

# apprenticeship FRAMEWORK

## Nursing Assistants in a Veterinary Environment (England)

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# Nursing Assistants in a Veterinary Environment (England)

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# Framework summary

## Nursing Assistants in a Veterinary Environment

### Nursing Assistants in a Veterinary Environment

This framework includes information on Personal Learning and Thinking Skills

#### Pathways for this framework at level 2 include:

##### Pathway 1: Nursing Assistants in a Veterinary Environment

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1 - Level 2 Diploma for Work-based Animal Nursing Assistants

B2 - Level 2 Diploma for Veterinary Care Assistants

**This pathway also contains information on:**

- Employee rights and responsibilities
- Functional skills

# Framework information

## Information on the Issuing Authority for this framework:

**Lantra**

The Apprenticeship sector for occupations in environmental and land-based.

Issue number: 2	<b>This framework includes:</b>
Framework ID: FR01476	Level 2
Date this framework is to be reviewed by: 30/09/2016	<b>This framework is for use in: England</b>

## Short description

The Nursing Assistants Intermediate Apprenticeship framework has been designed with industry to provide those working in a veterinary environment in supporting roles the opportunity to gain the skills and knowledge to progress within the industry. The minimum duration for the framework is 15 months.

The framework provides a progression pathway to move into veterinary nursing, animal behaviour or other animal-related occupations.

Job opportunities may include Animal Nursing Assistant or Veterinary Care Assistant.

# Contact information

## Proposer of this framework

The Veterinary Activities Industry Group, which includes members such as the British Veterinary Hospitals Association, British Small Animal Veterinary Association, The Blue Cross and a number of independent veterinary practices.

## Developer of this framework

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# Revising a framework

## Contact details

Who is making this revision:

Your organisation:

Your email address:

## Why this framework is being revised

*(no information)*

## Summary of changes made to this framework

*(no information)*

## Qualifications removed

*(no information)*

## Qualifications added

*(no information)*

## Qualifications that have been extended

*(no information)*

# Purpose of this framework

## Summary of the purpose of the framework

The Nursing Assistants in a Veterinary Environment apprenticeship has been developed for those who are not registered veterinary nurses or student veterinary nurses, but who are in contact with the animals in veterinary environments, which could be a veterinary practice or a veterinary clinic in an animal welfare establishment. The framework will provide a progression route for those wanting to develop their skills and knowledge further and apply to enrol and train to become a Registered Veterinary Nurse.

As a member of a veterinary care team, the role of a veterinary care assistants/animal nursing assistants' will involve some important aspects of caring for animals on a daily basis including cleaning, feeding, handling and grooming. It is important to note that their working role is under the direction or supervision of a veterinary surgeon and they are subject to the Veterinary Surgeons Act. Further information can be obtained from the guidance published by the Royal College of Veterinary Surgeons.

Animal nursing assistants work mainly with domestic animals such as dogs, cats and rabbits, although they may also work with other animals including exotic species such as reptiles and birds, which are becoming increasingly popular as pets. Animal health and welfare is extremely important to the industry ensuring that the appropriate care is given to animals and with the change in the animal welfare legislation there is now an even greater need for everyone working with animals to continue to train in animal health and welfare to meet the requirements of duty of care. People working in this area will need to keep up to date with codes of practice, as well as potential areas of secondary legislation.

An apprentice on the Nursing Assistant in a Veterinary Environment Apprenticeship can be employed by any veterinary practice or centre with a veterinary clinic, and according to the Royal College of Veterinary Surgeons there were 4,562 premises on the Register of Veterinary Practice Premises in 2011. The veterinary activities industry is very supportive of Apprenticeships. It is not only the employers that find Apprenticeships beneficial; Lantra research has shown that apprentices find their experiences on an Apprenticeship programme rewarding and the course meets their career expectations due to the mixture of on- and off-the-job training. Many of the apprentices in the industry will remain in employment and continue with their studies.

