



**Level 2 Certificate**  
**for**  
**Veterinary Receptionists**  
**VSVR003**

**Qualification Handbook**

June 2017 Version 1.7

# Contents

<b>Section</b>	<b>Form</b>	<b>Page</b>
<b>1</b>	<b>Introduction</b>	<b>3</b>
1.1	About VetSkill	3
1.2	Customer Service Statement	3
1.3	Centre Support	3
<b>2</b>	<b>Qualification information</b>	<b>4</b>
2.1	Purpose	4
2.2	Overview	4
2.3	Structure	5
2.4	Methods of assessment	5
2.5	Entry requirements	6
2.6	Age restrictions	7
2.7	Guided Learning Hours (GLH)	7
2.8	Total Qualification Time (TQT)	7
2.9	Exemptions	7
2.10	Recognition of prior learning (RPL)	7
2.11	Reasonable adjustments	7
2.12	Special considerations	7
2.13	Appeals	7
2.14	Re-sits	7
<b>3</b>	<b>Centre requirements</b>	<b>8</b>
3.1	Centre approval	8
3.2	Qualification approval	8
<b>4</b>	<b>Registration &amp; Certification</b>	<b>8</b>
4.1	Registration of Learners	8
4.2	Certification	8
<b>5</b>	<b>Delivering the qualification</b>	<b>9</b>
5.1	Tutors/Delivery staff	9
5.2	Support materials	9
5.3	Sources of additional information	9
<b>6</b>	<b>Assessment</b>	<b>10</b>
6.1	Assessors	10
6.2	Internal Quality Assurers	10
6.3	Physical Resources	10
6.4	External Quality Assurance	10
<b>7</b>	<b>Units</b>	<b>11-23</b>
<b>8</b>	<b>Amendments</b>	<b>24</b>

# 1. Introduction

## 1.1 About VetSkill

VetSkill is a specialist provider of veterinary-related qualifications. We offer a range of regulated qualifications in the veterinary-related and animal care fields. We are committed to supporting dynamic career development pathways for learners and to meeting the changing needs of veterinary and animal care employers.

## 1.2 Customer service statement

The way in which our qualifications are delivered is key to the reputation of VetSkill and our centres. Our Customer Service statement is published on our website [www.vetskill.co.uk](http://www.vetskill.co.uk) and sets out the level of service that you can expect.

## 1.3 Centre support

We will support our centres and learners in every possible way to help you meet our quality standards.

We will:

- provide an informative and accessible website where you can find up-to-date information for learners and centres and download publications free of charge
- run free or at-cost networking and training events throughout the year
- provide exemplar examination and assignment materials
- send email bulletins and a regular newsletter
- support the development of new centres

For help or advice please contact:

Vet Skill Ltd  
Unit 1, Headland House  
Chord Business Park  
London Road  
Godmanchester  
Cambridgeshire  
PE29 2BQ

Tel: 01480 278 580

Fax: 01480 278 581

Email: [info@vetskill.com](mailto:info@vetskill.com)

Website: [www.vetskill.co.uk](http://www.vetskill.co.uk)

## 2. Qualification information

### 2.1 Purpose

This qualification is designed for people working in the reception area of a veterinary practice and who provide a key front-of-house interface with veterinary clients and potential clients.

It is intended to provide relevant, and contextualised, practical skills and underpinning knowledge that will enable learners to give customer service within a veterinary practice setting and to operate effective appointment and record-keeping systems that support clinical services.

The supporting taught programme should include a balance of teaching and learning strategies, designed to help learners develop knowledge, understanding and effective practical skills.

**Learners may not legally perform any action either during their training, or post-qualification, which may be interpreted as an act of veterinary surgery as defined by the Veterinary Surgeons Act 1966.**

Information about this can be obtained from the Royal College of Veterinary Surgeons [www.rcvs.org.uk](http://www.rcvs.org.uk)

This document contains the information that centres need to offer the following qualification:

### 2.2 Overview

<b>Qualification title and level:</b>	VetSkill Level 2 Certificate for Veterinary Receptionists		
<b>Subject area:</b>	Animal care and veterinary science		
<b>VetSkill qualification number:</b>	<b>VSVR003</b>	<b>Qualification accreditation number:</b>	601/8672/0
<b>First registration date</b>	01.02.2016		
<b>Last registration date</b>	31.01.2019		
<b>Last certification date</b>	31.01.2020		
<b>SSC</b>	LANTRA		

