



Lynwood School of Veterinary Nursing

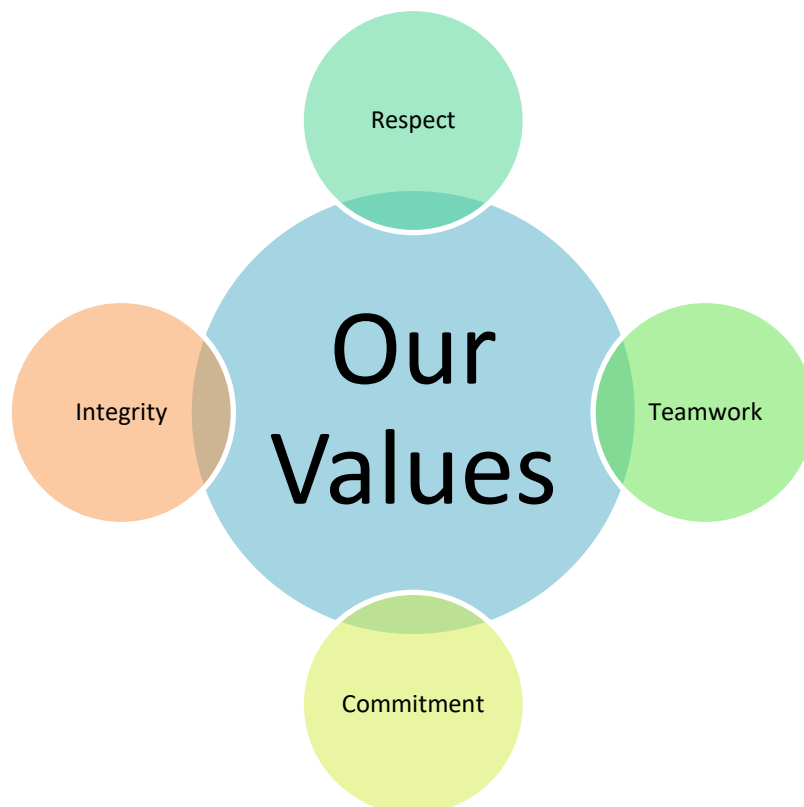
LEVEL 3 DIPLOMA IN VETERINARY NURSING



**Course Handbook
2021-2022**

Mission Statement

“Providing excellence in veterinary nurse training that surpasses expectations”



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Welcome

Welcome to Lynwood School of Veterinary Nursing. It is our aim to provide you with an interesting course which will enrich your learning experience and help you succeed in your chosen career.

Please read this handbook carefully and keep it in a safe place as it contains information that you will need to refer to throughout your course. It has been structured and laid out in a number of sections, where you will find details about the course content, assessment regulations and administrative aspects of the course. There is additional information about support services, especially those which can be of direct help to your learning and development.

The staff at Lynwood School of Veterinary Nursing are committed to the safety and welfare of learners.

The first few weeks in a new environment should be an exciting and enjoyable experience. However, it can also be an anxious time. Remember, the Lynwood School staff are here to help you. Your course tutors are always ready to help if you have a question or a problem. If you find that there are points in this handbook which you do not understand or wish to discuss further, do not hesitate to get in touch.

On behalf of the Course Team, we wish you every success in your studies, and we look forward to supporting you throughout your course.



HOUSEKEEPING

- Fire Drills will be undertaken throughout your time at LSVN. The fire assembly point is in front of the paddock by the main entrance to the business park. If the fire alarm sounds, make your way immediately to the fire assembly point and wait for instructions from your tutor. You must leave your belongings behind. Under no circumstances are you to re-enter the building until you are given formal instructions that it is safe to do so.
- There is a kitchen for your use which has a kettle, fridge, toaster, microwave, cutlery and crockery. It is expected that all utensils and equipment used are to be cleaned and tidied away after use.
- The toilets are situated along the corridor next to the kitchen. It is expected that the toilets are used respectfully. If you encounter any servicing problems, please alert a member of staff immediately.
- We expect all students to conduct themselves and treat others with respect. Any equipment that has been damaged it is essential that it is reported to a member of staff urgently.

WHAT YOU CAN EXPECT FROM US AND WHAT WE EXPECT OF YOU

College staff aim to:

- Start and end all classes on time
- Give you reasonable notice of any changes to your classes
- Give you clear, legible and informative feedback on your work
- Be available for timed appointments
- Treat you with respect at all times
- Support you in your preparation for the workplace.

You will get the best out of your time at LSVN if you are committed to:

- Attend all classes without lateness and reporting illness at the earliest opportunity (It is your responsibility to record your attendance)
- Preparing for your classes (bring to the lesson pens, paper and relevant

materials, including any work which is due)

- Completing your work to the best of your ability and submitting it on time
- Not cheating or copying the work of others
- Paying attention to information about the course provided by your tutors
- Using the feedback, you are given to improve subsequent work
- Make sure you use tutor's time effectively – turn up on time for appointments
- Taking responsibility for your own learning and skills development (this means keep up to date with the CSL, Onefile and Learner Progress Review actions as required)
- Treating staff, fellow students and neighbours in the local community with respect at all times
- Observe the Lynwood School of Veterinary Nursing Code.

Lynwood School of Veterinary Nursing Staff

Heads of Centre/Lecturers

Mrs Valerie Belbin RVN Cert.Ed.

val@lsvn.co.uk

Mrs Lisa Bugh RVN Cert.Ed.

lisa@lsvn.co.uk

Lecturer

Ms Michelle Richmond Dip AVN (Medical) Dip AVN (Surgical) Cert VN ECC RVN

michelle@lsvn.co.uk

Internal Quality Assurer / Lecturer

Mrs Nikki Phillips RVN IQA

nikki@lsvn.co.uk

Internal Quality Assurer

Mrs Carol Moore RVN IQA

carol@lsvn.co.uk

Data Manager

Emma Thornton

emma@lsvn.co.uk

General Enquiries

school@lsvn.co.uk

Tel: 01305 264140

YOUR PERSONAL IQA

Your personal IQA will meet you every 12 weeks to discuss your progress. These tutorials provide an opportunity for you to discuss any aspects of your study and also to raise any personal problems that may be affecting your study.

Personal IQA's are often able to provide guidance directly and even if they cannot do this, they will be able to refer you to someone who will be able to help.

Please complete for your records....