Currently, the veterinary activities industry represents a small proportion of the land-based and environmental sector with 40,850 employees in 3,940 businesses (Lantra research, 2011). However, there are likely to be more in the industry as there is some overlap with animal hospitals, which may be run by animal welfare organisations such as the PDSA or Blue Cross which are recorded within the animal care industry. This research also found that 11% of the

businesses in the industry had a vacancy, of which 5% were hard-to-fill vacancies and 24% of all the businesses reported that there was a skills gap in the current employees. Many of the skills that employees lack or that meant vacancies were hard-to-fill is because there is a shortage of technical/practical skills (animal health and welfare, handling animals), customer relations, written and oral communication skills, planning and organisation. The aim of this framework is to upskill the entrants into the veterinary nursing industry ensuring that they gain the necessary skills for the job preparing them for the technical nature of this career.

The purpose of the framework is to provide structured training opportunities for those working within a veterinary environment and who are not veterinary surgeons, veterinary nurses or student veterinary nurses. This framework is needed by the industry and could lead on to a number of career progressions routes including the Advanced Veterinary Nursing.

The Nursing Assistants in a Veterinary Environment Apprenticeship framework offers one pathway, which is relatively broad, to cover all aspects of work that the apprentice may be completing within the veterinary care environment.

Job roles at Level 2 (Intermediate Apprenticeship) may include: animal nursing assistant or veterinary care assistant.

Further information on the veterinary activities industry can be found at:

[www.lantra.co.uk/research](http://www.lantra.co.uk/research).

## Aims and objectives of this framework (England)

The aim of the Level 2 Intermediate Apprenticeship is to provide a framework suitable for those in supporting animal nursing roles in a veterinary environment by including up-to-date qualifications that meet the skills needs of employers.

The objectives are to:

1. Have apprentices successfully achieve the Apprenticeship and build on this yearly by attracting new apprentices into the sector, especially those from under-represented groups, to meet the changing needs of employers
2. Upskill those working in animal nursing assistant or veterinary care assistant roles to ensure that they attain the skills required to be competent in their profession
3. Raise awareness of the Intermediate Apprenticeship and the industry
4. Provide clear pathways and information to higher level jobs, via Further Education and Higher Education where appropriate. Career information within the veterinary industry is available on Lantra's website [www.lantra.co.uk/careers](http://www.lantra.co.uk/careers).

# Entry conditions for this framework

If you are interested in working with animals in a veterinary environment there are many different organisations that offer job opportunities, for example working within a veterinary practice or working within an animal welfare establishment such as the Blue Cross or RSPCA.

## Entry requirements for the Intermediate Apprenticeship

There are no specific entry requirements to enter the Level 2 Intermediate Apprenticeship for Nursing Assistants in a Veterinary Environment, however, there are qualifications or experience that will help learners understand the sector prior to starting:

- Voluntary experience within the animal care industry
- Have previously worked in, or are currently working within the industry
- Level 1 Diploma in Animal Care
- Level 1 Diploma in Work-based Animal Care
- Level 1 Award in Practical Small Animal Skills
- Level 1 Certificate in Practical Small Animal Skills
- Units taken as part of foundation learning
- GCSEs/A levels

Opportunities to complete the Nursing Assistants in a Veterinary Environment Intermediate Apprenticeship also exist for adult learners who have experience within the veterinary care industry or who are looking for a career change.

## Initial assessment

Training providers and employers should use an initial assessment process which is fit for purpose. This will ensure that applicants starting on the Intermediate Apprenticeship have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

## Recognition of Prior Learning (RPL)

If applicants have units towards the Level 2 qualifications these will be reviewed during the initial assessment to see if Recognition of Prior Learning can be claimed.

Learners who have completed the 14-19 Diploma may have completed units or short courses which will provide underpinning knowledge towards the Intermediate Apprenticeship, which will be assessed during an initial assessment allowing RPL where appropriate.