## 2.3 Qualification structure

The Level 2 Certificate for Veterinary Receptionists comprises five mandatory units, all of which must be achieved by learners to complete the qualification

### 2.3.1 Mandatory units:

VetSkill unit No	Unit accreditation No	Unit Title	Level	Credit	GLH	TQT
VR01	T/507/9783	Working safely in a veterinary practice	2	2	10	20
VR02	A/507/9784	Principles and practice of veterinary reception	2	5	30	50
VR03	F/507/9785	Maintenance of a veterinary reception area	2	4	30	40
VR04	J/507/9786	Assisting with the supply of veterinary products	2	5	30	50
VR05	L/507/9787	Essentials of veterinary terminology	2	2	15	20
				18	115	180

## 2.4 Assessment methods

VetSkill Unit No	Unit Title	Unit level assessment (conducted by centre)		Qualification Summative Assessment (conducted by VetSkill)
		Assessment of K & U	Assessment of Skills	
VR01	Working safely in a veterinary practice	Portfolio of evidence		
VR02	Principles and practice of veterinary reception	Portfolio of evidence		
VR3	Maintenance of a veterinary reception area	Portfolio of evidence		
VR04	Assisting with the supply of veterinary products	Portfolio of evidence		
VR05	Essentials of veterinary terminology		N/A	VetSkill devised online MCQ exam

### 2.4.1 Multiple choice on-line exam (MCQ)

A multiple choice question exam set and marked by VetSkill that assesses the **knowledge** elements of the qualification:

<b>MCQ test</b>	<b>Examining units:</b> VR05 all outcomes
<b>Duration</b>	30 minutes
<b>Number of questions:</b>	27 (a total of 30 marks available)
<b>Exam Dates</b>	Published exam windows – refer to VetSkill’s website
<b>Marked by:</b>	VetSkill

### 2.4.2 Portfolio

A Portfolio of evidence will capture a learners evidence of practical assessments conducted at centre level against all of the learning outcomes within the qualification.

<b>Portfolio</b>	<b>Assessing units:</b> VR01 all outcomes VR02 all outcomes VR03 all outcomes VR04 all outcomes
<b>Marked by:</b>	VetSkill

## 2.5 Entry requirements

Learners undertaking this qualification will require substantive time working in a veterinary reception role in order to develop competence.

There are no formal or specific academic or learning entry requirements for learners undertaking this programme. The nature of both the learning and assessment required for the qualification is such that learners will require basic literacy and numeracy skills. It is for the centre to determine if an applicant meets these requirements prior to the learner commencing the programme through a process of initial assessment. It is the centre’s responsibility to ensure that learners are in a realistic position to achieve the qualification within a reasonable time scale.

Access to this qualification is available to all candidates who meet the entry requirements specified. The head of centre should ensure that all candidates have access to the taught programme and assessment. Centres are required to actively check that equal opportunities policies are being adhered to.

Learners must, with reasonable adjustments, be able to achieve the full range of competencies stipulated in the assessment criteria.

## **2.6 Age restrictions**

This qualification is available to learners aged 16 years and over. VetSkill cannot accept any registrations for learners below 16 years.

## **2.7 Guided learning hours (GLH)**

The guided learning hour's requirement for this qualification is 115 hours.

## **2.8 Total Qualification Time (TQT)**

The total qualification time requirement for this qualification is 180 hours

## **2.9 Exemptions**

No exemptions have been identified.

## **2.10 Recognition of prior learning (RPL)**

RPL **is not** permitted for this qualification

## **2.11 Reasonable adjustments**

Learners who are able to provide evidence of special assessment adjustments required (either educational or medical) will be catered for in accordance with the guidance provided in the *VetSkill Centre Handbook* and *Reasonable Adjustments Policy*.

## **2.12 Special consideration**

Requests for special assessment consideration will be addressed in accordance with the guidance provided in the *VetSkill Centre Handbook* and *Special Consideration Policy*.

## **2.13 Appeals**

Centres must have in place an auditable appeals procedure. If a learner is not satisfied with the conduct of an assessment, the head of centre should address the problem via the appeals procedure. If the learner remains dissatisfied with the outcome of his/her appeal VetSkill will conduct a review of the process to ensure equitable management and outcome. All appeals must be clearly documented and made available to the quality visitor, or to VetSkill if a review is requested.

