

## **Purpose Statement**

# **SEG Awards Level 3 Certificate for Veterinary Receptionists – 610/3461/7**

## **Overview**

The SEG Awards Level 3 Certificate for Veterinary Receptionists has been designed to provide learners with the opportunity to develop the knowledge and understanding of a Veterinary Receptionist role. Learners will have the opportunity to support within this role and assist in the preparation of the Veterinary Reception role.

## **Who is this qualification for?**

The SEG Awards Level 3 Certificate for Veterinary Receptionists is designed for learners of the age of 16 and over, who are currently working as a Veterinary Receptionist or planning to in the future. This qualification will allow learners to formalise their learning, especially if they are looking after animals in any capacity.

There are no entry requirements for this qualification however, it is expected for Learners to have working knowledge of at least level 2.

## **What does the qualification cover?**

The SEG Awards Level 3 Certificate for Veterinary Receptionists has been designed to develop knowledge and skills for those currently working as a Veterinary Receptionist or aspiring to do so.

The qualification covers:

- **Concepts of Customer Service** - Learners will acknowledge the significance of customer service. They will develop the skills required to book and understand the importance of preference when organising appointments within the role of a Veterinary Receptionist.

This unit is a knowledge-based unit, with no physical requirements.

- **Veterinary Receptionist Administrative Assistance** - Learners will acknowledge the range of responsibilities required for the administrative role of a Veterinary Receptionist. They will be capable of providing explanations on the specific kind of data kept in a veterinary practice. Learners will recognise the importance of confidentiality when accurately keeping record and understanding the legislative demands which surround this area.

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This unit is a knowledge-based unit, with no physical requirements.

- **Veterinary Products** - Learners will acknowledge how to inform clients appropriately on the products accessible to help assist animal health. They will recognise familiar parasites on common animals. Learners will know what products are accessible to manage and stop the infestations.

This unit is a knowledge-based unit, with no physical requirements.

- **Veterinary Terms and Clinical Methods** - Learners will learn, understand, and adopt veterinary phrases and terms that are frequently used within a Veterinary Practice. They will explore various procedures and clinical methods across a range of different types of animals, looking at the positive and negative impacts that the procedures can have on animals when carried out.

This unit is a knowledge-based unit, with no physical requirements.

- **Veterinary Receptionist Lead** - Learners will give recognition to a range of animal behaviours often recognised in companion animals. The learners will accommodate the needs of the client and the behaviours of these animals. They will acknowledge the significance of maintaining a secure and clean reception area for the client and their pets.

This unit is a knowledge-based unit, with no physical requirements.

## **Practical Hours Requirement**

There is no external practical hour requirements attached to this qualification.

## **Assessments**

This qualification is to be completed by portfolio submission, with clear evidencing linked to the relevant Assessment Criteria.

## **What could this qualification lead to?**

By obtaining this qualification, learners will have the necessary skills and knowledge to allow them the opportunity to potentially progress into employment in the role of a Veterinary Nurse.

This qualification goes hand in hand with a variety of Skills and Education Group Awards regulated qualifications within the Animal Care sector, supporting learners' knowledge and experience in animal care further, which will support learners progress on to the following qualifications/areas:

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- Level 2 Award for Animal Nursing Assistants
- Level 2 Certificate for Animal Nursing Assistants
- Level 2 Diploma for Veterinary Nursing Assistants

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

### **Further Information**

Further information on the qualification can be found on the Skills and Education Group Awards website.