

## DETAILED DESCRIPTION OF SKILLS FOR VETERINARY ASSISTANTS

### 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

<b>They deal with everyday secretarial work and payments</b>
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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 vaccination reminders 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)

<b>They manage stocks and orders</b>
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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

<b>They get rid of contagious agents</b>
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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
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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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<b>They prevent professional risks</b>
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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)
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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

<b>They restrain animals</b>
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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
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Rules for approaching and moving animals Different methods of restraint
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## UC 5: PREPARATION OF MEDICAL EQUIPMENT

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