Personal IQA	Name: _____ Tel: _____ e-mail: _____
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Timetables / Schemes of Work

Timetables will be given out during the induction process

They may be subject to change

COLLEGE CONTACTS

Here are some contact names and locations:

Heads of School Veterinary Nursing Lecturer	Val Belbin / Lisa Bugh val@lsvn.co.uk lisa@lsvn.co.uk Tel: 01305 264140
Lecturer	Michelle Richmond michelle@lsvn.co.uk Tel: 01305 264140
IQA'S	Carol Moore, Nikki Phillips carol@lsvn.co.uk nikki@lsvn.co.uk Tel: 01305 264140
Account Queries relating to fees paid to the LSVN Ltd	Emma Thornton emma@lsvn.co.uk Tel: 01305 264140
Learning Support Managers	Val Belbin / Lisa Bugh school@lsvn.co.uk Tel: 01305 264140
Safeguarding	safeguarding@lsvn.co.uk Tel: 01305 264140
General Enquiries	school@lsvn.co.uk Tel: 01305 264140

EXTERNAL CONTACTS / IMPORTANT ADDRESSES

Royal College of Veterinary Surgeons
Belgravia House
62-64 Horseferry Road
LONDON
SW1P 2AF
Tel: 02072 020788

Central Qualifications
Elmtree Business Park
Elmswell
Bury St Edmunds
Suffolk
IP30 9HR
T: 01359 245316
E: enquiries@cqual.org

Details of veterinary nursing syllabus, OSCEs, examination dates etc can be found at www.cqual.org

BVNA Membership provides free legal advice, CPD, Online Training Courses, Discounted fees' and access to the VNJ (Veterinary Nursing Journal)

British Veterinary Nursing Association
Suite 11
Shenval House
South Road
HARLOW
Essex
CM20 2BD
Tel: 01279 408644

Vet Life

Independent, confidential and free help for everyone in the veterinary community including veterinary nurses and students.

Our charity provides a 24/7 phone and email helpline; professional mental health support; financial assistance; information and resources.

Tel: 0303 040 2551

<https://www.vetlife.org.uk/>

STUDENT SUPPORT AND GUIDANCE



INFORMATION, ADVICE AND GUIDANCE

The information, advice and guidance that you receive from Lynwood School is given according to the requirements of the College Charter and the Code of Principles of the National Board for Information, Advice and Guidance – copies are available from Lynwood School on request. They are given in your best interests and on an impartial basis and in a spirit of equality of opportunity.

Lynwood School regularly obtains feedback from its students and you may be asked to complete a brief questionnaire or respond to a telephone survey. This information is used to help us improve the service we offer.

Complaints Procedure

The College also has a complaints procedure. (See Procedure for Complaints and Feedback)

If you are unhappy with any aspect of the information, advice and guidance given, please contact the provider in the first instance. If we are unable to resolve the problem informally, we will advise you how to register a formal complaint, which will be brought to the attention of the appropriate manager.

PERSONAL INTERNAL QUALITY ASSURERS (IQA)

The college values all learners and your personal success is important to us.

Every learner is expected to achieve the qualifications they enrol onto. Throughout the course you will have learner progress reviews which you are expected to attend. Your IQA will offer you support and agree targets for success. If you know of any reason why you might be at risk of not completing your programme of study satisfactorily over the two years, please inform your IQA of your concerns. Every effort will be made to support you to be successful.

IQA's are individual and private. Tutorials with your IQA offer the opportunity to discuss your progression on your course, and any issues or problems which may be having an adverse effect on your progress.

You will have a regular personal tutorial with your IQA, details and times will be given to you in advance.

However, if you feel you need further tutorials, please do not hesitate to contact your IQA and they will be pleased to arrange this with you.

If you are under the age of 18 years a copy of the handbook and each tutorial will be sent to your parent/guardian.

THE LEARNING SUPPORT SERVICE

Learning support is offered by Lynwood School

If you feel you require special consideration or have been assessed previously to allow you to have additional learning support, please speak to a head of school for course provision.

Application can be made for **'reasonable adjustments for VN candidates'** e.g. extra time allocation for examinations.

ATTENDANCE

The Course Tutor must be informed by 8:30am of any absences due to illness or unforeseen circumstances. Parents **will** be informed of non-attendance and poor punctuality. (Under 18 years old students only)

Registers are kept for all timetabled sessions and a record of your attendance will be monitored. If you are unable to attend on the day of your timetabled sessions for whatever reason you should contact the school (01305 264140) or send an email to school@lsvn.co.uk before 8.30am, indicating you will be absent.

It is your responsibility to register your attendance by completing the google form which can be accessed via Google Classroom. This includes signing in and out.

If you do miss college for any reason, it is **your** responsibility to find out what has been taught and catch up what has been missed. Lectures can only be delivered once. Any class notes will be uploaded to Google classroom.

Regular non-attendance is followed up via personal learner progress reviews. Students whose non-attendance is persistent will receive action under the college's academic code.

We strongly discourage holidays or any other absence being taken during term times. However, we understand that sometimes you may need to take time out of college. Please can we ask that you notify us at your earliest opportunity by email to your course lecturer or to school@lsvn.co.uk.

ADVERSE WEATHER (SNOW) POLICY

During any period of adverse weather (usually snow), The heads of school will take into consideration distances students have to travel to/from the school and the mode of transport used and may make the decision to close the school. We will make every effort to contact you as soon as possible (usually the day before if bad weather is predicted). We will contact you on the email address provided on induction. Please ensure to check for any messages and update us if your number changes.

PUNCTUALITY

The day will start at 9.30am prompt. Students are expected to arrive and be ready to start by 9.30am. Registers will be taken at the start of each day. **Lateness** will only be tolerated in exceptional circumstances. Persistent poor punctuality will lead to disciplinary measures being taken, and practices will be informed.

You are expected to attend college 100% of the time during term however there may be odd days which you cannot attend. Please see 'Attendance' section.

CHANGE OF CIRCUMSTANCES

If any of your circumstances, such as name, address or employer, are changed during the course, you **must** inform your IQA or the Data Manager. If you do not do this, important communications may fail to reach you. The RCVS, CQ and other external agencies linked to funding **must** also be informed of any changes.

Please complete the RCVS form (see separate attachment on Onefile) This form must be signed by the Head of Centre.

