

**Learner Unit Achievement Checklist**

**SEG Awards Level 2 Award for Animal Nursing Assistants**

**610/1049/2**

###### SEG Awards Level 2 Award for Animal Nursing Assistants

## Centre Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**Y/650/2922 Principles of Animal Nursing Assistance - Mandatory Unit**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify the main principles of animal first aid  **1.2** Identify common animal first aid situations  **1.3** Give examples of animal emergency situations  **1.4** Identify legislation applicable to animal first aid  **1.5** Describe the limitations when administering first aid to animals  **1.6** Describe appropriate handling and restraint methods for animal first aid  **1.7** Describe how to assess the first aid patient |  |  |  |  |
| **2.1** Describe common animal wound types  **2.2** Describe appropriate treatment for animal wounds  **2.3** State appropriate dressings and bandages for animal wounds  **2.4** Describe how to apply appropriate dressings and bandages for animal wounds  **2.5** Compare capillary, venous and arterial haemorrhages  **2.6** Describe methods that may be used to control haemorrhage |  |  |  |  |
| **3.1** Describe common types of animal injury  **3.2** Describe the appropriate treatments for common animal injuries |  |  |  |  |
| **4.1** Identify types of shock  **4.2** Explain why shock may occur in animals  **4.3** Describe the clinical signs of shock  **4.4** Describe methods that may be used in the treatment of shock |  |  |  |  |
| **5.1** Describe the appropriate preparation and storage of thermometers  **5.2** Describe how to take the temperature  **5.3** State normal temperature ranges for animals  **5.4** Identify possible reasons for abnormal temperatures  **5.5** Describe how to take the pulse  **5.6** State normal pulse rate ranges for animals  **5.7** Identify possible reasons for abnormal pulse rates  **5.8** Describe how to take the respiratory rate  **5.9** State normal respiration rate ranges for animals  **5.10** Identify possible reasons for abnormal respiratory rates |  |  |  |  |
| **6.1** Demonstrate taking the temperature of a specified animal  **6.2** Record the temperature of a specified animal  **6.3** Demonstrate taking the pulse of a specified animal  **6.4** Record the pulse rate of a specified animal  **6.5** Demonstrate taking the respiratory rate of a specified animal  **6.6** Record the respiratory rate of a specified animal |  |  |  |  |
| **7.1** Describe the care needs of animal’s in the veterinary environment  **7.2** Describe basic obstetrics and reproductive behaviour  **7.3** Describe how behaviour can impact animal care and welfare  **7.4** Identify common characteristic of species treated in the role  **7.5** Describe common diagnostic tests carried out in practice  **7.6** Describe how to provide adequate physical stimulation to hospitalised animals  **7.7** Describe how to provide adequate mental stimulation to hospitalised animals |  |  |  |  |
| **8.1** Describe the professional scope of practice for the animal nursing assistant  **8.2** Describe the personal scope of practice for the animal nursing assistant  **8.3** Identify legislation applicable to the animal nursing assistant  **8.4** Describe the implications of legislation applicable to the animal nursing assistant |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**D/650/2924 Introduction to Animal Anatomy and Physiology**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Define the appropriate terminology when describing anatomical and physiological features |  |  |  |  |
| **2.1** Identify the major structures of the heart  **2.2** State the key differences between blood vessel types  **2.3** Identify the location of the main vessels used in venepuncture and pulse taking  **2.4** State the role of the cardiovascular system  **2.5** Describe the circulation of blood |  |  |  |  |
| **3.1** Identify the location of major body cavities  **3.2** State the function of major body cavities  **3.3** Identify the key organs and structures within the major body cavities |  |  |  |  |
| **4.1** Identify the location of named key bones within the axial skeleton  **4.2** Identify the location of named key bones within the appendicular skeleton  **4.3** Identify the location of named key bones within the splanchnic skeleton |  |  |  |  |
| **5.1** Identify the organelles of the mammalian cell |  |  |  |  |
| **6.1** Identify the main tissue types  **6.2** State the function of the main tissue types |  |  |  |  |
| **7.1** Identify the major structures of the digestive system  **7.2** State the role of the digestive system  **7.3** Define digestive processes, using appropriate terminology  **7.4** Identify the major structures of the urinary system  **7.5** State the role of the urinary system  **7.6** State normal urinary output  **7.7** State the role of the liver in excretion |  |  |  |  |
| **8.1** Identify key features of the respiratory system  **8.2** State the function of key structures within the respiratory system  **8.3** Identify normal respiratory ranges  **8.4** Identify factors that can affect respiratory function  **8.5** State the role of the respiratory system |  |  |  |  |
| **9.1** Identify the main endocrine glands  **9.2** State the hormones secreted by the main endocrine glands |  |  |  |  |
| **10.1** List the main components of the nervous system |  |  |  |  |

