RCVS
Academy

Free CPD on our digital
learning platform

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RCVS | SETTING
VETERINARY
STANDARDS

The RCVS Academy

The RCVS Academy is a free digital learning platform to support veterinary surgeons and nurses to meet professional standards.

- Hosting a range of topics, the Academy brings together expertise across the College to offer high-quality, engaging and interactive learning.

- Courses and short modules are developed by the RCVS, offering up-to-date and relevant learning to best support you.

- Unlimited access using **'My Account'** credentials provides flexible, optional courses relevant to your role and the ability to plan and track your learning within your 'My Academy' page.

- Interactive digital tools will support your learning with activities, videos, scenarios, knowledge-testing and reflective practice, helping to apply your learning to your role.

- Feedback tools on courses offer you the opportunity to improve and shape the future of the Academy so that we can continue to provide learning and development relevant to you.

- Access the Academy at any time from your PC, mobile or tablet using your **'My Account'** credentials.

Learn more about the Academy with this **short video.**

INTRODUCTION

CONTENTS

STUDENTS AND EARLY CAREER

CAREER SUPPORT

CULTURE & WELLBEING

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CLIENT ENGAGEMENT

SUPERVISORS, ASSESSORS & EXAMINERS

SVN: RCVS & me

DURATION:	1h 30m
COURSE STRUCTURE:	3 modules
TARGET AUDIENCE:	Student veterinary nurses

This course will provide you with an introduction to the Royal College of Veterinary Surgeons (RCVS), the organisation's purpose and how it can support you as a student veterinary nurse and beyond.

MODULES

1. VNs and the RCVS　　**2. Regulation and Schedule 3**
3. Code and Concerns

LEARNING OUTCOMES

By completing this course, you will be able to;

- Describe the purpose of the RCVS, Veterinary Surgeons Act 1966 (including Schedule 3) and Royal Charter
- Recognise the history of veterinary nursing and the role of Veterinary Nurses' Council
- Explain what regulation is and how it applies to veterinary nurses
- Access and apply the RCVS Code of Professional Conduct (CoPC) for veterinary nurses
- Access the supporting guidance to the Code of Professional Conduct
- Describe the purpose of the RCVS Concerns process and recognise situations when the CoPC has been breached
- Access support available to you as an SVN

RVN starting out

DURATION: 3h
COURSE STRUCTURE: 4 modules
TARGET AUDIENCE: Veterinary nurses

This course will support your development of the professional skills and behaviours during the transition from student to Registered Veterinary Nurse (RVN). You will develop your capabilities, supporting you to become a competent, confident and independent member of your team and build a lifelong career as an RVN.

You can complete this course independently or with a mentor. A mentor is an experienced and trusted colleague who can offer you guidance, advice and feedback as you work through the modules.

MODULES

1. Getting started
3. Working in a team

2. Gaining confidence
4. Developing your career

LEARNING OUTCOMES

By completing this course, you will be able to;

- Recognise the implications and value of being a regulated veterinary nurse
- Develop your professional identity and build your confidence
- Apply effective communication techniques with clients and colleagues
- Explain the value and impact of effective teamwork
- Recognise the value of a growth mindset and lifelong workplace learning
- Apply reflective practice and identify opportunities to develop your career

VetGDP graduate induction

DURATION:	1h
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary surgeons

This is a short introduction course to the RCVS Veterinary Graduate Development Programme (VetGDP).

You will explore how it will support your professional development, what you can expect from your VetGDP Adviser and how you can get the best from the VetGDP.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Understand the purpose and structure of the VetGDP and how this can support you
- Apply Entrustable Professional Activities (EPAs) within VetGDP
- Recognise a positive learning culture in the workplace and within your team
- Recognise the R2C2 model used within coaching and support sessions
- Identify different approaches you may expect from your VetGDP Adviser during support activities
- Understand how your adviser will provide feedback and guide your reflections and professional development
- Identify actions and perceptions associated with a growth mindset, and how to apply these within VetGDP

VN pre-registration examination support

DURATION:	1 h
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Student veterinary nurses

Guidance for student/newly qualified veterinary nurses who have been informed by the RCVS they are required to pass the RCVS pre-registration examination to enter the Register.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Understand how to submit your examination entry
- Explain what happens on the examination day
- Develop strategies to aid you to prepare for the examination
- Understand the examination results and how the decision is made

CPD: Record and reflect

DURATION:	1h 15m
COURSE STRUCTURE:	1 modules
TARGET AUDIENCE:	Veterinary surgeons and veterinary nurses

