Level 2 Award in Principles of First Aid for Cats and Dogs

VSFA002

Qualification Handbook

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1. Introduction

1.1 About VetSkill

We are an awarding organisation, recognised by the Office of Qualifications and Examinations Regulation (Ofqual) and the Council for the Curriculum, Examinations and Assessment (CCEA Regulation). Our aim is to be the leading awarding organisation within the veterinary and animal care sectors.

The majority of our qualifications will be designed especially for the veterinary care sector, providing for veterinary related occupations such as veterinary nurses, care assistants, receptionists and practice managers. We also offer a range of other qualifications, which will service a wider animal welfare related clientele as well as others.

We are committed to developing qualifications that support dynamic career development pathways for learners whilst meeting the changing needs of employers.

1.2 Customer service statement

Communication

We will:

- be easy to contact during our office opening hours of 8.30am to 4.30pm, Monday to Friday, excluding Bank Holidays. We will notify you at least 1 month in advance of any additional planned office closures
- answer queries courteously, promptly and knowledgeably
- acknowledge correspondence (letters and emails) within 2 working days of receipt
- respond to correspondence (letters and emails) within 10 working days of receipt
- respond to telephone queries within 2 working days of the receipt of your call
- answer detailed telephone enquiries within 5 working days
- ensure that our published information is accessible, easy to understand and up-to-date

Registration and certification of learners

We will:

- process learner registrations within 5 working days of receipt of a valid application
- issue multiple choice external examination results within 20 working days of a test date
- publish a result schedule for other types of external assessment
- issue qualification certificates within 7 working days of receipt of a valid claim

External Quality Assurance

We will allocate you a named Quality Visitor (QV) when you receive confirmation of qualification approval. Your Quality Visitor will:

- visit your centre at least once a year, and visit a sample of work placement locations where relevant to the qualifications you offer
- provide you with an annual visit plan detailing the visits and other quality assurance activities to be undertaken
- provide a minimum of 40 working days' notice in relation to routine quality visits
- provide you immediate oral feedback, following each visit, along with the opportunity to discuss findings and possible actions
- ensure you receive a written report within 5 working days of the visit date

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
- offer 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

Helping us to help you

We can support you more effectively if you:

- quote your centre number, and learner numbers where appropriate, on all correspondence with us
- refer to our publications and disseminate them to staff and learners promptly
- observe instructions, especially on application forms, e.g. registration and examination applications
- keep appointments with VetSkill representatives
- tell us promptly about any specific problems – by letter, email or telephone
- make the focus of your call clear when you contact us, e.g. registrations, centre visits, examinations etc., so that we can quickly direct you to the appropriate person

Appeals and complaints

We will make every effort to resolve concerns that you may have. All enquiries, complaints and appeals must be addressed to the Standards Manager.

The VetSkill enquiries and appeals procedure, in relation to assessment and quality assurance decisions, are set out within the VetSkill Centre Handbook. We make a charge for the consideration of appeals, which is fully refundable in successful cases.

For help or advice please contact the VetSkill Customer Service Team:

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
Website: www.vetskill.com

2. Qualification information

2.1 Purpose

This qualification is designed for people without a veterinary qualification who care for animals in a public environment, for example, but not limited to kennel owners, pet sitters, dog walkers and dog owners.

It is intended to provide relevant practical skills and underpinning knowledge that will enable such people to provide safe and effective emergency aid to animals until veterinary assistance is available.

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

This qualification is valid for a period of three years from the date of certification.

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

2.2 Overview

Qualification title and level:	VetSkill Level 2 Award in Principles of First Aid for Cats and Dogs		
Subject area:	3.3 Animal Care and Veterinary Science		
VetSkill qualification number:	**VSFA002**	**Qualification accreditation number:**	601/8137/0
First registration date	13.11.2015		
Last registration date	31.08.2021		
Last certification date	30.08.2022		

2.3 Qualification structure

The VetSkill Level 2 Award in Principles of First Aid for Cats and Dogs comprises of one single mandatory unit. Learners must achieve 1 credit from the mandatory unit in order to complete the qualification.

2.3.1 Pathways available:

This is a single unit award.

2.3.2 Mandatory units:

VetSkill Unit No	Unit Accreditation No	Unit Title	Level	Credit	GLH	TQT
FA01	D/507/6795	Principles of First Aid for Cats and Dogs	2	1	7	7

2.4 Assessment methods

		Unit level assessment (conducted by centre)		Qualification Summative Assessment (conducted by VetSkill)
VetSkill Unit No	Title	Assessment of K & U	Assessment of Skills	
FA01	Principles of First Aid for Cats and Dogs			Multiple choice online examination VetSkill devised practical assessment

2.4.1 Multiple choice on line exam (MCQ)

A multiple choice question examination that assesses the **knowledge** elements of the qualification.

MCQ test	**Examining units:** **FA01 -** 1.a, 1.b, 2.a, 2.b, 2.c, 3.a, 3.b, 3.c, 3.d
Duration:	20 minutes
Number of questions:	20
Exam Dates:	On-demand
Marked by:	VetSkill

2.4.2 Practical assessment

The practical assessment is to assess the **skills** elements of the qualification.