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**H/650/2926 Principles of Infection Control for Animal Nursing Assistants**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Define the term ‘disinfection’  **1.2** Explain the importance of disinfection within the clinical environment  **1.3** Explain how disinfection is used in the clinical environment  **1.4** Describe the limitations of disinfection in the clinical environment |  |  |  |  |
| **2.1** Define the term ‘sterilisation’  **2.2** Explain the importance of sterilisation within the clinical environment  **2.3** Explain how sterilisation is used in the clinical environment  **2.4** Describe the limitations of sterilisation in the clinical environment  **2.5** Explain two methods of sterilisation  **2.6** Explain the suitability of items for sterilisation |  |  |  |  |
| **3.1** Define the term ‘asepsis’  **3.2** Explain the importance of asepsis within the clinical environment  **3.3** Explain how antiseptics are used in the clinical environment  **3.4** Describe the limitations of antiseptics in the clinical environment |  |  |  |  |
| **4.1** Demonstrate the safe use of disinfectants  **4.2** Demonstrate the safe storage of disinfectant  **4.3** Demonstrate the safe use of antiseptics  **4.4** Demonstrate the safe storage of antiseptics |  |  |  |  |
| **5.1** Describe the methods used to maintain clinical environments  **5.2** Describe how to maintain clinical environments during a contagious outbreak  **5.3** Describe how to maintain clinical environments during a zoonotic outbreak |  |  |  |  |
| **6.1** Explain appropriate personal hygiene techniques used in clinical environments  **6.2** Explain how to use alcohol hand gels effectively |  |  |  |  |
| **7.1** Demonstrate the WHO hand disinfection technique |  |  |  |  |
| **8.1** Define the term ‘clinical waste’  **8.2** Describe the key characteristics of clinical waste  **8.3** Define the term ‘infected waste’  **8.4** Describe the key characteristics of infected waste  **8.5** Define the term ‘contaminated waste’  **8.6** Describe the key characteristics of contaminated waste  **8.7** Define the term ‘cadaver waste’  **8.8** Describe the key characteristics of cadaver waste  **8.9** Describe the legislative requirements of waste disposal |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**K/650/2928 Provide Basic Nursing Treatments to Animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Describe the equipment used for basic treatments  **1.2** Describe how to administer prescribed basic health care treatments  **1.3** State the importance of following instructions and the consequences of not following instructions for basic health care treatments  **1.4** Describe how to use restraint techniques for basic health care treatments  **1.5** Describe the reasons and legislative requirements for ‘withdrawal periods’ for animals  **1.6** Describe the reasons for personal hygiene and safety precautions when delivering basic health care treatments  **1.7** Describe the changes in the condition of the animal which may occur after the treatment  **1.8** Describe why it is necessary to monitor the behaviour of animals after treatment and report unusual signs  **1.9** Explain the types of records required and the importance of accurate record keeping |  |  |  |  |
| **2.1** Explain the correct techniques to give specified treatment and medication at the correct time  **2.2** State the significance of expiry dates on medications  **2.3** Describe the possible sources of contamination to medications  **2.4** State how to identify damage to medications |  |  |  |  |
| **3.1** Describe how to apply the current health and safety legislation  **3.2** Describe how to apply the current animal welfare legislation  **3.3** Describe the correct methods for safe handling and disposal of medical waste |  |  |  |  |
| **4.1** Use the correct techniques to give specified health care treatments to animals  **4.2** Demonstrate how to seek assistance if problems arise when delivering basic healthcare treatments to animals  **4.3** Record the treatment accurately to comply with any legislative requirements  **4.4** Observe animals after treatments and immediately report any unusual signs |  |  |  |  |
| **5.1** Demonstrate the provision of medications for a specified animal  **5.2** Demonstrate the provision of prescriptive medications for a specified animal  **5.3** Use medications in accordance with instructions  **5.4** Use equipment in accordance with instructions |  |  |  |  |
| **6.1** Maintain health and safety when delivering basic treatments and medications to animals  **6.2** Maintain animal welfare when delivering basic treatments and medications to animal  **6.3** Demonstrate the safe and correct methods of medical waste disposal |  |  |  |  |