This course will help you to expand your knowledge and understanding of the RCVS continuing professional development (CPD) requirements and what they mean for you as a veterinary professional.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Analyse the value of CPD and the impact it can have on your career development
- Identify and apply the CPD requirements relating to your professional role
- Apply the outcomes based CPD cycle
- Analyse the range of learning opportunities that can count towards your CPD requirements
- Evaluate the relevance of CPD on your professional development
- Identify approaches to reflection and how to utilise them to best support your development
- Understand reflection as part of the CPD cycle and how to develop strategies for meaningful reflection
- Use 1CPD to record your activities and reflections

EXPLORE THE ACADEMY ▶

Working in the UK for veterinary surgeons

DURATION:	2h 30m
COURSE STRUCTURE:	4 modules
TARGET AUDIENCE:	Veterinary surgeons

This course provides veterinary surgeons who have qualified outside of the UK with the essential knowledge and understanding of how to register with RCVS (Royal College of Veterinary Surgeons) and practise as a veterinary surgeon in the UK.

Your qualification and where you achieved it will determine the process that you will need to follow.

LEARNING OUTCOMES

Module 1: **Introduction**
By completing this module, you will be able to;

- Describe the role of the RCVS
- Identify the different roles within the UK veterinary profession and understand their role purpose
- Recognise the types of veterinary practice that exist in the UK
- Identify areas of work that you can undertake as a veterinary professional outside the practice
- Access the RCVS resources available to support you
- Identify a range of other veterinary organisations available to support you

EXPLORE THE ACADEMY ▶

Module 2: Registering in the UK
By completing this module, you will be able to;

- Identify the application route relevant to your primary veterinary degree
- Describe the steps in the application process
- Identify the supporting evidence you will need to supply as part of your application
- Recognise the different outcomes following the application process

Module 3: Statutory membership exam (refers to the 2025 SME guidance)
By completing this module, you will be able to;

- Submit your declaration of intention to sit
- Determine what method you can use to demonstrate the English language skills required to take the exam
- Recognise a letter of good standing and apply the type you require
- Submit the exam application form and supporting documents
- Identify the exam fee, payment methods and refund policy
- Recognise the confirmation issued by the RCVS once a candidate has been accepted onto the exam

Module 4: Exam preparation (refers to the 2025 SME guidance)
By completing this module, you will be able to;

- Recognise what an exam candidate can do when 'seeing practice' and how this helps with exam preparation
- Explain the different components of the Statutory Membership Exam and how they are assessed
- Create a personalised development plan by reflecting on the different methods used to prepare for the exam

EXPLORE THE ACADEMY ▶

Working in the UK for veterinary nurses

DURATION: 5h 30
COURSE STRUCTURE: 4 modules
TARGET AUDIENCE: Veterinary nurses

This course provides veterinary nurses who have qualified outside of the UK with the essential knowledge and understanding of how to register with RCVS (Royal College of Veterinary Surgeons) and practise as a veterinary nurse in the UK. Your qualification and where you achieved it will determine the process that you will need to follow.

LEARNING OUTCOMES

Module 1: **Introduction**
By completing this module, you will be able to;

- Describe the role of the RCVS
- Identify the different roles within the UK veterinary profession and understand their role purpose
- Recognise the types of veterinary practice that exist in the UK
- Identify areas of work that you can undertake as a veterinary professional outside the practice
- Access the RCVS resources available to support you
- Identify a range of other veterinary organisations that can support you

Module 2: Registering in the UK
By completing this module, you will be able to;

- Identify the application route relevant to your qualification
- Select the appropriate forms and supporting evidence you need to supply as part of your application
- Understand the different outcomes following the application process
- Explore what happens following a successful application

Module 3: Preparing for and sitting examinations
By completing this module, you will be able to;

- Describe the purpose and requirements of a Period of Supervised Adaptation (PSA)
- Enrol and pay for your theory examination and OSCE
- Describe what happens on the day of your theory examination and the OSCE
- Understand how to submit your examination entry
- Develop strategies to aid you to prepare for the examinations
- Interpret the examination results and how the decision is made

Module 4: Code of professional conduct
By completing this module, you will be able to;

- Apply the Code of Professional Conduct and supporting guidance to the Code of Professional Conduct in your role as an RVN
- Recognise the professional responsibilities RVNs have against different groups, including animals, clients, the profession, the veterinary team, the RCVS and the public
- Apply the professional responsibilities while working in veterinary practice

Nurse return

DURATION:	5h
COURSE STRUCTURE:	6 modules
TARGET AUDIENCE:	Veterinary nurses

This course aims to provide support and guidance to veterinary nurses who are returning to clinical practice after a break.

