



The leading CPD provider for non-clinical skills training, supporting all roles in veterinary practice.

Learning and Development Report Information

In order to upgrade your Accredited Veterinary Receptionist Award to our Qualifications in Veterinary Client Care you are required to submit a Learning and Development report which will be assessed by [ANCVA](#), the body who awards the [CertNCS\(VCC\)](#) and [DipNCS\(VCC\)](#).

In your report you will need to demonstrate **how you have contributed to the application or implementation of a protocol** at your practice and **how this has enhanced your own personal growth and development**.

To help you with your L&D report, this document outlines:

- Potential themes you may wish to focus on in your L&D report. These are simply examples and ultimately you can choose whatever area you like which relates to your role.
- How to structure your L&D report.
- An example of a L&D report.

Potential themes for your L&D report

You can write about whatever you like - as long as it relates to an aspect of your role. Suggested subject areas include, but are not limited to:

PREVENT IT

- How you helped your practice promote your Preventative Healthcare Plan.
- How you helped your practice discuss and promote insurance.
- How you helped your practice handle / process insurances claims.

RESOLVE IT

- How you helped your practice triage symptoms and handle emergencies.
- How you helped your practice handle second opinions.
- How you helped your practice handle and process laboratory & referral reports.
- How you helped your practice handle euthanasia.
- How you helped your practice communicate with clients whose pets are inpatients.
- How you helped your practice to either order, stock, or dispense medications.

RECEPTION

- How you helped your practice to register clients effectively and efficiently.
- How you helped your practice improve its customer service.
- How you helped your practice use its practice management diary effectively.
- How you helped your practice discuss prices and estimates.
- How you helped your practice to ask for payments.
- How you helped your practice to improve telephone skills.
- How you helped your practice deal with impatient and irate clients.

- How you helped your practice manage The Bermuda Triangle.

OTHERS

- Bereavement and Condolences.
- Information Technology relating to Veterinary Practice.
- Professional Conduct and Contribution.
- Managing Challenging Situations.
- Identifying and fielding queries about non-urgent symptoms.
- Identifying and fielding queries about urgent symptoms.

Structuring your Learning & Development report

Please adhere to the following requirements when structuring your L&D report:

- Reports should be written in Microsoft Word.
- You should use a regular font such as Arial, Calibri, or Times New Roman in font size 11 or 12.
- ANCVVA stipulates that reports should be 1000 words +/- 10%.

Please structure your report by covering at least some of the following areas.

Name and Report Title

Introduction section

- Overview of the area of learning and development and why it is relevant and important to your role.

The project report

- What initiated your interest in developing this area of your role?
- How did you learn the knowledge, skills, attitudes required?
- Who helped you?
- What resources did you use?
- What parts of this competence did you struggle most to master?
- How long did it take?

Reflective section

- If you had to re-learn this all over again, what would you do differently?
- What would be your advice if you were helping someone else who was developing these skills?

Conclusion

- What new areas of competence are you currently working on?
- What did you learn that you can apply to this new area?
- Were there any other learning outcomes.

Presentation / format / style

- Clearly organised and logical layout in sections.
- Spelling.
- Grammar.
- Punctuation.
- Report writing style.

Please see below example of a L&D report and be sure to include a word count at the end.

An example of a Learning & Development Report

Jane Smith

Title

What I learnt about dealing with clients who were calling around to check prices of puppy vaccinations.

Introduction

It is not uncommon to receive calls from new pet owners enquiring as to the prices of a vaccination course at our practice.

The Project Report

What initiated your interest in this theme

When I started in my role, I wasn't very confident about the best way to handle these calls. I tended to be brief and very much left it up to client as to whether they wanted to book an appointment.

What knowledge, skills did you learn regarding this theme.

The section within this course on "Handling the phone around price checker" really helped me approach these calls with more confidence and a greater sense of purpose. I am now getting many more clients to register their puppy and kittens with our practice and book an appointment to have them vaccinated.

Did anyone help you?

We discussed how to deal with these calls at a team meeting. One of my colleagues said that once she realised that it was important to find out what this puppy needs (as opposed to just giving the price of the complete course), acted as a good opportunity to open the conversation with the caller. I found this really helpful. Now I advise clients that "The price depends on what your puppy needs. Do you mind if I ask a few questions to find out?" Then I ask if their puppy has had any vaccination yet.

What did you struggle to master in this area?

I was never sure what to say when clients told me that their puppy had already had a vaccination with the breeder and that they needed to check if our brand was compatible with the one that had already been given. I almost found this confusing as I don't know all the brands of vaccines and whether they can go together.

My team leader advised us that we hold a small amount of stock of all the brands of the vaccines for this reason – and if we didn't have a brand the vet would discuss whether the puppy needed to re-start its course. Some clients don't want to have to pay to re-start the course and so my Team Leader advised me that the price would be the same to the client anyway if they have the puppy vaccinated as part of the healthcare plan.

Reflective Section

If you had to learn about this theme all over again, what would you do differently?

I would have asked someone to help me sooner when I realised I wasn't sure about what to do or so. I was worried that others in my team might think I was stupid for asking such a simple question and that they might think I wasn't very good at my job. Since I was in my probation period, I was worried that perhaps I might not pass that and lose my job.

What I have realised now is that it is much better to ask and make sure I get things right and that no-one minds me asking as long as I don't ask the same question again and again.

What advice would you give to a new CCA who is trying to develop their skills?

Just like I've already said I would advise a new CCA colleague to be confident about asking for help or how to do something better if they aren't sure.

I would also recommend having a notebook whereby you can jot down a few sentences to remind yourself how to do certain tasks. I also found taking pictures of things on my iPhone useful as well. I even did a short video about how to print the cashing up report on the practice management system as I used to forget which settings I should use.

Conclusion

What did you learn that you can apply to this area of your work?

I learnt that with practice you get more confident. What seems impossible to begin with eventually comes with time. I used to watch other more experienced colleagues deal with every query without ever getting flustered or seeming unsure. I never thought I would be like that. I am not pretending that I know everything yet but the course has really helped me work out what to focus on and what areas I need to develop.

What new areas of competence are you currently working on?

I am currently learning how to process insurance claims. Initially I found it overwhelming to understand what all the different terms mean such as co-pay; pre-authorisation; pre-existing conditions. I also struggle to know which transactions can be included within a claim and which can't as I don't always know what the medicines billed on the patient's account are used for, especially if the pet has more than one medical condition which the client is claiming for.

Were there any other learning outcomes.

I don't know if you would call this a proper learning outcome but I have become very friendly with the other client care assistant who started at the same as I did as we were always asking each other how to do something. Sometimes neither of us have no idea but it was reassuring to know that it wasn't just me and she felt the same way. We have always supported each other and we frequently WhatsApp each other if there is no-one available to ask when the vets and nurses are all busy. Or in a mood!

Word count	927
Paragraph layout	✓
Spellcheck	✓

IMPORTANT UPGRADE INFORMATION

- Upgrades from Silver to Certificate and Gold to Diploma will only be available until 31st December 2024.
- Upgrades will be free until 31st December 2023.
- From 1st January 2024, upgrades will be £25+VAT.

To upgrade your Silver Award to a CertNCS (VCC) please [click here](#).

To upgrade your Gold Award to a DipNCS (VCC) please [click here](#).