



SCHOOL OF VETERINARY NURSING

The Veterinary Practice Administration Certificate (VPAC)

The Veterinary Practice Administration Certificate is awarded to students who have successfully achieved the requirements of the course and associated registration as set out by Lynwood School of Veterinary Nursing and the Veterinary Management Group.

The course aims to enable the provision of effective administrative support in a veterinary practice, by liaising with the practice manager or managing veterinary surgeon, who would take overall responsibility for policy or the whole business and on completion, will allow national recognition of skills and achievements.

More widely the course appeals to those with a new or increasing administration or management responsibility to include members of staff from a more clinical background. Equally it gives members of staff who have been carrying out the role of administrator on a longer term basis formal recognition for the important role that they hold in practice.

Many previous students have also chosen to complete the VPAC course before going on to complete the Certificate or Diploma in Veterinary Practice Management.

The Veterinary Management Group

The VMG (previously VPMA) was set up in 1992, with the aims of providing everyone involved in veterinary practice management with an effective means of communication and interaction with veterinary personnel countrywide and the provision and promotion of training.

Recruitment to the course

The Veterinary Practice Administration Certificate is aimed at those who are keen to develop the diverse range of skills necessary to fulfil the multifaceted role of an administrator within a busy veterinary practice. It is felt that the majority of people completing this course will already be working in a veterinary practice and will include practice managers, administrators, reception staff and veterinary nurses who have an administrative input into the running of the practice. It is hoped this qualification will provide a lead into the Certificate in Veterinary Practice Management (CVPM), or another relevant administration and management qualification.

Admissions

We are happy to consider most applicants providing they have at least two year's administrative experience. To be awarded the certificate you must be a member of the VMG. Recognising that the VPAC may appeal to those who would not normally join the VMG, you may join as an associate member which allows you to receive your certificate on successful completion of the course and gives you the limited membership benefits. Associate membership is only available whilst studying

for the VPAC, therefore upon completion of your course, if you wish to continue your membership with the VPMA you will need to upgrade to either individual or group membership.

Assessment

There are no written or oral examinations; assessment is by completion and submission of set tasks throughout the year, leading to compilation of a portfolio. The course is entirely distance learning with all work being submitted online. You will be supported by a tutor whilst on program with access to a learning platform and closed Facebook group for further guidance throughout your course.

Course fees

Course fees are £1,500.00 + VAT. This includes all course material, assessments, marking, feedback and certification. Once you have registered and paid your course fees they are non-refundable except in exceptional circumstances. We would ask individual students to contact us in writing in support of their request for a refund. Course fees will be sent out one month prior to the start of the course and must be paid prior to the set course start date. You must have also completed associate registration with the Veterinary Management Group following acceptance onto the course and prior to your course start date.

Unit Subject areas to be studied

- Study skills
- Office procedures
- Finance
- I.T.
- Marketing
- Personnel management
- Ethics & statutory requirements
- Customer care
- Basic veterinary support (exemption for RVNs)

Appeals of decisions

We would ask you to come directly to your course tutor and the course manager with any problems.

Progression

Following successful completion of the VPAC many students describe an enhancement of their role in practice and an increase in confidence in their current roles. Several of our students acquire the skills and confidence needed to successfully go on and achieve the Certificate and Diploma in Veterinary Practice Management.