Practical Assessment	**Assessing units:** **FA01 -** 4.a, 4.b, 4.c, 4.d	
Number of tasks:	1	
	Task 1	Respond to and assess an animal in a first aid situation
Marked by:	Centre	

2.5 Entry requirements

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 learners 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 hours requirement for this qualification is 7 hours.

2.8 Total Qualification Time (TQT)

The Total Qualification Time required for this qualification is 7 hours.

2.9 Exemptions

No exemptions have been identified.

2.10 Recognition of Prior Learning (RPL)

As this is a single unit qualification, RPL is **not** permitted.

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 after a period of 7 days has elapsed. A maximum of 3 re-sits are permitted.

Where a learner has undertaken 2 re-sits but has not achieved the required pass mark, centres are required to ensure that the learner undertakes a minimum of 3 months' relevant study before being enrolled for the 3rd and final permitted re-sit.

Learners who fail their 3rd re-sit are withdrawn from the qualification and may not re-apply for registration until a period of 6 months has lapsed from their date of withdrawal.

2.15 Qualification renewal

This qualification is valid for a period of 3 years. After 3 years' learners must then renew and update their first aid qualification.

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 Award in Principles of First Aid for Cats and Dogs qualification. Full details of the process for centre/qualification approval and the associated forms can be obtained from info@vetskill.com.

4. Registration and Certification

4.1 Registration

Learners must be registered for the qualification at the commencement of their course using the relevant application form available from VetSkill or by using the Web Portal online system. Where this is not possible, learners should be registered no later than 28 days after enrolment onto the programme.

Centres must ensure that a certified copy of the learner's official photo identification is provided at the point of registration.

Tutors and examination officers should ensure that learners registered onto the Level 2 Award in Principles of First Aid in Cats and Dogs are using all assessment documentation for teaching and administration provided by VetSkill.

4.2 Certification

The award of full certificates (or unit certificates) will be provided to learners on receipt of a valid claim from the centre. Learners must have passed all specified assessments in order to achieve the full qualification (or unit). Claims for certification must identify the species for which the learner has completed an assessment.

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:

- hold at least a Level 3 qualification in the principles of animal first aid
- 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

5.2 Support materials

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

- Teaching and delivery support guide
- Assessment guide
- Assessment guidance notes
- Marking criteria and mark sheets
- Equipment checklist

5.3 Sources of additional information

Animal Welfare Act (England) 2006	http://www.legislation.gov.uk
Lantra	http://www.lantra.co.uk
Veterinary Surgeons Act 1966	http://www.legislation.gov.uk
RCVS	http://www.rcvs.org.uk/home/

6. Assessment

6.1 Assessors

Assessors must be occupationally competent and must be qualified to 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, either qualified to at least level 3 or above

- have significant and current experience of working in the industry at this level
- they should hold assessor qualifications, as above, and hold V1or 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 have access to a practical teaching facility that provides sufficient space to allow all learners to practise techniques in first aid and be assessed on individual performance. Suitable equipment, such as realistic animal resuscitation mannequins and demonstration first aid kits, must be available.

Where live animals are used for demonstration purposes, consideration for their welfare needs must be paramount and suitable provision made to address these.

6.4 External quality assurance

Centres will be subject to a minimum of one external quality assurance 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.

Unit FA01 - Principles of first aid for cats and dogs

Unit Aim

This unit is intended for people without veterinary training who are entrusted with the care of animals, for example, but not limited to pet owners, pet sitters, dog walkers and kennel owners. On completion of this unit, the learner will be able to provide initial assistance and basic care to an animal that is injured or has suddenly become ill.

Guidance on delivery and assessment

Delivery

This unit is designed to provide learners with grounding in the principles of animal first aid. Learners will understand the role of an animal first aider in the context of veterinary care.

The learner will develop the necessary skills to assess an animal in an emergency situation and be able to provide effective first aid intervention whilst maintaining the safety of themselves and others.

Assessment

A multiple choice online examination and a supervised assessed practical element will be undertaken in order to achieve this qualification.

Links

This unit is linked to the following National Occupations Standards:

LANANC32 Provide first aid to animals

7. Units

Unit FA01 - Principles of first aid for cats and dogs

Unit level: 2
Unit credit: 1
Guided Learning Hours: 7
Total Unit Time 7

Learning Outcome – ***The learner will:***	Assessment Criteria ***– The learner can:***	
1. **Understand the role of the animal first aider**	1.a	Define the scope and limitations of animal first aid
	1.b	Identify how to manage a situation requiring administration of first aid to an animal
2. **Know common injuries and reasons for sudden collapse that occur in cats and dogs**	2.a	Identify how to assist an animal following accidental injury
	2.b	Identify how to assist an animal suffering sudden illness/collapse
	2.c	Recognise measures that can be taken to avoid accidental injury to dogs and cats
3. **Understand how to provide emergency care for animals**	3.a	Recognise sources of bleeding and describe how it can be controlled
	3.b	Identify how to apply an emergency dressing and bandage to a minor wound or injury
	3.c	Identify the precautions to be taken when handling, moving and transporting injured animals safely
	3.d	Identify suitable materials for a basic animal first aid kit
4. **Be able to provide immediate first aid care to an animal**	4.a	Demonstrate how to approach and assess an injured animal, taking into account own safety and that of others

	4.b	Carry out actions necessary to save life and prevent further injury
	4.c	Demonstrate how to safely move an injured animal
	4.d	Demonstrate how to place an animal into a recovery position