	Coursework assessment percentage	50%	Practical exam assessment percentage	50%		100%
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Reading strategy	<p><i>Essential reading</i> Any essential reading will be indicated clearly, along with the method for accessing it, e.g. students may be expected to purchase a set text, be given a 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.</p> <p><i>Further reading</i> Further reading is advisable for this module, and students will be encouraged to explore at least one of the titles held in the library on this topic. A current list of such titles will be given in the module handbook and revised annually.</p> <p><i>Access and skills</i> 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.</p>																		

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. CURRENT advice on additional reading will be available via other more frequently updated mechanisms.</p> <ul style="list-style-type: none"> • Aspinall, V. ed. (Current Edition) <i>The Complete Text Book Of Veterinary Nursing</i>. Oxford: Butterworth Heinemann. • Bowden, C. & Master, J. eds. (Current Edition). <i>Textbook of Veterinary Medical Nursing</i>. Oxford: Butterworth Heinemann. • Lane, D.R. & Cooper B. ed. (Current Edition). <i>Veterinary Nursing</i>. Oxford: Butterworth Heinemann • Moore Margaret. eds. (Current Edition). <i>Manual of Veterinary Nursing</i>. Gloucester: BSAVA. • Lane, D, Cooper, B. & Turner, L. ed. (Current Edition). <i>BSAVA Textbook of Veterinary Nursing</i>. Gloucester: BSAVA. <p>Websites and databases:</p> <ul style="list-style-type: none"> • VetNurse.co.uk www.vetnurse.co.uk • British Small Animal Veterinary Association www.bsava.com
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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>One written assignment will be set to encourage development of written communication as well as application of the reflective concept.</p> <p>Formative assessment is available throughout the module including feedback during a mock interview.</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 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	
1 Oral examination (mock interview) (20 minutes)	100%	
Component B Description of each element	Element weighting	
1 Covering letter, CV and application form assignment (1000 words)	50%	
2 Written assignment (1500 words)	50%	
Resit (further attendance at taught classes is not required)		
Component A (controlled conditions) Description of each element	Element weighting	
1 Oral examination (mock interview) (20 minutes)	100%	
Component B Description of each element	Element weighting	
1 Covering letter, CV and application form assignment (1000 words)	50%	
2 Written assignment (1500 words)	50%	
If a student is permitted an EXCEPTIONAL RETAKE of the module the assessment will be that indicated by the module description at the time that retake commences.		