If you are an affiliated practice this would need to be completed by Lisa Bugh. Please email your form to school@lsvn.co.uk to be signed by Lisa.

If you are a non-affiliated practice, the head of centre of your practice must sign the form but please cc us in so that we can note the changes to school@lsvn.co.uk.

DATA PROTECTION

The College's enrolment form provides details of the uses and disclosures of personal information you provide. The College may need to share personal information together with details of overall course performance and attendance to relevant external organisations. These may include local authorities, employers and external verifiers. Students will be informed of these disclosures. Some information, like your name, contact details, and (previous) employment information, is required for administrative purposes. We require information about your ethnic origins in order to comply with OFSTED regulations. We ask for details about any disabilities you might have so that we are able to provide you with any additional support you might need. If you do not provide these details, we may not be able to tailor the program to support your needs.

If you require a more detailed explanation of the school's policy on disclosure of personal information please contact the office.

Access to your personal data, in particular to special category personal data (about any disabilities or your ethnicity), will be restricted to those staff members that have a business need to know. We will share information about your academic progress and qualifications with awarding bodies like CQ, and the RCVS. We may be required to share some of your personal data with regulatory bodies like OFSTED and the RCVS – we will anonymise this data where possible. Information may also be shared with VetPartners Ltd, the company that owns Lynwood School of Veterinary Nursing. We will not transfer your personal data outside the UK.

Most of your records will be kept or up to 3 years post qualification. Any other records will be kept in line with the relevant statutory retention periods. (See Data Protection Policy)

Under the General Data Protection Regulations (GDPR), you are able to request a copy of the data we hold about you, request rectification or erasure of your data, object to us processing your data, or request a restriction of our processing. You can also request that we transfer your personal data to a third party in a machine-readable format (Such as pdf or CSV).

Questions?

Our full details are: LSVN Limited a trading name under Lynwood Vets Ltd (registered in England and Wales under company number 10423717), Registered Office Spitfire House, Aviator Court, York, YO30 4GY

school@lsvn.co.uk

Our Data Protection Compliance Officer is Amanda Egan,
dataprotection@vetpartners.co.uk

DISABILITY DISCRIMINATION ACT 2005

Lynwood school is firmly committed to providing the widest possible access and to removing barriers to those with disabilities. The school takes steps to find out about a student's disabilities and/or learning difficulties while ensuring that confidentiality is maintained. You are encouraged to disclose a disability and/or learning difficulty. The school has formal procedures relating to the disclosure of information. These are well publicised in a range of material provided to all students. Following disclosure, staff will make every effort to provide reasonable adjustments to ensure that students are not placed at a disadvantage in comparison with those who are not disabled.

Students with a disability and/or learning difficulty are also encouraged to contact the Heads of Centre at the start of the year and notify them at least six weeks before an examination or other assessment to discuss what arrangements might be made to try to ensure they are not placed at a disadvantage in comparison with those who are not disabled.

SUPPORTING DIVERSITY

Lynwood School recognises and values individual differences and has a public duty to promote equality and remove discrimination in relation to race, gender, disability, religion or belief, sexual orientation and age.

During your time at the school we expect you to:

- experience "an integrated community based on mutual respect and tolerance where all staff and students can feel safe, valued and supported,"
- contribute to creating a positive environment where discriminatory practices and discrimination no longer happen.

CURRICULUM DESIGN, CONTENT AND ORGANISATION

COURSE AIMS

The Small Animal Level 3 Diploma in Veterinary Nursing qualification is designed to support the preparation of veterinary nurses for professional registration on the Royal College of Veterinary Surgeons Register of veterinary nurses.

It is mandatory for those seeking entry to the RCVS Register to be in possession of an “approved qualification”. The Small Animal Level 3 Diploma in Veterinary Nursing falls into this category.

The primary functions of this qualification are to:

- Facilitate candidates to gain the veterinary nursing knowledge and skills requisite for safe and effective practice.

AND

- Develop in them skills of enquiry and reflection that are essential to lifelong professional learning and development.

The supporting taught programme should include a balance of teaching and learning strategies, designed to help candidates develop knowledge, understanding and effective clinical skills.

Employment (as apprentices) or clinical placement in suitable veterinary training practices will foster the acquisition of “day one” clinical skills and the development of competence and confidence in preparation for the responsibilities of professional registration and practice.

COURSE ORGANISATION

The following syllabus units will be studied as part of the core modules:

ASSESSMENT TABLE

Unit Number	Theory tested by assignment	Practical tested by CSL	CQ administered examination	OSCE
VNSA1	1.1, 1.2, 1.3, 2.1, 2.2, 3.1, 3.2, 3.3, 4.2, 4.3, 5.1	2.3, 2.4, 4.1	No examination	Y
VNSA2	1.1, 1.2, 1.3, 1.4, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3	2.1, 2.2, 2.3	No examination	Y
VNSA3	No assignment	No CSL	1.1, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 2.11, 3.1, 3.2, 4.1	N
VNSA4	No assignment	3.2, 6.1, 6.2	1.1, 2.1, 2.2, 2.3, 3.1, 3.3, 4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 6.3, 6.4	Y
VNSA5	No assignment	1.2, 1.4, 3.2, 4.1, 4.2, 5.2, 5.3	1.1, 1.3, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 5.1, 6.1, 6.2	Y
VNSA6	1.1, 1.2, 1.3, 1.4, 2.1	2.3, 5.2, 5.3, 6.1, 6.2	2.2, 2.4, 3.1, 3.2, 4.1, 5.1	N
VNSA7	No assignment	1.3, 2.2, 2.3, 2.5, 2.6, 4.1, 4.2	1.1, 1.2, 2.1, 2.4, 3.1, 3.2, 3.3	Y
VNSA8	No assignment	1.3, 3.1, 3.2, 4.4, 4.5, 5.3, 5.5	1.1, 1.2, 2.1, 2.2, 2.3, 2.4, 2.5, 4.1, 4.2, 4.3, 5.1, 5.2, 5.4	Y