Appeals in relation to VetSkill external examinations will be conducted in accordance with the *VetSkill Examination Appeals Rules and Procedures*.

## **2.14 Re-sits**

Learners may undertake re-sits of the MCQ online exam. Centre staff should enrol Learners onto the next relevant exam as published on our website. A maximum of **3** re-sits are permitted.

## **3. Centre requirements**

Centres offering this qualification must have approval from VetSkill.

### **3.1 Centre approval**

Delivery of this qualification is subject to approval by VetSkill. New centres must apply for centre and qualification approval and will be subject to a site visit before approval can be granted.

### **3.2 Qualification approval**

Existing VetSkill approved centres must apply for specific approval to deliver the VetSkill Level 2 Certificate for Veterinary Receptionists qualification. Full details of the process for centre/qualification approval and the associated forms can be obtained from [info@vetskill.com](mailto:info@vetskill.com).

## **4. Registration and Certification**

### **4.1 Registration**

Candidates must be registered for the qualification at the commencement of their course using the relevant application form available from VetSkill or by using the QLMS online system.

Centres must ensure that learner official photo ID is also uploaded onto the system at the time of registration.

Tutors and examination officers should ensure that learners are registered onto the VetSkill Level 2 Certificate for Veterinary Receptionists qualification and that all assessment documentation for teaching and administration with VetSkill is used.

### **4.2 Certification**

The award of full certificates (or unit certificates) will be provided to candidates on receipt of a valid claim from the centre. Candidates must have passed all specified assessments in order to achieve the full qualification (or unit).

## 5. Delivering the qualification

Centre staff may undertake more than one role, e.g. tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

### 5.1 Tutors/ Delivery staff

Staff delivering this qualification must:

- be technically competent in the area and subject for which they are delivering training and have credible experience of providing training both theoretical and practical.
- have recent relevant experience in the specific area they will be delivering and assessing
- be occupationally knowledgeable in the area of animal health and welfare for which they are delivering training. This knowledge must be at least to the same level as the training being delivered.

### 5.2 Support materials

VetSkill provides the following publications and resources specifically for this qualification:

- Teaching and assessment guide
- Portfolio Evidence Log book

### 5.3 Sources of additional information

Animal Welfare Act (England) 2006 <http://www.legislation.gov.uk/ukpga/2006/45/contents>

Veterinary Surgeons Act 1966 <http://www.legislation.gov.uk/ukpga/1966/36>

RCVS <http://www.rcvs.org.uk/home/>

## 6. Assessment

### 6.1 Assessors

Assessors must be occupationally competent and must be operating at level 3 or above in animal care/veterinary care. Assessors:

- must have significant current experience of working in the industry at this level.
- should also hold A1 or D32/33 or TAQA qualification for assessors  
or
- be working towards the current TAQA qualification for assessors

### 6.2 Internal quality assurers

Internal quality assurers/qualification co-ordinators must be occupationally competent and operating at, at least level 3 or above. IQAs:

- must have significant and current experience of working in the industry at this level.
- should hold assessor qualifications, as above, and hold V1 or D34 or TAQA qualification for IQA's  
or
- be working towards the current TAQA qualification for IQA's

### 6.3 Physical resources

This qualification requires learners to be in employment (paid/ unpaid) in a veterinary practice in order to learn, and demonstrate competence in, the practical skills required of a receptionist.

### 6.4 External quality assurance

Centres will be subject to a minimum of one external verification visit annually by a VetSkill quality visitor. The frequency of visits and monitoring will be determined in accordance with VetSkills' risk policy. During visits, audits will take place of programme delivery and administrative systems including the quality of record keeping, assessments, learner support and training practice.

Centres conducting examinations (MCQ, practical or written) may be subject to an exam monitoring visit by a quality visitor which may be scheduled with the centre or unannounced.