This course will guide you through the process of updating your skills so that, by the time you have completed your development plan, you should be confident and up-to-date in your core veterinary nursing knowledge and skills. This course will help you identify the clinical skills that you need to update and how to go about this.

MODULES

1. **Welcome back**
2. **Your mentor**
3. **Your development**
4. **Your CPD**
5. **Your wellbeing**
6. **Course completion**

LEARNING OUTCOMES

By completing this course, you will be able to;

- Apply the professional responsibilities of a Registered Veterinary Nurse
- Apply the mandatory requirement of a Period of Supervised Practice if applicable to you
- Create a personal development plan to assist you in setting and achieving your goals
- Update your core clinical nursing skills to ensure a confident return to practice
- Recognise how to build your continuous learning through workplace opportunities
- Evaluate your personal strengths and apply the principles of delegation

Vet return

DURATION:	3h
COURSE STRUCTURE:	6 modules
TARGET AUDIENCE:	Veterinary surgeons

This course aims to provide support and guidance to veterinary surgeons who are returning to clinical practice after a break. If you are returning to the UK Practising Register for a non-clinical role, there may also be some aspects of the course that are relevant to you.

While this course does not offer clinical training, it will assist you in identifying areas for improvement and support you in building confidence and competence. Additionally, it provides guidance on wellbeing and mentorship to help you grow professionally.

MODULES

1. **Welcome back!**
2. **Your development**
3. **Your mentor**
4. **Your wellbeing**
5. **Regulation**
6. **Your CPD and next steps**

LEARNING OUTCOMES

By completing this course, you will be able to;

- Apply the professional responsibilities of a veterinary surgeon
- Use the VetGDP to facilitate a successful return to clinical practice
- Create a personal development plan to assist you in setting and achieving your goals
- Update your core clinical skills to ensure a confident return to practice
- Recognise how to build your continuous learning through workplace opportunities

Civility fundamentals

DURATION:	3h
COURSE STRUCTURE:	6 modules
TARGET AUDIENCE:	Veterinary team

MODULES

1. **Understanding civility**
2. **Causes and recognition**
3. **Impact**
4. **Incivility and inclusion**
5. **Tackling incivilty**
6. **Building a civil workplace**

This course will provide you with an understanding of civility and its value in the veterinary workplace. You will explore the impact of incivility and develop knowledge and skills to recognise and respond as a witness or recipient.

You will learn about key strategies to build and promote civility in your workplace. Civility in the workplace is associated with good leadership, a positive work environment, heightened psychological safety, and improved outcomes for your team, clients, and patients.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Describe what civility is and what it looks like in the workplace
- Identify the causes and signs of incivility
- Explain the impact of incivility and how it compromises safety
- Recognise diverse experiences of incivility and understand the relevant legislation
- Apply steps to respond and intervene in instances of incivility
- Implement strategies to build and promote a civil workplace

EXPLORE THE ACADEMY ▶

Unconcious bias

DURATION:	1h 45m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary team

This course will provide you with an understanding of unconscious bias and the impact it can have on your interactions with others.

It will help you to increase your self-awareness and explore strategies that can be applied at individual and organisational levels to reduce bias and promote equity, diversity, and inclusion (EDI) in the workplace.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Describe what unconscious bias is and where it comes from
- Identify the impact of unconscious bias on decision making
- Recognise different types of bias and how they are manifested at individual and organisational levels
- Develop awareness of your own personal biases
- Implement bias reduction strategies in the workplace
- Identify actions you can take to address unconscious bias

EXPLORE THE ACADEMY ▶

VetGDP Adviser

DURATION:	15h
COURSE STRUCTURE:	6 modules
TARGET AUDIENCE:	Veterinary surgeons

This course is designed to introduce you to the RCVS Veterinary Graduate Development Programme (VetGDP), the role of a VetGDP Adviser and to provide you with the latest research on workplace-based learning to help you effectively support a new graduate within your workplace.

