

DETAILED DESCRIPTION OF SKILLS FOR VETERINARY NURSES

UC 1: RECEPTION

They provide customer reception

Use language, attitudes and communication techniques suitable for reception
Carry out the reception interview
Process and pass on accurately information to the person in charge and the team

Knowledge of the characteristics of communication (verbal and non-verbal) and obstacles to good communication

Procedure for telephone reception
Procedure for in-person reception
Rules laid out in the company's reception charter (personal appearance, behaviour, lay out of reception area)

They advise clients about animal care and legislation applicable to them, within the limits of their role

Choose necessary and adequate information to answer the client's request
Decide when to refer to their superior
Comply with the professional ethics for veterinary practice

Knowledge of the main species and breeds of domestic animals
Knowledge of animal production science (feed contents and distribution, observation of reproduction cycle, hygiene care, different breeds)
Knowledge of deworming and parasite control protocols
Knowledge of protocol for basic breeding principles for carnivores
Knowledge of framework and legislative protocols applicable to animals (sanitary legislation, sales, dangerous animals, identification; body disposal, insurance, owners' obligations, protection of species)
Knowledge of the limits of the role of VA and its constraints (confidentiality)
Knowledge of the vet's clients
Knowledge of biological and technical vocabulary
Information procedure with respect to animal categories (young, puberty, reproducing female, seniors...)

They issue products in compliance with legislation

Identify products and drugs according to their category
Decide when it is possible to issue a product or drug
Take into account information about administration of the product

Knowledge of the law on veterinary pharmacy

Formalities to be respected when preparing to issue

UC 2: SECRETARIAL

They deal with everyday secretarial work and payments
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Use adequate criteria for filing documents Fill in documents accurately and identify recipients Carry out and accurately record payments
Knowledge of professional documents Knowledge of suppliers and partners Knowledge of basic arithmetic Knowledge of VAT and billing rules
Procedure for preparing documents for booster vaccinations Procedure for making payment entries in the day book Procedure for writing up a bill Procedure for use of office equipment (credit card, fax, Prestel)

They manage stocks and orders

Stock taking Deal with expired products Draw up order form or return slip Check delivery matches order Notify person in charge of any anomalies
Knowledge of drug circulation system Knowledge of organisation and services of trading group
Procedure for preparation and passing of orders Procedure for checking / returning deliveries Procedure for storing different types of products

UC 3: HEALTH AND SAFETY

They get rid of contagious agents
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Use cleaning and disinfecting products according to surface to be cleaned and risk of contagion Use method of sterilisation adapted to equipment Dispose of waste according to category Comply with instructions for preparation and storage of disinfectants Handle sterile equipment respecting asepsis

Knowledge of micro-organisms, infection sources and pathways Knowledge of the principles and norms of disinfection and sterilisation Knowledge of the different families of disinfectants and antiseptics Knowledge of medical waste and relevant regulations
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Procedure for cleaning and disinfecting floors and kennels Procedure for cleaning and disinfecting furniture and installations Procedure for cleaning and disinfecting equipment and textiles Procedure for sterilising equipment and textiles Procedure for waste sorting and disposal Procedure for hygienic, antiseptic and surgical handwashing Procedure for disinfecting and asepsis of site of surgery on the animal Procedure for handling an infected animal
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They prevent professional risks
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Comply with safety instructions Participate in putting together and updating the DUI – single identification document of professional risks
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Knowledge of impact of risks on health and relevant regulations (DUI)

Rules of x-ray protection Procedure for the prevention of electrical risks Procedure for handling and disposal of toxic/inflammable products Procedure for handling heavy loads Procedure for disinfecting bites and scratches
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UC 4: RESTRAINT

They restrain animals

Pay attention to safety requirements when handling animals Adapt approach and restraint method to the animal's attitude Use restraint methods compatible with the position required Pay attention to the animals' comfort
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Knowledge of methods and attitudes of animal communication Knowledge of external topography of restraint points Knowledge of conditions of animal stress and well-being

Rules for approaching and moving animals Different methods of restraint
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UC 5: PREPARATION OF MEDICAL EQUIPMENT

They maintain and prepare medical equipment
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Identify the equipment requested Comply with correct practice for use and maintenance of equipment

Knowledge of the characteristics of equipment and common consumables Knowledge of the principles of x-ray development
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Specific procedures for cleaning, maintaining, assembling and disassembling different types of equipment Procedure for preparing an x-ray cassette Procedure for developing x-rays
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UC 6: SALES AND ADVICE

They look after the sales area for non regulated products

Analyse sales with respect to annual statistics
Develop sales of products according to fixed priorities

Knowledge of merchandising principles
Knowledge of seasonal variations in veterinary practice

Merchandising methods

They advise clients on products and services for pets, according to their needs

Lead the sales interview for a product or service with the goal of protecting animal health
Make customers aware of the prevention and hygiene measures, showing their importance for animal and human health
Respect the limits of the VN's role

Knowledge of the phases and development of socialisation
Knowledge of the methods of birth control
Knowledge of the main contagious diseases and their prevention
Knowledge of the main parasitic diseases and their prevention
Knowledge of the characteristics of parasite control products
Knowledge of the main zoonoses
Knowledge of the variations in nutritional needs and corresponding foods
Knowledge of the pet cosmetology and products
Knowledge of the main therapeutic classes and their levels of toxicity
Knowledge of the context for sales in veterinary practice