## 7. Units

### Unit VR01- Working safely in a veterinary practice

Unit level:	2
Unit credit:	2
Guided learning hours:	10
Total unit time	20

Learning Outcome – <i>The learner will:</i>	Assessment Criteria – <i>The learner can:</i>	
<b>1. Know the hazards and risks in a veterinary practice</b>	1.a	Define the terms “hazard” and “risk”
	1.b	Identify working practices that could harm self or others
	1.c	Identify aspects of a veterinary setting that could harm self or others
<b>2. Understand organisational and legal requirements for health and safety in a veterinary setting</b>	2.a	Identify legal requirements for health and safety in a veterinary setting
	2.b	Identify policy for maintaining health and safety, to include key relevant procedures
	2.c	Describe the process for reporting risks to health and/or safety within a veterinary setting
	2.d	Describe how to deal with a health and safety incident or accident in the veterinary workplace
<b>3. Be able to act upon hazards in a veterinary practice</b>	3.a	Recognise and report hazards to the identified responsible person
	3.b	Deal with hazards in accordance with practice policy and legal requirements
	3.c	Use equipment, materials and products in line with practice and legal requirements

	3.d	Minimise biohazards and the risk of spreading infection
	3.e	Contribute to health and safety improvements in the veterinary workplace

## Unit VR01- Working safely in a veterinary practice

### Unit Aim

This unit is intended for people working in auxiliary roles in a veterinary environment.

### Guidance on delivery and assessment

#### Delivery

This unit is designed to provide learners with grounding in the principles of maintaining health and safety within a veterinary practice environment. The Learners will understand the legal requirements to maintain a safe and healthy workplace and know how to apply this in a veterinary environment. They will develop the skills necessary to recognise risks and take preventative action, and to deal with actual incidents in the workplace.

#### Assessment

This unit will be assessed through the collection of a portfolio of evidence demonstrating achievement of the learning outcomes.

#### Links

This unit is linked to the **Veterinary Nursing and Auxiliary Services National Occupations Standards:**

**CU2 Monitor and maintain health, safety and security**

## Unit VR02 Principles and practice of veterinary reception

Unit level:	2
Unit credit:	5
Guided learning hours	30
Total unit time	50

Learning Outcome – <i>The learner will:</i>	Assessment Criteria – <i>The learner can:</i>		
<b>1. Understand how to communicate with clients and colleagues</b>	1.a	Explain how to communicate effectively and behave appropriately within a veterinary practice	
	1.b	Outline the importance of dealing with enquiries promptly, sensitively and accurately	
	1.c	Explain how to deal with complex enquiries or difficult situations, to include complaints	
	1d	Explain the principles of maintaining confidentiality of client and other records in a veterinary practice, to include data protection requirements	
<b>2. Be able to communicate effectively in a veterinary reception area</b>	2.a	Deal with a variety of enquiries in accordance with practice policy and procedures <ul style="list-style-type: none"> <li>i. Face to face</li> <li>ii. On the telephone</li> <li>iii. Via email or messaging service</li> </ul>	
		2.b	Communicate with veterinary clients and colleagues
		2.c	Seek help from an appropriate person when situations are outside own level of competence
	2.d	Deal with sensitive information and maintain client and business confidentiality	

3. <b>Be able to advise clients of available veterinary services</b>	3.a	Provide information to clients on the range of veterinary services available
4. <b>Be able to make appointments and maintain client records</b>	4.a	Commence and maintain client records and record essential client and animal details
	4.b	Obtain relevant and sufficient information from clients to book appropriate appointments
	4.c	Confirm and record client appointment details and create reminders for appointments or treatments
5. <b>Be able to maintain business-related records in a veterinary practice</b>	5.a	Maintain practice-related records and maintenance schedules
	5.b	Carry out file maintenance activities
6. <b>Be able to process fees for veterinary services</b>	6.a	Provide accurate information on veterinary fees to clients
	6.b	Process payments for veterinary services: <ul style="list-style-type: none"> <li>i. Cash</li> <li>ii. Credit/debit cards (in person and over the phone)</li> <li>iii. Credit facility</li> <li>iv. Pet insurance claims</li> </ul>
	6.c	Identify practice process for overdue accounts

## Unit VR02 - Principles and practice of veterinary reception

### Unit Aim

This unit is intended for people working as receptionists in a veterinary environment, or whose administrative role includes the provision of reception services.

### Guidance on delivery and assessment

#### Delivery

This unit is designed to provide learners with grounding in the principles of working within a veterinary reception environment practice when relating to veterinary clients and colleagues. Learners will understand essentials of communication and its application in a veterinary environment, and know how to operate appointment and record-keeping systems.