LEARNING OUTCOMES

Module 1: Understanding the VetGDP
By completing this module, you will be able to;

- Understand the aims and rationale behind the VetGDP and how it was shaped by the profession
- Identify and appraise the positive benefits of the VetGDP to both the graduate and adviser
- Apply Entrustable Professional Activities (EPA's) within the VetGDP
- Access the RCVS Bank of EPA's and apply them to an individual graduate.
- Understand the role and responsibilities of the VetGDP Adviser, and apply the relevant support
- Understand and communicate the responsibilities of the graduate within the VetGDP
- Understand the process for peer review and sign-off of VetGDP e-portfolios upon completion of the programme
- Describe the criteria for RCVS approval of workplaces as a Graduate Development Practice/Workplace

Module 2:
By completing this module, you will be able to;

- Understand some of the latest developments from international educational research which identify best practices for effective coaching, mentoring and feedback of graduates in the workplace
- Understand the concept of the R2C2 model and how it will be used within VetGDP to build and maintain the relationship with your graduate
- Understand what a 'learning culture' in the workplace looks like, and why this is important for the professional development of graduates
- Describe how to build and maintain rapport and a supportive, trusting relationship with your graduate, and how this will influence the credibility of both formal (VetGDP monthly reviews) and in the moment feedback and support with their professional development
- Identify strategies for how you will provide a safe environment for your graduate to self-reflect and develop a growth mindset
- Identify strategies to ensure that feedback is effective and how to motivate your graduate to become a confident and autonomous veterinary surgeon

Module 3:
By completing this module, you will be able to;

- Understand the importance of exploring your graduate's reaction to feedback, and why this can have an impact on how it is received
- Describe the purpose of exploring your graduate's understanding of feedback content, and strategies for achieving this for 'in the moment' feedback and during monthly progress reviews
- Understand the role of sociocultural and behavioural theories in the delivery of effective feedback, and how these inform your approach to feedback conversations
- Understand the traits of learners which are more likely to be associated with assimilation of feedback and performance improvement
- Describe strategies for managing feelings of low self-efficacy or confidence in feedback situations
- Understand how to make feedback a two-way dialogue
- Understand the importance of reflection and its role in learning and professional development
- Understand how to support your graduate's reflection in one-to-one support/feedback sessions with them.
- Describe effective strategies to help your graduate become more reflective
- Understand how to record reflections in an efficient and meaningful way

Module 4:
By completing this module, you will be able to;

- Understand what an 'Educational Alliance' is, and how having an effective educational alliance in place with your graduate can positively impact their professional development
- Understand how to coach your graduate to support their progress and development
- Understand how coaching differs from supervision and mentoring and can be applied in the VetGDP context
- Understand the skills and behaviours associated with good coaching techniques, have reflected upon your own coaching style, and considered any changes which could be made to enhance the effectiveness
- Understand how to promote the development of your graduate's professional identity, as well as their professional practise, through coaching
- Recognise whether your graduate has a growth mindset, and how to foster this in them
- Support your graduate in setting appropriate goals for their development, both within specific activities and across all activities relevant to their role

Module 5:
By completing this module, you will be able to;

- Understand how mentoring fits within the role of a VetGDP Adviser
- Understand the concepts of mental health, physical health and neurodiversity in the workplace
- Understand how you can support graduates' well-being within the workplace and be able to direct the graduate to external resources for support
- Engage your graduate in conversations about well-being and mental health and develop a workplace well-being plan

Module 6:
By completing this module, you will be able to;

- Access to a range of resources via RCVS Knowledge which could benefit you in your role as a VetGDP Adviser, in supporting new graduates
- Understand how Evidence Based Veterinary Medicine (EBVM) resources can benefit new graduates in particular, and which elements they're likely to need most guidance on
- Understand how quality improvement tools such as clinical audit and significant event audits can support new graduates' learning and professional development and help instil a positive learning culture in the workplace
- Understand how the use of QI tools can help the graduate generate evidence of their progress for inclusion in their VetGDP e-portfolio

Mentorship

DURATION:	3h
COURSE STRUCTURE:	4 modules
TARGET AUDIENCE:	Veterinary team

This course will provide you with the knowledge and skills required to support, guide and lead others in their professional development through mentorship.

Whether you are new to mentorship or established and experienced, this course will offer you tools and skills that can be applied across a range of clinical and non-clinical settings.

MODULES

1. **Being a mentor**
2. **Relationship-building**
3. **Supporting development**
4. **Career-stage mentoring**

LEARNING OUTCOMES

By completing this course, you will be able to;

- Define mentorship and identify key characteristics of a mentor
- Apply skills to develop your role as a mentor in the workplace
- Implement strategies to build an effective mentorship
- Communicate effectively to establish needs and goals
- Apply communication techniques and constructive feedback to optimise development
- Collaborate effectively to create a professional development plan
- Identify mentoring requirements for specific career stages
- Close mentorship, promote mentee autonomy and further your development

Leadership vs management

DURATION:	45m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary team

This short course is designed as an introduction for anyone seeking to understand the difference between leadership and management and how they interact in the workplace.