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**L/650/2929 Maintain Animal Accommodation**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Describe the factors to consider when maintaining animal accommodation  **1.2** Explain factors which may influence the maintenance of animal accommodation  **1.3** Identify health and welfare indicators within the animal accommodation  **1.4** Describe the significance of health and welfare indicators observed within animal accommodation |  |  |  |  |
| **2.1** Describe the environmental conditions which promote the health and welfare of animals  **2.2** Identify the reasons for monitoring environmental conditions  **2.3** Explain cleaning routines appropriate to a range of animal accommodations  **2.4** Describe cleaning methods and materials appropriate to a range of animal accommodations |  |  |  |  |
| **3.1** Describe relevant health and safety legislation  **3.2** Describe relevant animal welfare legislation |  |  |  |  |
| **4.1** Assess the suitability of animal accommodation  **4.2** Demonstrate the use of appropriate Personal Protective Equipment (PPE)  **4.3** Demonstrate routine cleaning of animal accommodation  **4.4** Demonstrate the monitoring and maintenance of environmental conditions  **4.5** Demonstrate the safety and security of animals  **4.6** Demonstrate appropriate record keeping |  |  |  |  |
| **5.1** Demonstrate the ability to meet health and safety requirements  **5.2** Demonstrate the safe disposal of waste |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**T/650/2930 Provide Nutrition to Animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify different types of animal feed  **1.2** Describe how different types of animal feed should be stored  **1.3** Describe correct storage and use of animal feeds and associated equipment  **1.4** Identify the types of animal feeding records required  **1.5** Explain the purpose of an animal feeding plan  **1.6** Explain the importance of accurate record keeping when providing animal feed  **1.7** Describe normal feeding behaviour in animals  **1.8** Describe potentially abnormal feeding behaviours in animals |  |  |  |  |
| **2.1** Identify the essential nutrients for animals  **2.2** Identify common dietary sources of each essential nutrient  **2.3** Describe the functions of essential nutrients |  |  |  |  |
| **3.1** Identify possible reasons for providing animals with nutritional support  **3.2** Describe methods of providing nutritional support  **3.3** Identify potential issues associated with nutritional support |  |  |  |  |
| **4.1** State current health and safety legislation applicable to providing nutrition to animals  **4.2** State current animal welfare legislation applicable to providing nutrition to animals  **4.3** Identify potential risks that may occur when providing nutrition to animals  **4.4** Describe the correct methods for disposing of nutritional waste |  |  |  |  |
| **5.1** Identify a range of diets suitable for specified animals  **5.2** Describe a range of diets suitable for specified animals |  |  |  |  |
| **6.1** Select appropriate equipment to provide nutrition for specified animals  **6.2** Demonstrate the preparation of equipment to provide nutrition for specified animals  **6.3** Demonstrate the maintenance of equipment to provide nutrition for specified animals  **6.4** Demonstrate the storage of equipment to provide nutrition for specified animals |  |  |  |  |
| **7.1** Select the appropriate nutrition for specified animals  **7.2** Prepare and provide nutrition for specified animals, using appropriate methods  **7.3** Record nutrition provided for specified animals |  |  |  |  |
| **8.1** Maintain health and safety when providing nutrition to animals  **8.2** Maintain animal welfare when providing nutrition to animals  **8.3** Demonstrate the safe and correct methods for waste disposal |  |  |  |  |