VNSA9	No assignment	1.1, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 3.4, 4.1, 4.2	No examination	Y
VNSA10	No assignment	1.2, 3.1, 3.2, 3.3, 4.2, 4.5, 5.1, 5.2, 5.3, 6.1, 6.4, 6.5	1.1, 1.3, 2.1, 2.2, 2.3, 4.1, 4.3, 4.4, 6.2, 6.3	Y
VNSA11	No assignment	No CSL	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 5.3, 5.4, 5.5, 6.1, 6.2, 6.3	N
VNSA12	No assignment	1.1, 1.2, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.4	No examination	Y
VNSA13	4.1, 4.2, 4.3, 5.1, 5.3, 5.4	2.1, 2.2, 5.2	1.1, 1.2, 1.3, 3.1, 3.2, 3.3, 3.4, 3.5	N
VNSA14	No assignment	1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 5.1, 5.2, 5.3, 5.4, 6.1, 6.2, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 9.1, 9.2, 10.1, 10.2	No examination	Y
VNSA15	1.1, 1.2, 1.3, 1.4, 3.1, 5.1, 5.2, 5.3	No CSL	2.1, 2.2, 2.3, 2.4, 2.5, 4.1, 4.2	N
VNSA16	No assignment	1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.2, 4.1, 4.2, 5.1, 5.2	No examination	Y
VNSA17	No assignment	1.3, 1.5, 2.4, 3.1	1.1, 1.2, 1.4, 2.1, 2.2, 2.3, 3.2, 3.3, 4.1, 4.2, 4.3, 5.1	Y
VNSA18	1.1, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3	No CSL	5.1, 5.2	N

HEALTH AND SAFETY

Students are required to follow the school's health and safety policy at all times. Specific health and safety requirements are in place for each area.

The Health and Safety Policy draws attention to the following:

- a) All members of the school share a responsibility for safety.
- b) The need for students to:
 - i) have a personal responsibility for the health and safety of themselves and others with whom they are working
 - ii) observe safe standards of behaviour, dress and protective clothing as required by the College Safety Policy
 - iii) use and not wilfully misuse, neglect or damage, nor interfere with devices and equipment provided for health and safety.

The school reserves the right to exclude students from certain practical instruction if they do not comply with these recommendations.

EQUAL OPPORTUNITIES

It is the policy of Lynwood School of Veterinary Nursing to provide and promote an environment which is open and equal, where Employers and Employees are treated solely on their merits and abilities.

We recognise that discrimination on the grounds of colour, ethnic origin, age, gender, disability, family circumstances, religious beliefs or any other irrelevant distinction, denies individuals the right to develop to their full potential. We do not tolerate any anti-racism, anti-homophobia, transphobia, biphobia or any form of bullying and harassment. See bullying and harassment section.

This policy shows our commitment to removing discrimination and outlines the responsibilities to all staff.

BEHAVIOUR

Please see **STUDENT DISCIPLINARY CODE POLICY AND PROCEDURE.**

BULLYING AND HARASSMENT

Bullying and harassment means any unwanted behaviour that makes someone feel intimidated, degraded, humiliated or offended. It is not necessarily always obvious or apparent to others and could be between two individuals or involve groups of people. It might be obvious or it might be insidious. It may be persistent or an isolated incident. It can also occur in written communications, by phone or through email, not just face-to-face.

Examples of bullying / harassing behaviour could include:

Spreading malicious rumours, or insulting someone

Exclusion or victimisation

Unfair treatment

Deliberately undermining a competent person by constant criticism.

Under the Equality Act 2010, harassment is unwanted conduct which is related to one of the following: age, disability, gender reassignment, race, religion or belief, sex and sexual orientation and is therefore unlawful.

MOBILE PHONE POLICY

Mobile phones during tuition time should be kept in bags during lessons and should be switched to silent (not vibrate). During official breaks which occur during the morning and at lunchtime, we continue to be happy for mobile phones to be switched on and used.

Should you need to provide an emergency contact number for use during tuition time please use the office number which is always staffed. (01305 264140) A message will then be passed to you immediately.

We recognise that there may be instances where you are specifically instructed by your tutor to use your phone to interact with e-learning activities or to record images from practical learning sessions. Such times should not be seen as an opportunity to respond to messages or to use social media. Phones should also be returned to your bags immediately following the activity.

CYBER PROTECTION

Students are taught about online safety and exposed to some of the risks they are likely to encounter when using the internet, especially through social media such as phishing, ransomware, engineering attacks to leaks from connected devices.

Students are not allowed to access the router using their personal devices to prevent threats to endpoint security. They will only be able to access the wi-fi via the school computers which are set with parental controls to protect students from all adult-related sites, illegal activity, phishing attacks and pornography.



CYBER BULLYING

Cyber bullying is any form of bullying, harassment or victimisation online. It can spill from on-screen to off-screen and affect the face-to-face interactions between colleagues at work and away from work.

Cyber bullying can happen in a number of ways: inappropriate photographs may be posted; offensive or threatening comments might be made; or sensitive personal information could be revealed. This could be done accidentally or vindictively.

Any reporting of bullying will remain confidential.

LSVN SOCIAL NETWORKING POLICY

See separate statement.

READING LIST

It would be helpful if you could have access to the following books.

ALL of the BSAVA Manuals are recommended. Please visit the website to see the titles available:

<http://www.bsava.com/Publications/BrowseBSAVAManuals/tabid/952/Default.aspx>

*Aggleton, P. & Chalmers, H. (2000) *Nursing Models and Nursing Practice 2nd Edition*, New York: Palgrave

Aldridge, P. & O'Dwyer, L. (2013) *Practical Emergency and Critical Care Veterinary Nursing*, Oxford: Wiley Blackwell

*Arnold, J. (2009) *Coaching Skills for Leaders in the Workplace. How to develop, motivate and get the best from your staff*, Oxford: How To Books Ltd

Aspinall, V. (2005) *Essentials of Veterinary Anatomy and Physiology*, Philadelphia: Butterworth-Heinemann Elsevier

Aspinall, V. (2008) *Clinical Procedures in Veterinary Nursing 2nd Edition*, Philadelphia: Butterworth-Heinemann Elsevier

*Aspinall, V. (2011) *The Complete Textbook of Veterinary Nursing 2nd Edition*, Philadelphia: Butterworth-Heinemann Elsevier

*Aspinall, V. & Cappello, M. (2009) *Introduction to Veterinary Anatomy and Physiology Textbook 2nd Edition*, Philadelphia: Butterworth Heinemann Elsevier

Benner, P., Sutphen, M., Leonard, V. & Day, L. (2010) *Educating Nurses. a Call for Radical Transformation*, San Francisco: Jossey-Bass