LEARNING OUTCOMES

By completing this module, you will be able to;

- Identify the key distinctions between leadership and management and how they overlap
- Describe the attributes of leaders and managers
- Reflect on the relationship between both disciplines and how they are complementary
- Identify situations that demonstrate when you are leading and when you are managing
- Consider your own style and approach, and how you might develop this

EXPLORE THE ACADEMY ▶

Principles of delegation

DURATION:	1h 45m
COURSE STRUCTURE:	1 module
DESIGNED FOR:	Veterinary team

This course is suitable for anyone working in a veterinary setting, whether you are looking to improve your existing skills or take the next step in your career.

The course includes practical advice, strategies and tips which will enable you to reflect on and develop your delegation skills.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Identify the benefits of delegation as a leader
- Reflect on your approach to delegation
- Recognise the situations in which you can delegate
- Understand the value of delegation in people development
- Describe situational leadership and how it is applied
- Identify when and how to adjust your approach to each situation
- Identify strategies and skills for successful delegation within your team

Communicating cost

DURATION:	45m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary team

This course is designed to help you communicate treatment costs clearly and effectively to clients. Concerns over costs can sometimes lead to misunderstandings or lack of clarity between clients and the veterinary team.

By completing this course, you will gain the skills to present treatment costs transparently, helping to prevent such misunderstandings and fostering trust with your clients.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Identify and apply the relevant supporting guidance to the Code of Professional Conduct
- Recognise your responsibilities in communicating cost in a range of situations
- Apply skills and strategies to effectively communicate cost
- Distinguish client perspectives on cost and apply steps to prevent conflict

Client confidentiality

DURATION:	1h
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary team

Making the decision to breach client confidentiality is often an uncomfortable situation for veterinary professionals. This course will explore circumstances where it may be justified for you to disclose information to authorities without the client's consent.

This course aims to empower you to breach client confidentiality in circumstances where it is warranted and in a way that is compliant with your professional obligations.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Apply the supporting guidance to the Code of Professional Conduct around client confidentiality
- Recognise different scenarios where it may be justified to breach client confidentiality
- Identify the steps to take when deciding whether to breach client confidentiality
- Access resources and organisations who can support you in exercising your clinical and professional judgement

Strays

DURATION:	15m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary team

Stray animals are presented to veterinary practices on a regular basis, and it may not always be clear how to handle these cases.

This course will help you understand the role of veterinary professionals in dealing with stray animals presented to your practice.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Explain your role and responsibilities in relation to the treatment of stray animals
- Identify and access relevant sections of the Code of Professional Conduct and the supporting guidance to the Code of Professional Conduct
- Apply the steps to take when presented with a stray animal
- Understand your obligations regarding the provision of emergency first aid and pain relief to stray animals
- Identify the most appropriate organisation that can help with the stray animal that has been presented to you

EXPLORE THE ACADEMY ▶

Wildlife

DURATION:	15m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary team

Wildlife is presented to veterinary practices on a regular basis, but as a veterinary professional, you may not always be clear as to how to handle these cases. This course will help you understand the role of veterinary professionals in dealing with and treating wildlife.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Explain your role and responsibilities in relation to the treatment of wildlife
- Identify and access relevant sections of the Code of Professional Conduct and the supporting guidance
- Apply the steps to take when presented with different species of wildlife
- Provide guidance to members of the public for handling and transporting wildlife to the veterinary practice
- Understand your obligations regarding the provision of emergency first aid and pain relief to wildlife
- Identify the most appropriate specialised organisation that can help with the animal that has been presented to you

Ownership disputes

DURATION:	15m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary surgeons and veterinary nurses

This bitesize course will help you understand how to best prepare for a potential ownership dispute, what to do when you are presented with an animal by a person who is not named on the microchip, and how to balance your confidentiality obligations in these situations.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Explain your role and responsibilities when there is a potential ownership dispute
- Identify ways to prepare for potential ownership disputes
- Apply the steps to take when presented with an animal by someone other than the person named on the microchip
- Manage client confidentiality surrounding ownership disputes

CLIENT ENGAGEMENT

Microchipping

DURATION:	15m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary surgeons and veterinary nurses

This bitesize course will help you understand the role of the microchip in small animals, and when you must, should, or might scan for a microchip when treating patients or providing a service to your clients.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Explain the purpose of a microchip
- Identify when small animals must be microchipped
- Explain who can implant a microchip
- Recognise when you must scan for a microchip
- Describe what to do when something goes wrong
- Identify when a microchip can be removed

Informed consent

DURATION:	15m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary surgeons and veterinary nurses

