

REF NO	A-PKS.1
TITLE	PROFESSIONAL KEY SKILLS
CATEGORY AND VALUE	A - 15 CREDITS
NOTIONAL STUDY HOURS	150

This module is **required** for all candidates who are aiming to achieve the general Certificate in Advanced Veterinary Practice, as well as the designated certificates. It can also be taken as a free-standing module.

LEARNING OUTCOMES AND ASSESSMENT STRATEGY FOR THIS MODULE

Please refer to the General Guidance and Assessment for all Modules document.

CONTENT

1. Communication Skills

- Client communications (including bereavement)
- Second opinion and referrals
- Inter- and intra-professional communication
- One-to-one and group presentations

2. Personal Development

- Time and task management
- Personal and professional support networks
- Personal decision making and SWOT analysis

3. Welfare & Ethics

- RCVS Guide to Professional Conduct and its application
- Role of veterinary practice in the broader context of society
- Animal welfare issues in general practice, in particular recognising the welfare state of an animal
- Inter-professional relationships

4. Business & Personnel Management

- Practice decision making/SWOT analysis (strengths/weaknesses/opportunities/threats)
- Practice teamwork and delegation
- Human resources skills
- Financial & business planning
- Managing resources
- Training of practice personnel
- Practice promotion and marketing

***Note:** This section should be at a basic, but not ab-initio level, building on from 'year one' competences. Some veterinary-based, small business case studies could be used to demonstrate competence in this area.*

5. Data Handling

- Utilising relevant research/review data
- Data management: managing clinical records, and managing financial records
- Effective use of common computer appliances
- Evaluation, collection and critical analysis of data
- Paperwork management & record keeping

6. Legislation

- Awareness and application of H&S and COSHH in the veterinary context
- Other legislation affecting the veterinary profession, including pharmacy
- Consumer legislation relevant to veterinary practice

***Note:** This section could be tackled through case-based presentation of applications of legislation to the candidate's area of practice. Candidates might be asked to keep a critical incident diary.*