*Blood, D. C., Studdert, V. P. & Gay, C. C. (2007) *Saunders Comprehensive Veterinary Dictionary 3rd Edition*, Philadelphia: Saunders Elsevier

Bowden, S., Aspinall, V. & Cappello, M. (2009) *Introduction to Veterinary Anatomy and Physiology Revision Aid Package: Workbook and Flashcards*, Philadelphia: Butterworth Heinemann Elsevier

Brooks, H. (2010) *General Pathology for Veterinary Nurses*, Oxford: Wiley-Blackwell

Burkitt Creedon, J. M. & Davis, H. (Eds.) (2012) *Advanced Monitoring and Procedures for Small Animal Emergency and Critical Care*, Oxford: Wiley Blackwell

Carpenito-Moyet, L. J. (2007) *Understanding the Nursing Process. Concept Mapping and Care Planning for Students*, Philadelphia: Lippincott Williams & Wilkins

Caveney, L., Jones, B. & Ellis, K. (Eds.) (2012) *Veterinary Infection Prevention and Control*, Oxford: Wiley Blackwell

*Cooper, B., Mullineaux, E. & Turner, L. (Eds.) (2020) *BSAVA Textbook of Veterinary Nursing 6th Edition*, Gloucester: BSAVA

Crombie, I. K. (1996) *The Pocket Guide to Critical Appraisal*, London: BMJ Publishing Group

Easton, S. (2012) *Practical Veterinary Diagnostic Imaging 2nd Edition*, Oxford: Wiley Blackwell

Girling, S. (2003) *Veterinary Nursing of Exotic Pets*, Oxford: Blackwell Publishing Ltd.

Gorrell, C. (2008) *Saunders Solutions in Veterinary Practice. Small Animal Dentistry*, Missouri: Saunders Elsevier

Gorrell, C. & Derbyshire, S. (2005) *Veterinary Dentistry for the Nurse and Technician*, Philadelphia: Butterworth Heinemann Elsevier

Grant, D. (2006) *Pain Management in Small Animals*, Oxford: Elsevier

Grossman, S. C. (2007) *Mentoring in Nursing. A Dynamic and Collaborative Process*, New York: Springer Publishing Company

Leegood, G. (2000) *Veterinary Ethics 4th Edition*, London: Continuum

*LoBiondo-Wood, G. & Haber, J. (2010) *Nursing Research: Methods and Critical Appraisal for Evidence-Based Practice 7th Edition*, Missouri: Mosby Elsevier

McBride, D. F. (2002) *Learning Veterinary Terminology 2nd Edition*, Philadelphia: Mosby Inc

McKenna, H., Cutliffe, J. & Slevin, O. (2008) *Vital Notes for Nurses. Nursing Models, Theories and Practice*, Oxford: Blackwell Publishing

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***Indicates core texts**

TEACHING LEARNING AND ASSESSMENT

FORMATIVE ASSESSMENTS

Unit Number	Theory tested by assignment	Practical tested by CSL	CQ administered examination	OSCE
VNSA1	1.1, 1.2, 1.3, 2.1, 2.2, 3.1, 3.2, 3.3, 4.2, 4.3, 5.1	2.3, 2.4, 4.1	No examination	Y
VNSA2	1.1, 1.2, 1.3, 1.4, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3	2.1, 2.2, 2.3	No examination	Y
VNSA3	No assignment	No CSL	1.1, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 2.11, 3.1, 3.2, 4.1	N
VNSA4	No assignment	3.2, 6.1, 6.2	1.1, 2.1, 2.2, 2.3, 3.1, 3.3, 4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 6.3, 6.4	Y
VNSA5	No assignment	1.2, 1.4, 3.2, 4.1, 4.2, 5.2, 5.3	1.1, 1.3, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 5.1, 6.1, 6.2	Y
VNSA6	1.1, 1.2, 1.3, 1.4, 2.1	2.3, 5.2, 5.3, 6.1, 6.2	2.2, 2.4, 3.1, 3.2, 4.1, 5.1	N
VNSA7	No assignment	1.3, 2.2, 2.3, 2.5, 2.6, 4.1, 4.2	1.1, 1.2, 2.1, 2.4, 3.1, 3.2, 3.3	Y

VNSA8	No assignment	1.3, 3.1, 3.2, 4.4, 4.5, 5.3, 5.5	1.1, 1.2, 2.1, 2.2, 2.3, 2.4, 2.5, 4.1, 4.2, 4.3, 5.1, 5.2, 5.4	Y
VNSA9	No assignment	1.1, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 3.4, 4.1, 4.2	No examination	Y
VNSA10	No assignment	1.2, 3.1, 3.2, 3.3, 4.2, 4.5, 5.1, 5.2, 5.3, 6.1, 6.4, 6.5	1.1, 1.3, 2.1, 2.2, 2.3, 4.1, 4.3, 4.4, 6.2, 6.3	Y
VNSA11	No assignment	No CSL	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1, 3.1, 3.2, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 5.3, 5.4, 5.5, 6.1, 6.2, 6.3	N
VNSA12	No assignment	1.1, 1.2, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.4	No examination	Y
VNSA13	4.1, 4.2, 4.3, 5.1, 5.3, 5.4	2.1, 2.2, 5.2	1.1, 1.2, 1.3, 3.1, 3.2, 3.3, 3.4, 3.5	N
VNSA14	No assignment	1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 5.1, 5.2, 5.3, 5.4, 6.1, 6.2, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 8.4, 9.1, 9.2, 10.1, 10.2	No examination	Y
VNSA15	1.1, 1.2, 1.3, 1.4, 3.1, 5.1, 5.2, 5.3	No CSL	2.1, 2.2, 2.3, 2.4, 2.5, 4.1, 4.2	N
VNSA16	No assignment	1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.2, 4.1, 4.2, 5.1, 5.2	No examination	Y
VNSA17	No assignment	1.3, 1.5, 2.4, 3.1	1.1, 1.2, 1.4, 2.1, 2.2, 2.3, 3.2, 3.3, 4.1, 4.2, 4.3, 5.1	Y

VNSA18	1.1, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3	No CSL	5.1, 5.2	N
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THEORY EXAMINATION STRUCTURE