The Learner will develop the necessary skills to provide effective front-of-house support and customer care for veterinary clients.

#### Assessment

This unit will be assessed through the collection of a portfolio of evidence demonstrating achievement of the learning outcomes.

#### Links

This unit is linked to the **Veterinary Nursing and Auxiliary Services National Occupations Standards:**

**AC7 Make appointments for clients**

**AUX1 Receive clients and their animals for appointments**

**CU129 Process payments from clients**

## Unit VR03 - Maintenance of a veterinary reception area

Unit level:	2
Unit credit:	4
Guided learning hours:	30
Total unit time	40

Learning Outcome – <i>The learner will:</i>	Assessment Criteria – <i>The learner can:</i>	
1. <b>Be able to maintain the reception desk and waiting area</b>	1.a	Maintain and control stocks of stationery and retail items
	1.b	Maintain a tidy and attractive reception area
	1.c	Maintain hygiene in the reception area; <ul style="list-style-type: none"> <li>i. Carry out cleaning protocols</li> <li>ii. Dispose of different types of clinical waste</li> <li>iii. Use personal protective equipment</li> </ul>
2. <b>Be able to manage the waiting area</b>	2.a	Maintain a waiting area that is welcoming, clean and free from hazards
	2.b	Manage waiting clients and animals in ways that reduce undue stress <ul style="list-style-type: none"> <li>i. Manage the mix of waiting animals</li> <li>ii. Recognise and deal with distressed clients and/or animals</li> <li>iii. Monitor waiting times and keep clients informed and engaged</li> </ul>
3. <b>Know how to interpret animal behaviour</b>	3.a	Recognise normal behaviour and indicators of stress in animals, to include <ul style="list-style-type: none"> <li>i. Common behavioural postures in dogs &amp; cats</li> </ul>
	3.b	Identify situations that contribute to stress in animals, to include

		<ul style="list-style-type: none"> <li>i. Unfamiliar environment</li> <li>ii. Presence of other animals and/or species</li> <li>iii. Discomfort/pain</li> </ul>
4. Understand how to support clients facing death of an animal	4.a	Describe the process of animal euthanasia, to include <ul style="list-style-type: none"> <li>i. Methods used</li> <li>ii. Cadaver storage and options for disposal</li> </ul>
	4.b	Explain how to support a client whose animal is to be euthanased
	4.c	Explain how to support a client experiencing the unexpected death of a pet

## Unit VR03 - Maintenance of a veterinary reception area

### Unit Aim

This unit is intended for people working as receptionists in a veterinary environment, or whose administrative role includes the provision of reception services.

### Guidance on delivery and assessment

#### Delivery

This unit is designed to provide learners with grounding in the principles of maintaining a veterinary reception environment. Learners will understand how to maintain a waiting area and provide an engaging and hygienic environment for waiting clients and their animals. They will know how to recognise animal behaviour and how to apply this in the management of a waiting area. Learners will understand how to support clients facing the loss of an animal.

The Learner will develop the necessary skills to provide effective front-of-house support and customer care for veterinary clients.

#### Assessment

This unit will be assessed through the collection of a portfolio of evidence demonstrating achievement of the learning outcomes.

#### Links

This unit is linked to the **Veterinary Nursing and Auxiliary Services National Occupations Standards:**

- AUX1 Receive clients and their animals for appointments**
- AUX2 Support the admission of animals for care**
- AUX3 Maintain clinical environments in a veterinary practice**

## Unit VR04 - Assisting with the supply of veterinary products

Unit level:	2
Unit credit:	5
Guided learning hours:	30
Total unit time	50

Learning Outcome – <i>The learner will:</i>	Assessment Criteria – <i>The learner can:</i>	
<b>1. Be able to order and receive veterinary medicinal products</b>	1.a	<ul style="list-style-type: none"> <li>i. Identify wholesaler used for standard products</li> <li>ii. Follow practice procedure for ordering veterinary products</li> <li>iii. Identify products requiring special ordering protocols</li> <li>iv. Receive delivery of veterinary products</li> <li>v. Unpack veterinary supplies</li> <li>vi. Complete all administrative duties associated with deliveries</li> </ul>
	1.b	Identify the storage requirements for a range of veterinary medicinal and retail products: <ul style="list-style-type: none"> <li>i. Legal requirements</li> <li>ii. Refrigeration, to include temperature checks</li> <li>iii. Stock controls and shelf lives</li> </ul>
	1.c	<ul style="list-style-type: none"> <li>i. Identify how to deal with unused medicines returned to the practice</li> <li>ii. Prepare a template prescription for a client obtaining their medication from another supplier (e.g. online)</li> <li>iii. Add deliveries to stock using the principles of stock rotation</li> <li>iv. Complete paperwork to return stock to supplier, ordered in error</li> </ul>