All apprentices must achieve the required Key/Functional Skills. Applicants may already hold the equivalent qualifications; please refer to the transferable skills section for more details.

## Level 2

Title for this framework at level 2

# Nursing Assistants in a Veterinary Environment

### Pathways for this framework at level 2

Pathway 1:      Nursing Assistants in a Veterinary Environment

## Level 2, Pathway 1: Nursing Assistants in a Veterinary Environment

### Description of this pathway

Nursing assistants is for those assisting in the care of animals in a veterinary environment. A minimum of 63 credits.

### Entry requirements for this pathway in addition to the framework entry requirements

No additional pathway entry requirements.

<b>Job title(s)</b>	<b>Job role(s)</b>
Veterinary Care Assistant/Animal Nursing Assistant	Nursing assistants in a veterinary environment aid with the care of animals under direction of qualified veterinary staff. The work involves the provision of basic veterinary care, including handling animals, upkeep of accommodation, provision of food and water and assisting in veterinary procedures

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 - Level 2 Diploma for Work-based Animal Nursing Assistants					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/4985/6	ABC Awards	53	408	N/A

B2 - Level 2 Diploma for Veterinary Care Assistants					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B2a	600/0106/9	City and Guilds	53	398	N/A

### Notes on competence and knowledge qualifications (if any)

Apprentices must complete either B1 or B2, both of which include combined competence and knowledge qualifications.

If apprentices complete B1, the minimum number of credits achieved will be 53.

The qualification is broken down into separately assessed competence and knowledge units. There are mandatory competence and knowledge units as well as a list of optional units.

#### Mandatory competence units - 20 credits must be achieved:

- Provide feed and water to animals (3 credits)
- Prepare feed for animals (2 credits)
- Promote and maintain the health and well-being of animals (4 credits)
- Assist with the provision of basic nursing care to animals (4 credits)
- Monitor and care for veterinary inpatients in accommodation (3 credits)
- Maintain and develop personal performance (2 credits)
- Establish and maintain effective working relationships (2 credits).

#### Mandatory knowledge units - 16 credits must be achieved:

- Principles of basic animal nursing assistance (4 credits)
- Companion animal nutrition (2 credits)

- Companion animal anatomy and physiology (5 credits)
- Principles of infection control for animal nursing assistants (3 credits)
- Companion animal parasitology and zoonosis (2 credits).

**Optional units - a minimum of 17 credits must also be achieved from a mixture of competence units and knowledge units.**

- Control and restrain animals (2 credits)
- Plan the handling and restraint of animals (4 credits)
- Select and prepare accommodation for animals (3 credits)
- Moving animals between locations (2 credits)
- Handle payments from clients (2 credits)
- Carry out reception duties (2 credits)
- Meet and welcome visitors (3 credits)
- Communicate information within the workplace (2 credits)
- Maintain and store records within the workplace (2 credits)
- Principles of companion animal anaesthesia and fluid therapy (2 credits)
- Principles of companion animal pharmacy (3 credits)
- Exotic animal anatomy and physiology (4 credits)
- Companion animal anatomy and physiology (8 credits)
- Exotic animal anatomy and physiology (8 credits).

If apprentices complete B2, the minimum number of credits achieved will be 53.

The units within B2 cover both competence and knowledge, however, they are separately assessed.

The independent assessment of the knowledge element of B2 provides the underpinning knowledge to support the competence element. The knowledge element for B2 is 16 credits. Competence and knowledge are contained within the same units but will be separately assessed and credits assigned to each element as shown below:

- Principles and practices of animal handling and care in the veterinary environment (competence credits 10, knowledge credits 6)
- Principles and practices of assisting with care in the veterinary environment (competence credits 17, knowledge credits 4)
- Principles and practices of administrative duties in the veterinary care environment (competence credits 10, knowledge credits 6).

