

# VPAC

## Course Content

The following gives some idea of the scope of the course. Not all topics will be covered in the same detail, the aim is to ensure a competent level of skill to carry out an administrative role in a practice, but not that required for undertaking strategic management or nursing.

Unit title	Unit outline
Study Skills	Motivation for study, organising study, using resources, study methods, essay writing, compiling a portfolio.
Office Procedures	Working within a team, health and safety in the workplace, using office machinery, mail, completing forms, manual filing systems, control of office consumables.
Finance	Sales invoicing and credit notes, purchase orders, using the bank, monitoring bank accounts, maintaining cash accounts, maintaining control accounts, purchase ledger control, credit control. Month end procedures, VAT returns. Producing budget reports. Preparing accounts for analysis. Calculating wages and salaries. Preparing payslips.
Information Technology	Start-up and shutdown. Opening and closing applications. Safe working practices, legal and security aspects. Creation and use of databases. Creation and use of spreadsheets. Word-processing. Saving and backing up. Using a printer.
Marketing	Using market research to identify client needs. Identifying target markets. Choosing appropriate marketing methods. Explaining benefits to clients. Putting Marketing strategies into practice
Personnel	Applying current legislation. Staffing and rotas. Applying practice standards and protocols. In-practice communication. Organising recruitment. Personal files and records. Appraisal systems. Training programmes.
Ethics and Statutory Requirements	Special statutory and ethical requirements of veterinary practice. Documentation for statutory requirements. Professional accountability
Customer Care	Greeting callers, dealing with enquiries, appropriate responses, complaint handling
Basic Veterinary Support	Use of premises, common instruments and equipment, sterile environments, use of pathology forms and containers, clinical waste, common veterinary terms and procedures, prioritising queries and requests