Sales and reasoning techniques

They look after clients in difficult situations

Adapt their communication mode to clients and difficult situations
Assess the urgency of a situation without making a diagnosis
Inform the person in charge when the situation is critical

Knowledge of the main cat and dog emergencies
Knowledge of the grieving process
Knowledge of the characteristics of difficult clients
Knowledge and prevention of stress mechanisms

Procedures for dealing with different emergencies
Methods of dealing with complaints

UC 7: MANAGEMENT ASSISTANCE

They organise work

Plan appointments, work or follow-up on files with an overview of constraints and priorities
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Knowledge of the methods of logical reasoning

They produced professional documents on the computer

Use common software (Word, Excel, customer database)
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Look for information

Use internet and e-mail

Write a simple letter

Produce a synthesis

Knowledge of how a computer and its accessories work
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Knowledge of the characteristics of communication methods

Knowledge of basics of writing

Rules for entering and saving information on a computer

Procedure for use and maintenance of computer equipment

Documentary research techniques

UC 8: ASSISTING WITH TREATMENT AND TESTS

They assist the veterinary practitioner with treatment and further tests

Prepare before each act all necessary equipment
Put the animal into the correct position according to the treatment or examination to be carried out
Present the equipment for the treatment or test at each stage as it becomes necessary
Knowledge of the modalities of the main methods of treatment (dressings, drips, injections)
Knowledge of the modalities of the main tests (samples, imaging techniques)
Procedure for different kinds of treatment
Procedure for different kinds of tests

They help with the nursing of hospitalised animals

Look after the well-being of hospitalised animals
Prepare correct quantity of drugs to be administered according to prescribed doses
Take account of signs of physiological anomalies
Call the person in charge in case of emergency
Carry out first aid treatment
Respect the limits of the role of VN as defined in the rural Code
Knowledge of primary body functions
Knowledge of post-operative complications
Knowledge of conversion units
Procedures for preparation, administration and monitoring of treatments
Procedure for taking biological readings
Procedure for checking hospital records
Procedure for admitting clinical emergencies

He carries out straightforward laboratory work

Comply with correct practice to guarantee reliability of test results
Knowledge of the composition and preservation of the main biological liquids
Knowledge of usual biological constants
Methods of preparing/preserving samples
Correct use of rapid screening tests
Procedures for the use of apparatus

UC 9: SURGICAL ASSISTANCE

They assist the veterinary practitioner to prepare and carry out surgery

Determiner the area to be prepared and the position according to the approach Carry out pre-operative checks in accordance with the operation (sex, side...) Lay out in a functional way all instruments, consumables and equipment necessary for the operation Create the conditions of surgical asepsis Identify the instruments for each stage of the operation Take care that all equipment and consumables are present at the end of the operation Report on biological readings and call the practitioner in case of anomaly
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Knowledge of surgical nomenclature Knowledge of topographical surgical anatomy Knowledge of general surgical instruments and their use Knowledge of procedure of general surgery Knowledge of the stages and modalities of anaesthetics

Procedure for sterile clothing Procedure for preparing the different surgical approaches Procedure for preparing surgery kits Procedure for taking biological readings on anaesthetised animals Procedure for emergency resuscitation

UC 10: ADAPTATION TO THE TYPE OF PRACTICE

PET PRACTICES

They advise owners of certain categories of pet according to specific questions

Make the clientele aware of the importance of the environment for different species of exotic pets
Make the owners of sick animals aware of the role and importance of dietary treatment
Explain the conditions for entry to pet shows

Knowledge of the physiology and specific needs of the main breeds of exotic pets
Knowledge of dietary foods
Knowledge of the workings of cat and dog shows and competitions and breed specificities

MIXED RURAL PRACTICES

They assist the veterinary surgeon in looking after farm animals

Assess emergencies and report to the available practitioner
Point out preventative measures recommended according to the season and type of breeding
Remind and explain precautions to be taken in the administration of prescribed drugs
Organise prophylaxis treatments and sanitary follow-up of herds

Knowledge of the main emergencies
Knowledge of reproduction
Knowledge and prevention of the main contagious diseases
Knowledge and prevention of the main parasitic diseases
Knowledge of the characteristics of parasite control and hygiene products
Knowledge of nutritional needs and mineral supplements

Procedure for the detection of the main emergencies
Procedure for the organisation of rural visits

EQUINE PRACTICES

They assist the veterinary surgeon in looking after horses

Assess emergencies and report to the practitioner
Point out and explain the preventative measures recommended according to the season and animal living conditions
Restrain horses in keeping with surgery to be carried out and their behaviour
Look after the well-being of hospitalised horses

Knowledge of the main horse emergencies
Knowledge of horse reproduction
Knowledge and prevention of the main contagious diseases
Knowledge and prevention of the main parasitic diseases
Knowledge of the characteristics of parasite control and hygiene products
Knowledge of nutritional needs and supplements
Knowledge of horse approach and behaviour
Knowledge of restraint methods for horses

Procedure for making a horse lie down

ACCOUNTS

They do the accounts (optional, according to the position occupied)

Make entries into the income book from the day book and billing

Make entries into the expenditure book from purchase receipts

Organise the procedure for recovery

Calculate for a fiscal month, the VAT to be claimed and paid

Calculate net salary to be paid from the gross salary

Knowledge of the rudiments of liberal accounting and knowledge of relevant documents

Procedure for checking accounting entries