# Transferable skills (England)

## Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	1	5
GCSE qualification in English (with enhanced functional content)	E	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Literature**	A	N/A
A' Level or AS Level qualification in English Language and Literature**	A	N/A

\* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

\*\* achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	1	5
GCSE qualification (with enhanced functional content) in Mathematics	E	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Pure Mathematics**	A	N/A
A' Level or AS Level qualification in Further Mathematics**	A	N/A

\* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

\*\* achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

## Inclusion of Information and Communications Technology (ICT)

Information and Communication Technology Functional/Key Skills have not been included within the Intermediate Apprenticeship. Following consultation with employers in the sector, it has been identified that the qualifications did not fit the industry needs for this level of Apprenticeship because the use of ICT in veterinary practices is limited, although it is recognised that IT systems may be used in some parts of the industry.

ICT Functional/Key Skills are not mandatory within the Intermediate Apprenticeship, however, the apprentice should be encouraged when necessary as they provide valuable skills. This will be monitored and reviewed in the future.

## Progression routes into and from this

# pathway

The Level 2 Intermediate Apprenticeship for Nursing Assistants in a Veterinary Environment has had a lot of industry support and positive feedback, showing that the industry values this as an entry route.

There are no specific entry requirements to enter the Level 2 Intermediate Apprenticeship for Nursing Assistants in a Veterinary Environment, however, there are qualifications or experience that will help learners understand the sector prior to starting:

- Voluntary experience within the veterinary or animal care industries
- Have previously worked in, or are currently working within the industry
- Level 1 Diploma in Animal Care
- Level 1 Diploma in Work-based Animal Care
- Level 1 Award in Practical Small Animal Skills
- Units taken as part of foundation learning
- GCSEs/A levels.

Learners who have completed the 14-19 Diploma may have completed units or short courses which will provide underpinning knowledge towards the Apprenticeship, which will be assessed during an initial assessment allowing Recognition of Prior Learning (RPL) where appropriate.

Progression opportunities on to the Nursing Assistant in a Veterinary Environment Intermediate Apprenticeship also exist for adult learners who have experience within veterinary activities or animal care industries or who are looking for a career change.

## **Progression from the Level 2 Intermediate Apprenticeship:**

On completion of the Level 2 Intermediate Apprenticeship, Apprentices may be able to progress to become a student veterinary nurse, subject to meeting the enrolment requirements set by the Royal College of Veterinary Surgeons for Student Veterinary Nurses. Opportunities for progression may be:

- Level 3 Diploma in Veterinary Nursing - Small Animal
- Level 3 Diploma in Veterinary Nursing - Equine
- Advanced Apprenticeship in Veterinary Nursing
- Advanced Apprenticeship in Animal Care
- Level 3 Diploma in Animal Care.

Further information on careers in the veterinary activities industry including job profiles, progression maps and case studies can be found at [www.lantra.co.uk/careers](http://www.lantra.co.uk/careers).

For apprentices who wish to continue their development of skills and qualifications beyond Level 2, opportunities exist to progress further to Level 3 qualifications and then into Higher Education with Foundation Degrees/Degrees. For more information please refer to the Level 3

Advanced Apprenticeship in Veterinary Nursing or the chosen Level 3 industry framework/qualification.

# Delivery and assessment of employee rights and responsibilities

## Employee Rights and Responsibilities (ERR) within the Intermediate Apprenticeship for Nursing Assistants in a Veterinary Environment

### Evidence for ERR

Within the Intermediate Apprenticeship for Nursing Assistants in a Veterinary Environment there are two options for apprentices to choose to gain the ERR element of this framework. This gives apprentices the flexibility to complete the ERR in a way that is most appropriate to them. These two options will be explained to apprentices at the start of their programme during induction.

The two options are:

1. Lantra's Nursing Assistants ERR workbook contains a number of tasks with short answer questions covering the nine outcomes listed below, which apprentices can complete at their own pace. The workbook can be found on Lantra's website [www.lantra.co.uk/ERR](http://www.lantra.co.uk/ERR).