This bitesize course will explore the role of informed consent when clients request veterinary services or treatment.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Analyse what informed consent is
- Recognise ways of obtaining informed consent
- Identify who can give informed consent
- Recognise when informed consent is required
- Explain who is responsible for obtaining informed consent
- Identify different ways of documenting informed consent
- Identify where to find best practice advice about informed consent

Resolving complaints in practice

DURATION:	30m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary team

This course explores strategies for resolving complaints made by clients and best practice in communicating with your clients. You will consider how to avoid the most common types of complaints in the first place, what to do if a complaint is made about you, and how to deal with complaints made about your team member.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Recognise how client complaints commonly occur in practice
- Identify ways to prevent complaints from arising and how to implement them
- Understand how to effectively manage complaints
- Develop strategies for resolving complaints
- Understand the next stages in the complaints process and how to access support
- Identify effective approaches to client communication

Complaints: Communication, confidence and compassion

DURATION:	2h
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary team

Developing further on the concepts from our course 'Resolving complaints in practice', this course will demonstrate the application of skills to avoid and resolve complaints using practical examples, based on real-life experiences.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Identify situations which could escalate into a complaint
- Adopt techniques to engage with clients to defuse and avoid a complaint
- Develop core skills in effective complaint resolution and management
- Assess complaints from a client's perspective
- Understand working in partnership as a team and with the client

EXPLORE THE ACADEMY ▶

Concerns process

DURATION: 30m
COURSE STRUCTURE: 1 module
TARGET AUDIENCE: Veterinary team

This course will describe the purpose of the RCVS Concerns process and direct you to where you can find additional support available to you as a veterinary professional. The different stages of the process and the key activities that happen at each stage will be explained to help manage expectations for anyone going through the process.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Describe the purpose of the concerns process
- Explain the stages of the process and associated timelines
- Identify the key activities within each stage of the process
- Recognise common concerns received by the RCVS
- Access the support available if a concern has been raised

Clinical Supervisor

DURATION:	6h 30m
COURSE STRUCTURE:	7 modules
TARGET AUDIENCE:	Veterinary nurses and veterinary surgeons

This course aims to equip you to undertake your role as a coach and assessor, ensuring your student veterinary nurse (SVN) has achieved the RCVS requirements by the time they have completed the practical elements of their training. This course does not negate your requirement to complete the training provided by your specific College or University.

MODULES

1. **About this course**
2. **Role of the Clinical Supervisor**
3. **Professional Behaviours**
4. **Day One Skills**
5. **The Day One Skills**
6. **Day One Skills in practice**
7. **Conclusion**

LEARNING OUTCOMES

By completing this course, you will be able to;

- Apply effective approaches to teaching and supporting student veterinary nurses
- Identify and understand the RCVS Day One Competences, Skills and Professional Behaviours for veterinary nurses
- Teach student veterinary nurses the DOS within your workplace
- Identify and apply appropriate guidance to your SVN to best develop practical competence
- Support the development of SVN professionalism throughout their training
- Apply effective feedback processes to best support your SVN and optimise their learning and development
- Utilise a range of assessment methods as appropriate, to assess SVN's DOS

EXPLORE THE ACADEMY ▶

VN External Examiner

DURATION:	2h 30m
COURSE STRUCTURE:	4 modules
TARGET AUDIENCE:	Veterinary nurses and veterinary surgeons

This course is aimed at all External Examiners (EEs) responsible for reviewing veterinary nursing programmes. It aims to provide standardised training for all veterinary nurse programmes, considering educational as well as RCVS requirements. It is not designed to cover all elements of the requirements for EEs, rather it aims to support you in the completion of the role and develop your awareness of the RCVS specifics which should also be considered.

MODULES

1. **Introduction**
2. **Behaviours**
3. **Standards**
4. **Reporting**

LEARNING OUTCOMES

By completing this course, you will be able to;

- Critically review the academic standard of provision in terms of currency and applicability to practice, with consideration of RCVS Standards
- Recognise unconscious bias and conflicts of interest and how they may influence your role as an External Examiner
- Report findings and suggest improvements to provision, with consideration of appropriate sampling strategies
- Generate improved review and support processes with effective handover practices and sharing of best practice

EXPLORE THE ACADEMY ▶

VN Accreditations and quality monitoring

DURATION:	4h 50m
COURSE STRUCTURE:	5 modules
TARGET AUDIENCE:	Veterinary nurses and veterinary surgeons

This course will provide you with the knowledge and support to carry out RCVS veterinary nursing (VN) accreditations and quality monitoring.

