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## Overview

This standard is about providing support and advice to clients regarding the care of their animal. It covers supporting clients during the provision of veterinary services, advising clients on the general care of animals, showing clients how to care for animals and providing veterinary materials to clients.

This standard is suitable for registered veterinary nurses.

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## Performance criteria

*You must be able to:*

1. provide clients with information on the condition of their animal in accordance with veterinary practice procedures
2. offer the required physical and emotional support to the client during difficult situations
3. offer relevant advice and recommendations to clients regarding the care of animal(s) according to veterinary practice procedures
4. inform the client of the veterinary services that are available to meet their needs
5. explain to the client, the consequences of not following the advice given on the care of their animal
6. check the client's understanding and provide additional support and advice where necessary
7. pass the client to the relevant person or an external veterinary surgery or practice when expert advice is required
8. demonstrate to the client the correct methods of providing care to their animal
9. confirm that the client can reproduce the demonstration of care while immediate assistance is available
10. inform the client of methods for contacting the veterinary practice if future assistance is required
11. explain the relevant health and safety implications to the client
12. comply with relevant animal health and welfare legislation and codes of practice

## Knowledge and understanding

*You need to know and understand:*

1. practice policy regarding the giving of information to clients and access to their animals
2. the types of support and advice to give clients regarding the care of their animal
3. the problems that can occur during the provision of veterinary services
4. the types of physical and emotional support to offer to clients
5. why it is important that clients identify when they need support or advice
6. how to ensure that advice and information given to clients is relevant
7. why it is important to provide the advice that is set out by veterinary practices
8. what type of recommendations can be provided to clients with different requirements and when they should be passed to external veterinary surgeries or practice for expert advice
9. the veterinary services available and the information required by different clients
10. how to explain to clients the consequences of not following the given advice on the care of their animal
11. the types of difficulties clients may have in understanding advice
12. the need to explain how animals should be treated and the reason for the treatments being advised
13. how to advise the client on the required environmental conditions and the observations of animal behaviours
14. the effects of different types of care on different types of condition and animal
15. the correct methods for caring for animals and how these can be demonstrated to the clients
16. how to check whether clients understood the care demonstration
17. why it is important that clients reproduce the demonstration while there is someone available to provide further advice
18. the methods for contacting the veterinary practice
19. the correct methods for disposing of waste materials and medication produced by veterinary practices
20. how to comply with the relevant animal health and welfare legislation and codes of practice

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21. your responsibility under the relevant environmental and health and safety legislations, codes of practice and business policies

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**Scope/range**

A. Support the following **clients**:

1. current clients
2. new clients

B. Support clients during the provision of the following **veterinary services**:

1. veterinary procedures
2. medication
3. counter sales
4. hospitalisation
5. euthanasia
6. nursing clinics / appointments

C. Provide **advice** to clients on the following for dogs, cats exotics or equine:

1. preventative health care
2. caring for ill animals
3. reproduction and care of different life stages
4. post-operative recovery
5. condition scoring, weight management, diet and feeding
6. client obligations in relation to animal welfare legislation

D. Demonstrate the care of dogs, cats and exotics or equine in relation to:

1. good health
2. illness
3. recovery

LANRVN2

Provide support and advice to clients regarding the care of their animal



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**Relevant Occupations** Veterinary Nurse

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**Suite** Veterinary nursing and auxiliary services

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