Evidence of achievement of the ERR workbook must be submitted to Lantra on Apprenticeship Certificates England (ACE) system before an Apprenticeship Completion Certificate can be issued. This must be the sign-off sheet at the back of the workbook which must be signed by the apprentice, employer and training provider. If you have not yet registered for access to the ACE system you will need to contact Lantra first at [apprenticeships@lantra.co.uk](mailto:apprenticeships@lantra.co.uk).

Or

2. Unit J/602/5253 - Principles of employment rights and responsibilities in the land-based industries (2 credits)

Currently this is an accredited unit offered by the British Horseracing Education and Standards Trust (BHEST). Those who complete the ERR unit will need to evidence their achievement with a completion certificate from the awarding organisation.

Apprentices who have already undertaken an Apprenticeship at Level 2 may have completed the ERR workbook or they may have undertaken an accredited unit. These apprentices will not be required to repeat this section but they will be required to provide evidence in the form of a certificate at the time of certification of the Apprenticeship.

There are nine national outcomes/standards that all apprentices must know and/or understand:

1. Knows and understands the range of employer and employee statutory rights and responsibilities under employment law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 2010 and Health and Safety legislation, together with the responsibilities and duties of employers
2. Knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health and safety and equality and diversity training must be an integral part of the apprentice's learning programme
3. Knows and understands the range of sources of information and advice available to them in their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme
4. Understands the role played by their occupation within their organisation and industry
5. Has an informed view of the types of career pathways that are open to them
6. Knows the types of representative bodies and understands the relevance to their skill, trade or occupation and their main roles and responsibilities
7. Knows where and how to get information and advice on their industry, occupation, training and career
8. Can describe and work within their organisation's principles of conduct and codes of practice
9. Recognises and can form a view on issues of public concern that affect their organisation and industry.

*The remaining sections apply to all levels and pathways within this framework.*

## How equality and diversity will be met

Apprentices on the Nursing Assistants in a Veterinary Environment are difficult to represent statistically as they cross over between the veterinary nursing and animal care industry. However, what is clear from the two industries is that employees are mainly made up of females with more than 75% in both industries, which is significantly higher than the land-based and environmental sector in England (35%). Whilst the industry doesn't preclude males from working in the sector, it is suggested that the imbalance is due to an outdated perception of animal care employment as traditionally a female dominated industry despite many roles in the two industries being carried out by males. It is interesting to note that Further Education enrolments onto animal care related learning programmes are also mainly females at 79% compared with work-based learning enrolments at 77%.

There is a wide range of hands-on roles for people of all ages and abilities together with an increasing need for skilled managerial, high-tech and specialist people. Lantra's research predicts that 110,000 people will be needed over the next decade across the land-based sector.

Employers are looking for employees who show enthusiasm and have basic employability skills such as team working, turning up on time and communication skills.

There are no actual barriers to recruitment into the industry, although there may be some physical restrictions in parts of the nursing assistants role, especially while working with and handling animals. This should not rule anyone out as there may be opportunities for people with a physical disability to work elsewhere in the industry.

Care should be taken by providers and employers that unfair discrimination does not occur.

Apprenticeships are seen as an important route to encourage and facilitate a greater diversity of individuals into the industry. Training providers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry, using the nine legally protected characteristics of:

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregnancy and maternity
7. Race
8. Religion and belief
9. Sexual orientation.

## Resolutions and further work

The units within the competence qualifications have been written in collaboration with partner awarding organisations to ensure that they are free from bias, accessible to all apprentices and are applicable to a wide range of roles and businesses.

Lantra will work with both the animal care and veterinary activities industry group to promote the need for skilled managerial, high-tech and specialist people. This will also take into account the need to increase male and ethnic participation in the industry. Activities will include:

- Increasing the awareness of the Nursing Assistants in a Veterinary Environment Intermediate Apprenticeship with specific promotions, in particular focusing on under-represented groups
- Increasing marketing and communications, highlighting the opportunities for a wide range of careers
- Using Lantra's careers web pages to inform careers advisors and apprentices of the opportunities available in the industry.