MODULES

1. **Standards**
2. **Accrediation procedures**
3. **Quality monitoring**
4. **Behaviour and Communication**
5. **Final thoughts**

LEARNING OUTCOMES

By completing this course, you will be able to;

- Apply and follow the procedures for RCVS VN accreditations, from evidence review to reporting
- Evaluate the RCVS Standards against accreditation applications
- Identify and apply the communication and behavioural requirements expected as someone involved with accreditation and quality monitoring
- Understand the rationale and procedures for all quality monitoring activities undertaken by the RCVS
- Apply professional behaviours in recognition of unconscious bias and conflicts of interest
- Understand the logistics involved with accreditation events including travel, accommodation and expenses

EXPLORE THE ACADEMY ▶

VetGDP Peer Reviewer

DURATION: 1h
COURSE STRUCTURE: 1 module
TARGET AUDIENCE: Veterinary surgeons

This course will enable you to use your experience as a VetGDP Adviser, to take the next step towards becoming a VetGDP Peer Reviewer. You will gain the knowledge and skills you need to be able to review and evaluate completed VetGDP e-portfolios. This includes providing independent quality assurance of content and detailed, constructive feedback to the graduate.

LEARNING OUTCOMES

By completing this course you will be able to;

- Evaluate the content included in an e-portfolio across all VetGDP Entrustable Professional Activities (EPAs) according to the description and success criteria for each
- Identify the requirements for a completed e-portfolio and the time constraints for review
- Evaluate the content of an e-portfolio (including reflections, feedback and goal setting), and recognise whether the breadth and depth of content is sufficient for it to be signed off as complete
- Provide constructive feedback for graduates on the content of their submitted portfolio to develop their learning and understanding
- Access the e-portfolios allocated to you as a Peer Reviewer

EXPLORE THE ACADEMY ▶

Advanced Practitioner Panel Member

DURATION:	45m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary surgeons

This course has been designed for RCVS Advanced Practitioner (AP) Panel members who are responsible for processing and assessing AP applications from veterinary surgeons.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Describe the definition of an AP
- Evaluate the skills, knowledge, and professional standards that an AP should be able to demonstrate
- Define the specific eligibility requirements that veterinary surgeons are required to fulfil to apply to become an AP
- Explain the application process for AP applicants
- Assess AP applications

EXPLORE THE ACADEMY ▶

Fellowship Credentials Panel Member

DURATION:	30m
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary surgeons

This course has been designed for members of the RCVS Fellowship Credentials Panel (FCP) who are responsible for processing and assessing Fellowship applications.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Explain the objectives of the Fellowship program and the importance of fair, unbiased assessments
- Apply the step-by-step assessment process within the required timeframe
- Identify and manage potential conflicts of interest to maintain objectivity and fairness
- Recognise how unconscious bias can influence assessments
- Demonstrate confidentiality and data security whilst assessing applications
- Evaluate applications using the specific criteria
- Apply the relevant rubric or framework to score applications and rank candidates
- Provide meaningful and constructive feedback to applicants whether successful or not

Accreditation Panel Member

DURATION:	20h
COURSE STRUCTURE:	7 modules
TARGET AUDIENCE:	Veterinary surgeons

The aim of this course is to prepare you for your role as an RCVS accreditation panel member for veterinary programmes and to provide you with the knowledge and understanding required to carry out this role effectively.

LEARNING OUTCOMES

Introduction and methodology

By completing this module, you will;

- Be able to describe the regulatory framework in which RCVS accreditation of veterinary programmes sits, including the process of recognition of new veterinary programmes in the UK
- Be able to describe the decision-making process for accreditation within the RCVS
- Be able to describe the underlying purpose of accreditation, to provide assurance of the quality of veterinary programmes and to drive quality improvement
- Be able to elaborate on the principles and values underpinning the accreditation of professional programmes
- Recognise the different stages within the accreditation cycle for veterinary programmes, and how annual monitoring data aligns with the process
- Recognise the different types of evidence considered (input, process, outcomes) and how these contribute to judgements made on whether Standards have been met
- Know how to access the evidence repository, and be aware of your role in the review of evidence and completion of the rubric
- Be able to describe the role, responsibilities and expectations of accreditation panel members

- Reflect on your own personal potential biases and recognise what constitutes a conflict of interest
- Define the meaning of important educational terms

Domain 1: The learning environment - Including the requirements for vet schools' physical resources and learning resources for students.