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**Y/650/2931 Handling and Restraint of Animals**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain how to plan the handling and restraint of animals and how to assess the risks involved in restraining animals |  |  |  |  |
| **2.1** Explain why animals may require handling and restraint and how this may affect the method selected  **2.2** Describe the different methods of handling and restraining animals and the range of equipment used  **2.3** Explain how to identify the possible risks and hazards involved with handling and restraint of animals and how to minimise and respond to them  **2.4** Explain how animals should be approached in order to minimise stress, promote animal welfare and maintain health and safety  **2.5** Explain how to recognise and assess the signs of stress and alarm in the animals being handled and restrained  **2.6** Explain why it is important to work within their own limitations and experience when working with animals  **2.7** Explain how to identify situations where it is not suitable for a person to approach, handle or restrain an animal without assistance and the possible consequences of doing so  **2.8** Describe the types of conditions that may affect the approach of the handling and restraint of animals  **2.9** Explain how to supervise others in the safe handling and restraint of animals  **2.10** Describe how, and from whom, to obtain the necessary authority for the handling and restraining of animals and when this may be necessary |  |  |  |  |
| **3.1** Explain current health and safety, animal health and welfare legislation and codes of practice  **3.2** Describe the range of protective clothing which may be required and the reasons for its use |  |  |  |  |
| **4.1** Plan the handling and restraint of animals by identifying the reason for handling and the possible risks involved  **4.2** Describe a range of suitable methods for restraining the animal and the appropriate equipment required for each method  **4.3** Prepare the environment to ensure that the risks to the animal, others and themselves are minimised  **4.4** Ensure that authorisation has been obtained for the animal to be handled and restrained using the method selected if required |  |  |  |  |
| **5.1** Select a method of handling and restraint that is appropriate for the animal concerned, minimises the risks to the animal, the handler and others  **5.2** Approach the animal in a manner which promotes animal welfare and minimises stress to the animal  **5.3** Adapt the handling and restraint of the animal in response to its reactions and behaviour  **5.4** Assess the situation and seek assistance if there is a risk to the animal, security or health and safety  **5.5** Supervise others in the handling and restraint of animals  **5.6** Record the handling and restraint of the animal using the correct system |  |  |  |  |
| **6.1** Demonstrate the promotion of health and safety and animal welfare which is consistent with relevant legislation and codes of practice  **6.2** Demonstrate the use of appropriate protective clothing |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**A/650/2932 Provide Opportunities for Animals to Exercise**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify the reasons for providing exercise opportunities to animals  **1.2** Identify natural exercise behaviours and patterns in animals  **1.3** Explain how exercise requirements differ between a range of animals  **1.4** Describe how exercise opportunities can meet natural behaviours in animals  **1.5** Describe how to recognise negative responses to exercise  **1.6** Explain why insufficient exercise can be potentially harmful to animals  **1.7** Explain why excessive exercise can be potentially harmful to animals  **1.8** Justify why exercise opportunities may need to alter to meet animal welfare requirements  **1.9** Explain the importance of effective communication when providing exercise opportunities to animals |  |  |  |  |
| **2.1** Identify equipment that may be used to provide exercise opportunities for animals  **2.2** Describe how to use equipment when providing exercise opportunities for animals  **2.3** Explain the importance of using appropriate equipment when providing exercise opportunities for animals  **2.4** Describe the maintenance of equipment used to provide exercise opportunities to animals |  |  |  |  |
| **3.1** Identify health and safety legislation applicable to providing exercise opportunities  **3.2** Describe health and safety legislation applicable to providing exercise opportunities  **3.3** Identify animal welfare legislation applicable to providing exercise opportunities  **3.4** Describe animal welfare legislation applicable to providing exercise opportunities |  |  |  |  |
| **4.1** Describe the potential risks to animals when providing exercise opportunities  **4.2** Describe the potential risks to handlers when providing exercise opportunities  **4.3** Describe the potential risks to others when providing exercise opportunities |  |  |  |  |
| **5.1** Assess the suitability of exercise for specified animals  **5.2** Assess the requirements of exercise for specified animal  **5.3** Risk assess the methods of exercise for specified animals |  |  |  |  |
| **6.1** Prepare appropriate equipment to provide exercise to specified animals  **6.2** Demonstrate fitting exercise equipment to specified animals safely  **6.3** Demonstrate removing equipment from specified animals following exercise  **6.4** Maintain equipment following exercise to specified animals |  |  |  |  |
| **7.1** Prepare the environment for specified animals to exercise  **7.2** Prepare specified animals for exercise  **7.3** Provide suitable exercise opportunities to meet the requirements of specified animals  **7.4** Follow the correct procedures when providing exercise opportunities for specified animals |  |  |  |  |
| **8.1** Demonstrate the ability to meet health and safety requirements when providing exercise opportunities for specified animals  **8.2** Demonstrate the ability to meet animal welfare requirements when providing exercise opportunities for specified animals  **8.3** Demonstrate personal hygiene when providing exercise opportunities for specified animals |  |  |  |  |
| **9.1** Demonstrate effective communication when providing exercise opportunities for specified animals  **9.2** Record exercise opportunities for specified animals |  |  |  |  |
| **10.1** Review exercise opportunities for specified animals  **10.2** Plan adjustments to exercise opportunities for specified animals |  |  |  |  |