# On and off the job guided learning (England)

## Total GLH for each pathway

### Total Guided Learning Hours

#### Intermediate Apprenticeship (Level 2)

The total amount of Guided Learning Hours (GLH), which includes both on- and off-the-job guided learning, for the Nursing Assistants in a Veterinary Environment Intermediate Apprenticeship is 568 GLH.

The minimum duration for apprentices undertaking this programme is 15 months. The requirement is for an apprentice to undertake a minimum of 454 hours in year one and 114 in the remaining three months of the programme.

## Minimum off-the-job guided learning hours

Off-the-job GLH is defined as time for learning activities away from normal work duties.

For the framework the minimum amount of off-the-job guided learning is as follows:

Nursing Assistants in a Veterinary Environment - a minimum of 240 hours off-the-job guided learning hours must be delivered over the 15-month period. 192 off-the-job guided learning hours must be delivered within the first year, followed by 48 hours in the remaining three months. This exceeds the minimum requirement of 30% off-the-job GLH per year.

## How this requirement will be met

### Off-the-job guided learning should:

- Be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- Allow access as and when required by the apprentice to a tutor, teacher, mentor or manager
- Be delivered during contracted working hours
- Be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring, feedback and assessment, collaborative/networked learning with peers, guided study.

## Examples of off-the-job training for the Nursing Assistants in a Veterinary Environment Apprenticeship are:

- Skills in English/Communication and Maths/Application of Number
- Health and safety training
- Taught sessions contributing to Employee Rights and Responsibilities knowledge
- Induction where activities are covered away from normal work duties.

## Evidence of off-the-job guided learning:

- Level 2 Knowledge-based assessment
- Level 1 Functional Skills/Key Skills in English/Communication, Maths/Application of Number - 45 GLH per Functional/Key Skill
- Employee Rights and Responsibilities
- Personal Learning and Thinking Skills
- Induction.

Off-the-job guided learning must be recorded in a diary, workbook, portfolio, attendance records or online systems. This evidence needs to be checked and signed by the assessor and employer.

A completed sign-off sheet from the provider that the appropriate off-the-job GLH have been completed, which is available on Lantra's website [www.lantra.co.uk/forms](http://www.lantra.co.uk/forms), needs to be submitted to Lantra on the ACE system before an Apprenticeship Completion Certificate can be issued.

## Minimum on-the-job guided learning hours

On-the-job learning is defined as skills, knowledge and competence gained within normal work duties.

For this framework the amount of on-the-job training is as follows:

Nursing Assistants in a Veterinary Environment Apprenticeship - a minimum of 328 on-the-job guided learning hours must be delivered over the 15-month period. 262 on-the-job guided learning hours must be delivered in year one and 66 GLH in the remaining three months.

## How this requirement will be met

Job roles within the Intermediate Apprenticeship require a high level of competence and knowledge, which will be undertaken through work-based training, practice and experience.

## On-the-job guided learning should:

- Achieve clear and specific outcomes which contribute directly to the successful achievement of the framework which may include accredited and non-accredited elements of the framework
- Be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- Allow access as and when required by the apprentice to a tutor, teacher, mentor or manager
- Be delivered during contracted working hours
- Be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring, feedback and assessment, collaborative/networked learning with peers, guided study.

**Examples of on-the-job guided learning that a learner will be focusing on within the workplace for the Nursing Assistant in Veterinary Environment Intermediate Apprenticeship are:**

- Animal health and welfare
- Husbandry skills for different species
- Team working and communication
- Task-specific workplace instructions or team briefings
- Taught sessions by the workplace line manager/instructor as opposed to formal or planned
- Taught sessions on-the-job on Employee Rights and Responsibilities knowledge
- Induction where activities are covered within normal work duties.