Paper	Components	Number of questions	Time Allowed
1	Unit VNSA4 Unit VNSA5	50 multiple choice questions	50 mins
2	Unit VNSA3 Unit VNSA6 Unit VNSA7	75 multiple choice questions	75 mins
3	Unit VNSA8 Unit VNSA13 Unit VNSA17	75 multiple choice questions	75 mins
4	Unit VNSA10 Unit VNSA11 Unit VNSA15	80 multiple choice questions	80 mins
5	Unit VNSA18	5 short answer questions	45 mins

QUALIFICATION GRADING

Distinction	<ul style="list-style-type: none"> First time pass of 80% and above in all components of each theory examination First time pass of 12/12 in OSCE Pass in all assignments Completion of CSL
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Merit	First time pass in all components of each theory examination First time pass of 8/12 in OSCE Pass in all assignments Completion of CSL
Pass	Pass in each theory examination Pass in OSCE Pass in all assignments Completion of CSL

Assignments	All criteria must be addressed to obtain a pass
Theory examinations	All components within an examination paper must be achieved in order to obtain a pass. The pass mark for each paper is an overall mark of 65% (moderated), together with no less than 50% in any one component in papers 1, 2, 3 and 4
Central Skills Log	All practical skills must be achieved
OSCE	8 out of 12 OSCE tasks must be achieved to obtain a pass

NUMBER OF ASSESSMENT ATTEMPTS

Any learner who fails a theory examination paper will be required to re-sit the entire paper.

If a learner is registered for an examination, but does not show up at an exam and is recorded as 'absent', then this would count as an attempt.

Learners will be entitled to a maximum of four attempts of any assessment. Learners who fail on three occasions will be required to carry out a programme of study, considered acceptable by CQ, of no less than four months under the appropriate supervision of their approved Centre before undertaking the assessment for a final attempt.

Any learner who should fail an assessment on four occasions will have their enrolment on the award terminated. These learners may enrol again but will need to provide satisfactory evidence to CQ that they have taken active steps to address their former difficulties and are in a reasonable position to achieve the qualification. Centres should contact CQ for advice.

EXTENUATING CIRCUMSTANCES

You may find yourself in a situation in which a personal problem – for example long-term illness, bereavement or temporary incapacity – stops you from completing an assignment within the allocated time. If this occurs, you are advised to discuss your situation with your Course Tutor/IQA, who may give you an extension.

REASONABLE ADJUSTMENTS, SPECIAL CONSIDERATION AND APPEALS

Please see later

PROGRESSION

Lynwood School are happy to discuss the various pathways to progress your career to include the FdSc Veterinary Nursing, BSc (Hons) Veterinary Nursing, BSc (Hons) Clinical Veterinary Nursing (Top-up) and Higher Education Diploma in Clinical Veterinary Nursing.

There are many certificates available to further your knowledge and skills such as BVNA certificates in Oral Care, Infection Control, Small Animal Nutrition and Wound Management.

Improve International certificates in Anaesthesia, Animal Behaviour, Emergency and Critical Care and Practice Management and Administration

City and Guilds certificates in Exotic Nursing and Small Animal Nutrition.

Learners are supported within practice by continued employment in most cases. Where students are aware that they need to change places on qualification, the school takes an integral role in finding a placement and employers are encouraged to keep students until new placements are found.

We also provide regular CPD locally for student and registered nurses to ensure they keep up with their mandatory CPD requirements.

CHEATING AND PLAGIARISM

This is a serious issue and the school regards with particular severity any use of unfair means in an attempt to enhance performance or to influence the standard of an award. Cheating includes:

- Using notes or text books during a time constrained in class assessment, other than when permitted
- Copying from another student's work
- Communicating with another student during a time constrained in class assessment
- Having prior access to assessment questions unless permitted to do so by a member of teaching staff
- Submission of work under the student's name which is the work of another individual
- Unfair use of technological devices during an assessment without permission (e.g. calculator, mobile phone)
- Impersonation of a person who is intended to undertake an assessment
- Seeking to contact and influence the assessor prior to an assessment
- Plagiarism, the practice of implying someone else's work or ideas are your own. Copying from published or unpublished works of another person except where brief and suitably attributed. The use of material from the internet is specifically included in this provision
- Any deliberate attempt to deceive.

WITHDRAWING FROM THE COURSE

- If you wish to withdraw from the course, you must provide a formal letter stating your intention to withdraw from the course you will be required to attend an exit interview with the heads of school. **You will be liable for all outstanding invoices relating to Central Qualifications and RCVS registrations and course fees.**

Lynwood School of Veterinary Nursing

Academic Code – Policy and Procedure

1.Scope and Purpose

The academic code is applicable to students of Lynwood School of Veterinary Nursing. It covers all aspects of student performance including absenteeism and lateness

2. Summary

The provisions of the academic code are given below:

Stage	Staff Member Responsible	Sanction	Appeal to
Verbal	Course Tutor	Verbal warning and record placed in student file	None
First Written Warning	Course Tutor / Heads of School		None
Second Written Warning	Heads of School		None
Final Written Warning	Heads of School		None
Exclusion from Lynwood School	Heads of School	Exclusion from Lynwood School	Appeals against exclusion from Lynwood School are made to the Heads of School whose decision is final and against which there is no further appeal.

The Academic Code covers the following aspects of student activity:

- all aspects of a student’s studies are covered including written, practical (NPL/CSL) and assignment work
- plagiarism
- absenteeism
- timekeeping and lateness

NB: All stages in the code should be consecutive (i.e. no more than one warning is issued at each stage).

Warnings issued under the Academic Code will normally remain current for a period of 12 months from the date of issue. This may be varied at the time the warning is issued and the period of currency must be defined in a warning letter, otherwise the 12-month period remains standard.

HOW TO SUCCEED IN YOUR STUDIES

THREE ESSENTIAL TIPS

1 Tackle problems immediately

Don't wait until it is too late to start assignments. Problems that seem small at first can soon become serious if ignored. For example, you miss a couple of classes and don't catch up. When you go to the next class, you don't understand what it's about and you don't like to ask the Tutor. You miss another couple because the subject is now stressful. You avoid tutors in case they know that you've been missing classes. You can't do the assignment. Therefore, keep class notes and do not be afraid to ask your tutors for help.

2 Attend all classes

All classes are important. The notes you make in classes, tutorials and practical sessions will be your most valuable source of information when it comes to writing assignments and doing course work. They represent a record of what was taught and of what further reading the tutor suggested. Therefore, go to all your classes. Make notes and file these neatly so that you can retrieve them when you need them.