<b>2. Be able to communicate with clients on veterinary and retail products</b>	2.a	Identify names and presentations of commonly prescribed veterinary medicines (e.g. tablet, drops, powder etc.)
	2.b	Clarify veterinary prescriptions for clients <ul style="list-style-type: none"> <li>i. Name and strength of medicine</li> <li>ii. Frequency and times of administration</li> <li>iii. Duration of prescription</li> <li>iv. Special instructions, such as administration with food</li> </ul> Identify key legal and “best practice” protocols regarding repeat prescriptions
	2.c	Identify which retail products can be supplied without prescription
	2.d	Outline practice prevention protocol for parasite control (flea, worm) <ul style="list-style-type: none"> <li>i. Advise client on routine parasite control</li> <li>ii. Advise client on routine worming control</li> </ul>
<b>3. Know how to advise clients who request veterinary procedures or therapies</b>	3.a	Recognise when to refer clients for veterinary diagnosis and advice
	3.b	Recognise common reasons why clients may ask for advice on veterinary treatments (e.g. hydrotherapy, physiotherapy etc.)
	3.c	Develop and maintain a database of veterinary related therapies available

## Unit VR04 - Assisting with the supply of veterinary products

### Unit Aim

This unit is intended for people working as care assistants or receptionists in a veterinary environment, or whose administrative role includes the provision of reception services.

### Guidance on delivery and assessment

#### Delivery

This unit is designed to provide learners with grounding in principles of the supply of prescribed veterinary medicines and non-prescription therapeutic products to clients. Learners will understand how medicines and other therapeutic products are ordered, stored and accounted for and will be able to dispense products, under veterinary supervision, for supply to clients. They will know how to respond to commonly encountered enquiries concerning the supply of medicines and other therapeutic products.

The Learner will develop the necessary skills to support the operation of a veterinary pharmacy and the supply of retail therapeutic products to clients

#### Assessment

This unit will be assessed through the collection of a portfolio of evidence demonstrating achievement of the learning outcomes

#### Links

This unit is linked to the **Veterinary Nursing and Auxiliary Services National Occupations Standards:**

#### **AUX7 Supply of veterinary medicine under direction**

and to the **Veterinary Medicines Regulations** <https://www.gov.uk/guidance/veterinary-medicines-regulations>

## Unit VR05 - Essentials of veterinary terminology

Unit level:	2
Unit credit:	2
Guided learning hours:	15
Total unit time	20

Learning Outcome – <i>The learner will:</i>	Assessment Criteria – <i>The learner can:</i>	
1. Understand the structure and meaning of medical word parts	1.a	Identify definitions of medical word parts
	1.b	Recognise veterinary terms from their constituent parts
2. Know the meaning of terminology relating to animal form and function in a veterinary clinical practice	2.a	Identify definitions of terms relating to animal anatomy and physiology
3. Know the meaning of terminology relating to veterinary clinical practice	3.a	Identify definitions of terms used in day to day clinical veterinary practice

## Unit VR05 - Essentials of veterinary terminology

### Unit Aim

This unit is intended for people working in auxiliary roles in a veterinary environment.

### Guidance on delivery and assessment

#### Delivery

This unit is designed to provide learners with grounding in the principles of veterinary terminology and language. The Learners will understand the principles of medical terminology, including the construction of medical/veterinary terms. They will be able to recognise and interpret terms commonly used in veterinary clinical practice.

#### Assessment

This unit will be assessed through an objective (MCQ) online test set and administered by VetSkill:

## 8. Amendments

Version and date	Section	Amendment details
1.7 - June 2017	7 – Units	Updated <b>VR05 - Learning Outcome 2</b> 2. <b>Know the meaning of terminology relating to animal form and function <u>in a veterinary clinical practice</u></b>