**Evidence of on-the-job guided learning:**

- Level 2 Diploma for Work-based Animal Nursing Assistants or Level 2 Diploma for Veterinary Care Assistants
- Level 1 Functional Skills/Key Skills in English/Communication and Maths/Application of Number.

On-the-job guided learning must be recorded in a diary, workbook, portfolio, attendance records or online systems. This evidence needs to be checked and signed by the assessor and employer.

A completed sign-off sheet from the provider that the appropriate on-the-job GLH have been completed, which is available on Lantra's website [lantra.co.uk/forms](https://www.lantra.co.uk/forms), needs to be submitted to Lantra on the ACE system before an Apprenticeship Completion Certificate can be issued.

# Personal learning and thinking skills assessment and recognition (England)

## Summary of Personal Learning and Thinking Skills

The first part of this section sets out the requirements for completion of all the Personal Learning and Thinking Skills (PLTS) outcomes and then goes on to give more detailed information about how each one is to be evidenced.

Within the Nursing Assistant in a Veterinary Environment Intermediate Apprenticeship there are many opportunities for apprentices to demonstrate and collect evidence for each of the PLTS outcomes either through the units within the Nursing Assistants in a Veterinary Environment competence based qualifications, or the progress log which the apprentices are required to maintain. The awarding organisations (ABC Awards and City and Guilds) have developed a Record of Achievement with Lantra, which is based on quality-assured evidence collected throughout the Apprenticeship. This ensures that PLTS are formally assessed.

Lantra requires apprentices to complete the Nursing Assistants in a Veterinary Environment PLTS Record of Achievement and providers/assessors will need to check the evidence provided and complete the sign-off sheet that can be found on Lantra's website [www.lantra.co.uk/PLTS](http://www.lantra.co.uk/PLTS).

It will be the responsibility of the centre to ensure this information is retained for the external verifier to quality assure.

The completed sheets must be submitted to Lantra on the ACE system when claiming for the Intermediate Apprenticeship Certificate.

## Creative thinking

### Outcomes to be achieved for creative thinking:

1. Generate ideas and explore possibilities
2. Ask questions to extend their thinking
3. Connect their own and others' ideas and experiences in inventive ways
4. Question their own and others' assumptions
5. Try out alternatives or new solutions and follow ideas through
6. Adapt ideas as circumstances change.

In the delivery and assessment of the Nursing Assistants in a Veterinary Environment

Apprenticeship competence elements, there will be opportunities for apprentices to provide evidence for the achievement of all the creative thinking outcomes listed above. This could be covered in an exercise such as preparing and providing feed and water to animals.

There may be other units which the provider identifies that will also provide evidence and these can be included and noted on the Record of Achievement.

The Record of Achievement demonstrates where the outcomes may be covered and these can be found at [www.lantra.co.uk/PLTS](http://www.lantra.co.uk/PLTS).

## Independent enquiry

**Outcomes to be achieved for independent enquiry are:**

1. Identify questions to answer and problems to resolve
2. Plan and carry out research, appreciating the consequences of decisions
3. Explore issues, events or problems from different perspectives
4. Analyse and evaluate information, judging its relevance and value
5. Consider the influence of circumstances, beliefs and feelings on decisions and events
6. Support conclusions using reasoned arguments and evidence.

In the delivery and assessment of the Nursing Assistants in a Veterinary Environment Apprenticeship competence elements, there will be opportunities for apprentices to provide evidence for the achievement of all the independent enquiry outcomes listed above. This could be covered in an exercise such as maintaining the health and welfare of animals where apprentices are assessing animals for signs of ill health.

There may be other opportunities than those demonstrated in the Record of Achievement and these can be included and noted.

The Record of Achievement demonstrates where the outcomes may be covered and these can be found at [www.lantra.co.uk/PLTS](http://www.lantra.co.uk/PLTS).

## Reflective learning

**Outcomes to be achieved for reflective learning are:**

1. Assess themselves and others, identifying opportunities and achievements
2. Set goals with success criteria for their development and review work
3. Review progress, acting on the outcomes
4. Invite feedback and deal positively with praise, setbacks and criticism
5. Evaluate experiences and learning to inform future progress
6. Communicate their learning in relevant ways for different audiences.