By completing this module, you will be able to;

- Effectively use and apply the RCVS guidance in relation to each standard within Domain 1
- Identify and evaluate appropriate types of evidence to meet these accreditation standards
- Effectively describe what "good" looks like, and what might give rise to a concern, in relation to evidence for standards associated with the learning environment, across various curriculum and programme delivery models

Domain 2: Organisation, culture and values - Including the requirements for strategic and operational planning, organisational culture and sustainability.

By completing this module, you will be able to;

- Effectively use and apply the RCVS guidance in relation to each standard within Domain 2
- Identify and evaluate appropriate types of evidence to meet these accreditation standards
- Effectively describe what "good" looks like, and what might give rise to a concern, in relation to evidence for standards associated with the organisation, culture and values, across various curriculum and programme delivery models

Domain 3: Educational governance and quality improvement

By completing this module, you will be able to;

- Effectively use and apply the RCVS guidance in relation to each standard within Domain 3
- Identify and evaluate appropriate types of evidence to meet these accreditation standards
- Effectively describe what "good" looks like, and what might give rise to a concern, in relation to evidence for standards associated with educational governance and quality improvement, across various curriculum and programme delivery models

Domain 4: Supporting students

By completing this module, you will be able to;

- Effectively use and apply the RCVS guidance in relation to each standard within Domain 4
- Identify and evaluate appropriate types of evidence to meet these accreditation standards
- Effectively describe what "good" looks like, and what might give rise to a concern, in relation to evidence for standards associated with supporting students, across various curriculum and programme delivery models

Domain 5: Supporting educators involved in the delivery of the programme.

By completing this module, you will be able to;

- Effectively use and apply the RCVS guidance in relation to each standard within Domain 5
- Identify and evaluate appropriate types of evidence to meet these accreditation standards
- Effectively describe what "good" looks like, and what might give rise to a concern, in relation to evidence for standards associated with supporting educators, across various curriculum and programme delivery models

Domain 6: Curriculum and assessment

By completing this module, you will be able to;

- Effectively use and apply the RCVS guidance in relation to each standard within Domain 6
- Identify and evaluate appropriate types of evidence to meet these accreditation standards
- Effectively describe what "good" looks like, and what might give rise to a concern, in relation to evidence for standards associated with the curriculum and assessment, across various curriculum and programme delivery models

Accreditation Panel Member Chair

DURATION:	1h
COURSE STRUCTURE:	1 module
TARGET AUDIENCE:	Veterinary surgeons

This module covers all aspects of chairing an accreditation panel, including the preparation, execution, and follow-up after the accreditation event.

It features four videos, in which two experienced chairs discuss each stage of the accreditation process, outline the responsibilities of the panel chair, and reflect on challenges and best practices. Additionally, interactive scenarios are included to test your knowledge and understanding.

LEARNING OUTCOMES

By completing this course, you will be able to;

- Identify and apply the role and key responsibilities of a panel member chair
- Facilitate all required meetings prior to and during an accreditation event and ensure thorough consideration of associated evidence
- Apply leadership, guidance and support to panel members throughout accreditation events to ensure a consistent standard of appropriate behaviour
- Review and effectively communicate reports and results of accreditation visits

Riding Establishment Inspector

DURATION:	4h
COURSE STRUCTURE:	10 modules
TARGET AUDIENCE:	Veterinary surgeons

This online webinar series forms part of the RCVS riding establishment training and induction course. The course must be completed by any veterinary surgeon who wishes to become an RCVS approved Riding Establishment Inspector and by current inspectors to refresh their training every five years and remain on the Riding Establishment Inspectorate list. Please note that there is a cost to do this course.

MODULES

1: Overview of the regulations covering the hiring of horses

2: Riding Establishments Acts 1964 & 1970 - Scotland and Wales

3: Inspecting the horses

4: Inspecting ridden donkeys

5 & 6 : Inspecting riding establishment premises

7: Inspecting Polo

8: Variation on the traditional riding school

9: Saddlery demonstration

10: The inspection's finished. What now?

LEARNING OUTCOMES

By completing this course, you will be able to;

- Competently complete a riding establishment inspection
- Understand the legislative requirements that apply to riding establishments
- Advise the local authority whether a licence should be granted based on your findings
- Access relevant guidance and supporting documents for riding establishment inspections
- Accurately complete the relevant template forms relating to the inspection
- Identify, evaluate, and resolve common issues and pitfalls

EXPLORE THE ACADEMY ▶

RCVS Academy

To access any of our free courses available on the RCVS Academy, simply log in with your My Account details: **academy.rcvs.org.uk**

If you have any questions, please reach out to us at **academy@rcvs.org.uk**

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