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**D/650/2933 Principles of Companion Animal Pharmacology**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Describe the relevant current pharmacological legislation |  |  |  |  |
| **2.1** Describe how to correctly dispose of waste pharmaceutical products |  |  |  |  |
| **3.1** Describe the categories of veterinary medicines  **3.2** Identify who may prescribe medicines from each category  **3.3** Describe the storage requirements of veterinary medicines  **3.4** Describe the documentation required when storing veterinary medicines |  |  |  |  |
| **4.1** Name the five schedule categories  **4.2** Identify common medicinal products which are included in the five schedule categories  **4.3** Explain the storage requirements of medicinal products which are included in the five schedule categories  **4.4** Explain the prescription requirements of medicinal products which are included in the five schedule categories |  |  |  |  |
| **5.1** Interpret the meaning of basic dispensing abbreviations  **5.2** Demonstrate how to provide medicinal products in accordance with a given prescription  **5.3** Interpret a label in accordance with the Veterinary Medicines Regulations  **5.4** Demonstrate how to assist with calculating the quantity of oral tablets and liquid volume required from a given prescription  **5.5** Demonstrate how to dispose of waste veterinary medicines |  |  |  |  |
| **6.1** Explain the role of a SQP, MRCVS and Pharmacist  **6.2** Explain the role of a Registered Qualified Person (RQP) |  |  |  |  |
| **7.1** Describe how to assist with the administration of oral medications  **7.2** Describe how to assist with the administration of topical medications |  |  |  |  |