3 Talk to your Tutor/Personal IQA

Even with the best of intentions, it is easy to slip behind with course work. Sometimes it seems difficult to get back on track. If you find yourself in this situation you should talk to your IQA or course tutor. Tutors will always give you support and guidance in managing your learning.

TAKING NOTES AND PRIVATE STUDY TIME

You will be expected to take your own notes during lectures. All lecturers have a different teaching style, at LSVN we try to produce many of the notes for you in handout forms, but you will still need to make your own notes of the lectures to help with your revision.

If you do not understand something or you feel the lecturer is going too fast for you, then please ask the lecturer to explain; don't leave it, the rest of the group may feel the same. Remember you have examinations during and at the end of the course, so it is important to keep your files to facilitate your revision.

There will be times at college where you are given private study time. This should not be wasted.

STUDY GUIDE

- Due to the comprehensive nature of the veterinary nursing syllabus, you will need to spend time at home going through your notes. Keeping them organised will aid your revision. Using highlighters or different coloured pens, post it notes and revision cards will help make points stand out.

- It is a good idea to transfer notes in your own words (summarised) in to notebooks for revision. This can be taken out and about with you, without fear of losing all your hard work!
- You could use transparent A4 pockets to prevent your work from getting damaged.

ASSESSMENT AND ASSIGNMENTS

Assessment is the process by which the school measures your progress. All courses and modules have an assessment strategy and a schedule of work which you will have to undertake. The course team meets regularly to monitor your progress. Most courses use a variety of assignments, for example, essays, reports, presentations, practical exercises, examinations and in-class tests. There are also longer pieces of work such as projects.

Assessment Criteria

Your syllabus handbook outlines the assessment strategy for the units. All units are assessed and you must attempt and hand in ALL the assignments. All assignments are distributed in a uniform format that includes details of what you are expected to do, and the criteria that will be used in assessing the piece of work. Always ask the assigned assignment Tutor if you are unsure what the assignment is asking for.

Assessment - Hints for Success

In many ways, assessment resembles a game with its own rules and techniques. If you are not familiar with these you may find yourself at a disadvantage, so here are some helpful hints.

- a) **Answer the question - do exactly what you are asked**
When tutors set assignments or in-class tests they have a clear idea of what they are looking for and of what is necessary to answer it properly. Many assignments involve more than one task, so make sure you do all of them. Some may carry more marks than others, and there will usually be some guidance on the relative worth of each component. Read the assignment brief carefully and attempt every part.
- b) **Think of the person who will evaluate your work**
Ensure that your work is well-organised and easy to mark. Be concise and stick to the point. Try to demonstrate that even if you haven't time to solve the problem completely, you nevertheless understand what is required.
- c) **Pace yourself**
If you leave work until the last minute, it will be hurried and will contain avoidable mistakes. You will save yourself time and effort if you start assignments early and do not let them pile up.
- d) **Watch the rules**
Read the assessment guidelines carefully and hand your work in by the given date. If you reach the stage where you are about to incur a penalty for lateness then ensure that something, however poor, is handed in by the deadline. Even if you have only managed to spend a few hours on a piece of work or if you feel that you have failed to understand what is required, your attempt may show the lecturer where you need help.

Assignment Guidelines

Most assignments will involve the production of a piece of written work, commonly an essay, a report or a project. Writing is a complex process and one in which practice will lead to improvement and enhanced competence. It is important to ensure that what you write is an accurate reflection of what you mean to say. It isn't always easy to check that this is the case, but there are things you can do to help.

- First, plan what you intend to write and follow it.
- Second, produce a rough draft, leave it for a couple of days, and then read it through slowly. This will help you to spot mistakes, misunderstandings and ambiguities.
- Third, complete your assignment and submit it on time!

FE Assignment Technique

In educational terms an assignment is a specific piece of work assigned by a tutor. Assignments can take various forms including written reports, essays, oral or poster presentations and dissertations. All require research and the gathering of information but differ in their format. If you wish to attain a high mark for your work it is important that you appreciate this fact. It is essential before undertaking any assignment that you read the assignment brief thoroughly to ascertain exactly what is required. If you are in doubt then consult the tutor who set the piece of work. Once this is grasped you need to carefully plan your assignment. Written reports and essays will be covered in the following text, the remaining types of assignments will be considered later when appropriate.

All written assignments must have a front cover that should include:

- The title of the assignment and number
- The date
- Your name
- RCVS / CQ enrolment numbers

Marking sheet must be included and the declaration signed by you and your clinical coach

The assignment must be printed off and annotated before the hand-in date

Assignment Deadlines

Assignments must be submitted by the given deadline. Under exceptional circumstances, the school may grant individual students' extensions to coursework deadlines. If there is a good reason why it is not possible to submit by the deadline, discuss the situation with your tutors (see the section on extenuating circumstances).

A feedback sheet giving the mark and the tutor's comments will be returned to you with your assignment usually within 15 working days. For all assessments, you will be provided with individual written feedback. The feedback proforma includes the learning outcomes and marking criteria, grade in achieving them, areas of strength and indication of areas for improvement and reflection on personal development.

The Course Team make every effort to ensure that your assignment workload is as evenly distributed throughout the course as is possible, though there are always inevitable pressure points. As a move to becoming an independent learner, why not note your assignment submission dates in your diary now so that you can continue to enjoy a social life without last-minute panics about handing in work?

Reassessment of Coursework

The occasion may arise when you need to re-submit an assignment because the pass mark has not been achieved on the first assessment. Be prepared for this, and keep hold of all the information you have been given concerning each assignment. This will include the handbook and the assignment brief. Then, if you do have to resubmit an assignment, you will have the information readily available. Any queries regarding reassessment should be referred to the assignment Tutor or, in his/her absence, your course tutor

Central Skills Log

A CSL timetable will be given to you following receiving enrolment details from the RCVS. This will instruct you of the dates when each section of the CSL should be opened and completed by. It is important that you adhere to these guidelines. A minimum of 40% should be completed by the time you finish your first year. Your IQA will provide feedback to you throughout the CSL and during your regular tutorials.