In the delivery and assessment of the Nursing Assistants in a Veterinary Environment Apprenticeship competence-based elements there will be opportunities for learners to provide evidence for the achievement of all the reflective learning outcomes listed above. This could be covered through progress reviews and 1-2-1 discussions, where a learner is assessing and reflecting on their progress.

There may be other opportunities than those demonstrated in the Record of Achievement and these can be included and noted.

The Record of Achievement demonstrates where the outcomes may be covered and these can be found at [www.lantra.co.uk/PLTS](http://www.lantra.co.uk/PLTS).

## Team working

**Outcomes to be achieved for team working are:**

1. Collaborate with others to work towards common goals
2. Reach agreements, managing discussions to achieve results
3. Adapt behaviour to suit different roles and situations, including leadership roles
4. Show fairness and consideration to others
5. Take responsibility, showing confidence in themselves and their contribution
6. Provide constructive support and feedback to others.

In the delivery and assessment of qualifications within the Apprenticeship framework there will be opportunities for learners to provide evidence for the achievement of all the team working outcomes listed above. There will be a number of opportunities to provide evidence for the team working outcomes as apprentices will be working with others on a daily basis particularly through cleaning routines.

There may be other opportunities than those demonstrated in the Record of Achievement and these can be included and noted.

The Record of Achievement demonstrates where the outcomes may be covered and these can be found at [www.lantra.co.uk/PLTS](http://www.lantra.co.uk/PLTS).

## Self management

**Outcomes to be achieved for self management are:**

1. Seek out challenges or new responsibilities and show flexibility when priorities change
2. Work towards goals, showing initiative, commitment and perseverance
3. Organise time and resources, prioritising actions
4. Anticipate, take and manage risks
5. Deal with competing pressures, including personal and work-related demands

6. Respond positively to change, seeking advice and support when needed
7. Manage their emotions, and build and maintain relationships.

In the delivery and assessment of the Nursing Assistants in a Veterinary Environment Apprenticeship competence based elements there will be opportunities for learners to provide evidence for the achievement of all the self-management outcomes listed above. Evidence for this outcome could be achieved through units such as monitor and care for veterinary inpatients in accommodation or while assisting with care in the veterinary environment.

There may be other opportunities than those demonstrated in the Record of Achievement and these can be included and noted.

The Record of Achievement demonstrates where the outcomes may be covered and these can be found at [www.lantra.co.uk/PLTS](http://www.lantra.co.uk/PLTS).

## Effective participation

**Outcomes to be achieved for effective participation are:**

1. Discuss issues of concern seeking resolution where needed
2. Present a persuasive case for action
3. Propose practical ways forward, breaking these down into manageable steps
4. Identify improvements that would benefit others as well as themselves
5. Try to influence others, negotiating the balancing diverse views to reach workable solutions
6. Act as an advocate for views and beliefs that may differ from their own.

In the delivery and assessment of the Nursing Assistants in a Veterinary Environment Apprenticeship competence-based elements there will be opportunities for learners to provide evidence for the achievement of all of the effective participation outcomes listed above. Evidence for these outcomes could be gained when problems or difficulties are faced when handling/dealing with animals.

There may be other opportunities than those demonstrated in the Record of Achievement and these can be included and noted.

The Record of Achievement demonstrates where the outcomes may be covered and these can be found at [www.lantra.co.uk/PLTS](http://www.lantra.co.uk/PLTS).

## Additional employer requirements

Learners are advised to complete the following, although it is not a requirement of the Specification for Apprenticeship Standards England (SASE). Additional Employer Requirements are not required for certification. However, this additional employer requirement will enhance the Intermediate Apprenticeship and facilitate employment within the industry:

- An Emergency First Aid one-day course approved by Health and Safety Executive (HSE).

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