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**F/650/2934 Introduction to Comparative Animal Anatomy and Physiology**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Define and use appropriate terminology for the anatomical and physiological features of comparative species |  |  |  |  |
| **2.1** Identify the major body cavities of comparative species  **2.2** State the function of major body cavities of comparative species  **2.3** Identify the major organs and structures within the major body cavities |  |  |  |  |
| **3.1** Outline the basic skeletal structure of comparative species  **3.2** Identify common conditions that may affect the skeletal structure of comparative species |  |  |  |  |
| **4.1** Identify muscles commonly used for intramuscular injection in comparative species  **4.2** Identify commonly used sites for venepuncture in comparative species  **4.3** State factors that may have an effect on the circulation of comparative species |  |  |  |  |
| **5.1** Identify key features of the digestive systems in comparative species  **5.2** Identify key features of the excretory systems in comparative species  **5.3** Describe the excretions produced by comparative species  **5.4** Identify characteristics of abnormal excretions produced by comparative species  **5.5** State the role of coprophagia in comparative species |  |  |  |  |
| **6.1** Identify key features of the respiratory systems of comparative species  **6.2** Identify normal respiratory rate ranges in comparative species  **6.3** State factors that may have an effect on the respiratory system of comparative species |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**H/650/2935 Companion Animal Parasitology and Zoonosis**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify two common causes of disease  **1.2** Describe two common endoparasites  **1.3** Describe two common ectoparasites  **1.4** Describe the key presenting characteristics of an endoparasitic infection  **1.5** Describe the key presenting characteristics of an ectoparasitic infection  **1.6** Explain preventative measures used to reduce common infectious diseases in animals |  |  |  |  |
| **2.1** Identify routes of disease transmission  **2.2** Describe direct disease transmission  **2.3** Describe indirect disease transmission |  |  |  |  |
| **3.1** Identify common zoonotic diseases  **3.2** Explain preventative measures used to reduce the transmission of zoonotic diseases |  |  |  |  |
| **4.1** Explain the importance of infection control for animals in the prevention of disease  **4.2** Explain the importance of infection control for personnel in the prevention of disease |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**J/650/2936 Principles of Companion Animal Anaesthesia and Fluid Therapy**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Identify the common reasons for the use of fluid therapy  **1.2** Describe the equipment required for intravenous fluid therapy  **1.3** Describe monitoring techniques for intravenous fluid therapy  **1.4** Explain potential complications associated with intravenous fluid therapy |  |  |  |  |
| **2.1** Identify the common reasons for the use of anaesthesia  **2.2** Describe the equipment required for monitoring anaesthesia  **2.3** Describe the vital signs when monitoring anaesthesia  **2.4** Explain potential complications associated with anaesthesia  **2.5** Describe pre and post anaesthetic care |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**K/650/2937 Control of Veterinary Retail Stock and Processing Orders**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain the importance of giving customers clear, accurate and complete information about the terms of supply  **1.2** Explain the importance of keeping customers informed of the progress of their orders |  |  |  |  |
| **2.1** Describe the information that must be obtained from customers when they place orders  **2.2** Explain why information is needed from customers when they place orders, including any information that is required by law  **2.3** Outline the legal and organisational requirements relating to customer confidentiality  **2.4** Explain the consequences of not keeping customer information confidential |  |  |  |  |
| **3.1** Ask questions to clarify customers’ requirements  **3.2** Use product information to help customers who are unsure of which exact products will best meet their requirements |  |  |  |  |
| **4.1** Describe the available sources of supply  **4.2** Check the availability of goods and the terms and conditions of supply  **4.3** Offer alternative options to customers if the required goods are not currently in stock |  |  |  |  |
| **5.1** Check customer identity and credit status in accordance with legal and organisational procedures  **5.2** Prepare accurate and complete orders using the organisation’s required format  **5.3** Communicate orders to those responsible for fulfilling them in line with organisational procedures  **5.4** Maintain the requisite level of confidentiality when storing, using and sharing customer information |  |  |  |  |
| **6.1** Explain the methods used to manage stock levels to meet demand  **6.2** Explain the importance of maintaining stock levels to meet demand  **6.3** Identify factors that can affect demand for stock |  |  |  |  |
| **7.1** Explain methods for effective stock rotation  **7.2** Identify signs that indicate stock may no longer be suitable for sale  **7.3** Describe the impact of ineffective stock rotation and management |  |  |  |  |
| **8.1** Carry out a stock rotation in a clinical environment  **8.2** Demonstrate the use of a stock control system  **8.3** Demonstrate the procedures for reporting results of stock rotation |  |  |  |  |
| **9.1** Demonstrate the replenishment of stock to maintain required levels  **9.2** Prepare stock for sale within a clinical environment  **9.3** Demonstrate the correct disposal of packaging waste in accordance with organisational procedures  **9.4** Follow organisational procedures to update the stock control system  **9.5** Explain the reasons behind expected changes in stock demand |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**L/650/2938 Veterinary Reception and Customer Care**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain the importance of communicating effectively  **1.2** Explain the importance of taking messages, making appointments and passing them on to the right person  **1.3** Explain the importance of confidentiality, procedures for data handling and what may happen if confidentiality is broken  **1.4** Explain how to ask relevant questions and identify when to refer to senior colleagues  **1.5** Describe the services available, their duration and cost  **1.6** Describe the appropriate use of written, verbal, non-verbal and electronic methods of communication  **1.7** Explain the limits of authority when attending to people and enquiries  **1.8** Describe how to recognise and respond to distressed and agitated clients |  |  |  |  |
| **2.1** Demonstrate the ability to deal with all enquiries politely and appropriately  **2.2** Identify the purpose of the enquiry accurately  **2.3** Refer enquiries which cannot be dealt with promptly to the relevant person for action  **2.4** Record messages and appointment details accurately and pass them to the relevant person at the right time  **2.5** Give clear and accurate information to clients and colleagues  **2.6** Schedule appointments taking into account the needs of the client and the organisation  **2.7** Confirm the availability of services, where necessary with relevant colleagues  **2.8** Maintain confidentiality of the organisation and clients  **2.9** Work in a way which promotes health and safety which is consistent with relevant legislation and codes of practice |  |  |  |  |
| **3.1** Identify why visitors may visit the business  **3.2** Explain how to deal with visitors effectively  **3.3** Identify methods used to effectively communicate with visitors  **3.4** Explain the importance of communicating effectively with visitors  **3.5** Explain the purpose of presenting a positive image  **3.6** Explain the purpose of following legislation  **3.7** Explain the purpose of following organisational protocols  **3.8** Identify potential difficulties that may arise when dealing with visitors  **3.9** Describe ways of dealing with potential difficulties that may arise when dealing with visitors  **3.10** Describe structures for communication within an organisation |  |  |  |  |
| **4.1** Demonstrate the ability to identify visitors to a business  **4.2** Demonstrate dealing with visitors effectively  **4.3** Demonstrate methods of effective communication with visitors  **4.4** Maintain a positive image of an organisation  **4.5** Follow legislation when providing effective customer care  **4.6** Follow organisational protocols when providing effective customer care  **4.7** Demonstrate the ability to deal with potential difficulties when dealing with visitors  **4.8** Maintain organisational structures for communication |  |  |  |  |