QUALITY ASSURANCE PROCESSES

COURSE ADMINISTRATION AND MANAGEMENT

The course is led by the course tutor who has overall responsibility for managing and co-ordinating the delivery of the course. The course tutor will run regular team meetings (at least one per term) to monitor and coordinate the progress of the course. The last of these meetings in the academic year is an Annual Review of the course. This is used to inform the course tutor's Self-Assessment Report as part of the Quality Assurance Process, and for the purpose of maintaining a check on the success of the curriculum.

COURSE FEEDBACK

You are encouraged to contribute to the development of your course through involvement in the course committee and by completing surveys at different times of the year. You will be invited to take part in a mid-year survey of students, which enables the school to receive constructive feedback from students about the courses it provides.

By working together in this way, we aim to provide the best possible learning experience to our students.

INTERNAL VERIFICATION AND MODERATION

All assessments (assignments and exams) are scrutinised when they are designed to ensure they are clear, concise and easy to follow. When you submit work, it is assessed and the tutor provides feedback. A sample of this marked work is passed onto an internal verifier for moderation. In this way both the work you are set and the assessment of that marked work is quality assured.

EXTERNAL VERIFICATION

An external verifier is appointed to each course provider and will either visit the school or may ask to sample student work, and assessments.

Lynwood School of Veterinary Nursing

VETERINARY NURSING DIPLOMA APPEALS PROCEDURE

1. General Procedure

This procedure aims to help resolve individual appeals in a manner which is fair and expeditious as possible. It is Lynwood School's policy to find a solution to individual appeals as early in the procedure as possible.

Candidates who wish to make an appeal or those against whom the appeal is raised have the right (other than Stage 1 of the procedure) to be represented by an acknowledged staff representative or a work colleague of their choice.

2. Procedure for setting individual appeals

2.1 Stage One

2.1.1 If a candidate wishes to make an appeal relating to his/her training, the matter should be raised initially with the student's clinical coach. The appeal should be raised orally in the first instance, within 5 working days of the assessment/feedback.

2.1.2 The clinical coach will attempt to resolve the complaint informally. He/she shall enquire into the appeal and will discuss it with the complainant and will advise the complainant of the decision within **five working days** after the complaint is received.

2.1.3 The decision will normally be communicated to the complainant orally and in writing.

2.1.4 If, upon receipt of the written decision, the complainant is still dissatisfied with the decision, he/she may progress the appeal to Stage 2 within **five working days** of written decision.

2.2 Stage Two

2.2.1 If the appeal has not been resolved at Stage 1, the complainant may refer the appeal to the internal verifier, by completing the appeals form. The complainant must complete the form by providing full details of the complaint and should address it to the Internal verifier

2.2.2 The internal verifier will, as soon as possible, and in any event, within **five working days**, arrange a meeting at which all parties to the appeal will attend.

2.2.3 The internal verifier will have the right to ask questions of the parties in attendance.

2.2.4 The internal verifier will consider all the matters raised at the meeting and will issue a written decision within **five working days**. Copies will be sent to all parties.

2.3 Stage Three

2.3.1 If the complaint is not resolved to the satisfaction of the candidate at Stage 2, the appeal may be submitted, in writing, to the external verifier within **five working days** of the receipt of the decision at Stage 2.

2.3.2 The external verifier will consider the appeal and may be supplied with all the documentation submitted in relation to the earlier stages of the procedure. The external verifier may elect a meeting with the internal verifier and all parties involved in the appeal.

2.3.3 The external verifier will issue, and send to all party's copies of, a written decision within **five working days** of the appeal in writing. **Such decision will be final.**

2.4 General Guidance Notes

2.4.1 Should the appeal relate directly to the internal verifier the appeal will be immediately referred to the external verifier under Stage 3.

2.4.2 Refusal by either party to attend hearings shall not invalidate proceedings.

2.4.3 If at any stage in this procedure the matter has not been dealt with within the prescribed time limits, the student will be entitled to continue to the next stage.

2.4.4 The parties may on occasion and by mutual agreement modify the time limits referred to in this appeals procedure.

2.4.5 The procedure may, by agreement of the parties concerned, be used for settling a common appeal where more than one individual has the same appeal.

2.4.6 Working days exclude bank holidays, weekends and efficiency days.

Lynwood School of Veterinary Nursing

APPEALS FORM

NAME:

DATE:

DETAILS OF APPEAL

(Please continue over page or on separate sheets if necessary)

SIGNED:



DETAILS OF APPEAL (continued)

(Please continue on separate sheets if necessary)



Lynwood School of Veterinary Nursing

LEVEL 3 DIPLOMA APPEALS PROCEDURE

I declare that I have read and understood the Level 3 Diploma Appeals Procedure for our Training Practice.

Practice Name: _____

Practice Address: _____

TP Number: _____

Name: _____ **Signature:** _____

Practice Principal: _____

Clinical Coach: _____

VN Enrolled Student(s): _____

Please Return Immediately to:

Val Belbin RVN Cert. Ed
Lynwood School of Veterinary Nursing
B1-B3, Hampton Business Park
Hampton Farm
Higher Bockhampton
Dorchester
DT2 8QH

CQ REASONABLE ADJUSTMENTS, SPECIAL CONSIDERATION AND APPEALS

CQ recognises that reasonable adjustment or special consideration may be required at the time of assessment where:

- Learners have a permanent disability or specific learning needs
- Learners have a temporary disability, medical condition or learning needs
- Learners are indisposed at the time of assessment

The provision for reasonable adjustments and special consideration arrangements is made to ensure learners receive recognition of their achievement so long as the equity, validity and reliability of the assessments can be assured. Such arrangements are not concessions to make assessment easier for learners, nor advantages to give learners a head start.

There are 2 ways in which access to fair assessment can be maintained:

1. Reasonable adjustments, where arrangements are made for an assessment in advance, for example a request for extra time
2. Special considerations, where arrangements are made after the assessment has already taken place where unforeseen circumstances have arisen

Learners with reasonable adjustment needs will be given appropriate guidance and support.

Requests for special consideration will be addressed if the Centre and the learner provide suitable evidence supporting their case.

Centres should have in place an appeals procedure and be able to address learners' concerns and these should all be documented and made available to CQ. A review of the process will take place to ensure an appropriate outcome if the learner is dissatisfied.

Appeals will all be conducted in accordance with the procedures set out by CQ.

Centres and learners are advised to consult CQ for current guidance and recommendations.



**All Policies and Procedures can be found on our website. Please visit
www.lsvn.co.uk**