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Notes to learners – this checklist is to be completed, to show that you have met all the mandatory and required optional units for the qualification.

**M/650/2939 Store and Retrieve Information**

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| Assessment Criteria | Evidence (Brief description/title) | Portfolio Reference | Date Completed | Comment |
| **1.1** Explain the purpose of storing and retrieving information  **1.2** Describe the features for a range of information systems  **1.3** Explain the importance of security and confidentiality of information  **1.4** Explain the purpose of confirming information to be stored and retrieved  **1.5** Describe methods to check information for accuracy  **1.6** Explain the purpose of checking information for accuracy  **1.7** Explain the purpose of providing information to meet organisational procedures  **1.8** Describe the types of information that may be deleted  **1.9** Describe potential issues with information systems |  |  |  |  |
| **2.1** Identify information to be stored  **2.2** Record information to be stored  **2.3** Follow legislation applicable to the storage of information  **2.4** Follow organisational procedures applicable to the storage of information  **2.5** Demonstrate storing information in approved locations  **2.6** Demonstrate updating stored information when applicable  **2.7** Demonstrate deleting stored information when applicable  **2.8** Demonstrate the ability to refer information queries appropriately |  |  |  |  |
| **3.1** Identify information to be retrieved  **3.2** Follow legislation applicable to the storage of information  **3.3** Follow organisational procedures applicable to the storage of information  **3.4** Locate information for retrieval  **3.5** Provide information to meet organisational procedures  **3.6** Demonstrate the ability to refer information queries appropriately |  |  |  |  |

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