



Rackheath Vets Virtual Work Experience
Module 1: Introduction to animal care careers
What do you want to learn?



Think about what you hope to get out of the experience at Rackheath Vets.

Write down two things you'd like to learn or improve during your time with us.

Here are some ideas to help you get started:

- Working better as part of a team
- Talking more clearly to others
- Feeling more confident around animals
- Learning how a real vet practice work

1. I hope to learn...

2. I'd like to improve...



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Meet the team



Use this space to make notes after watching the meet the team video.

1. Who are the different people you met in the video, and what are their roles?

2. Which area of the practice would you most like to work in, and why?

3. Did anything surprise you about how a vet practice looks or works?





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Writing a job description



Use the template below to create a job description for one of the four roles you have learnt about at Rackheath Vets.

Job title:

(What is the job called?)

Reports to:

(Who would be their manager?)

Role overview:

(Summarise the role)

Key responsibilities:

(What are the main things this person will do every day?)

- _____
- _____
- _____

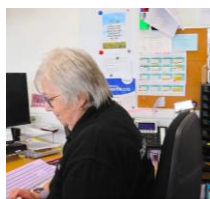
Skills & personal attributes:

(What kind of person would be good at this job?)

Why this role is important at Rackheath Vets:

(How does this job help animals and the team?)

Match the task to the team member.



Jackie
Practice Manager



Teresa
Receptionist



Chris
Veterinary Surgeon



Piene
Veterinary Nurse

Greet pet owners when they arrive and answer the phone calls.
Who does this?

Oversee staff schedules and order supplies for the practice.
Who does this?

Help owners fill out forms and explain practice rules.
Who does this?

Prepare and give medicine to animals after their treatment.
Who does this?

Book appointments and update the schedule for the vets.
Who does this?

Clean up animal messes in reception and monitor areas.
Who does this?

Perform health checks and operations on sick or injured animals.
Who does this?

Help animals feel calm and comfortable before and after surgery.
Who does this?

Check vital signs like heart rate and temperature before treatment.
Who does this?

Assist the vet during surgery or medical procedures.
Who does this?



As you watch Teresa, Chris, Piene and Jackie explain which tools and equipment they use in their roles, use the space below to make notes.

Teresa, Receptionist-

Chris, Veterinary Surgeon

Piene, Veterinary Nurse

Jackie, Practice Manager





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Match the professionals to their tools



Match each team member with the tools they use in their daily tasks.



Jackie
Practice Manager



Teresa
Receptionist



Chris
Veterinary Surgeon



Piene
Veterinary Nurse



stethoscope



syringe



thermometer



telephone



appointment book



bandages



food bowl



cleaning equipment



You are helping a nervous cat who has just arrived at the vet practice. He’s shaking, hiding behind his owner, and looking very worried. What can you do to help him feel calm and safe?

Step 1: What would you do first?

Step 2: What would help the cat to feel more relaxed in the room?

Step 3: How do you keep the cat calm whilst waiting for the vet?

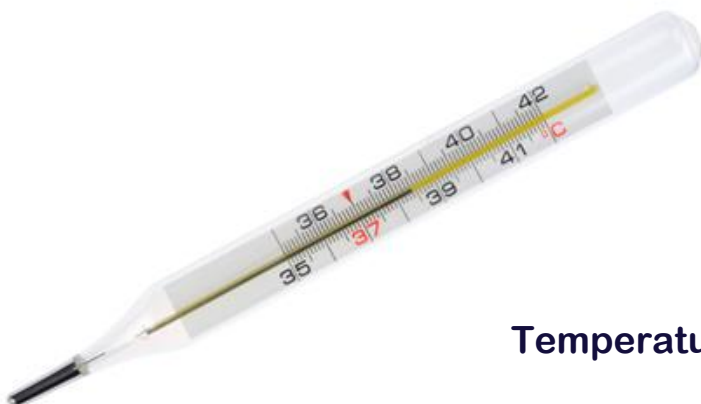




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Spotlight role – Veterinary Surgeon



Take the pet's temperature and complete a health check-up for a cat.



Temperature reading _____

Write out the steps needed to complete a health check on a cat.
You can go back to the video and watch Chris again if you need any reminders

For each step, think about what the vet should check and what equipment should be used:

Step 1: _____

Equipment needed: _____

Step 2: _____

Equipment needed: _____

Step 3: _____

Equipment needed: _____

Step 4: _____

Equipment needed: _____



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Spotlight role – Receptionist



Book the client’s appointment and write a confirmation email.

Which appointments would suit the customer? Circle all the ones that apply.

- Tuesday 10th February 9:30am**
- Wednesday 11th February 4:15pm**
- Thursday 12th February 1pm**
- Friday 13th February 2:30pm**
- Saturday 14th February 10:30am**
- Monday 23rd February 5pm**

Write a confirmation email to the customer confirming one of the appointment times you chose. Remember to include the recipient's email address and a subject.





Answer the questions below to reflect on which role would best suit you. Look back at the job description you wrote earlier and think about your own skills, interests and personality.

1. Which role do you think you would enjoy the most?

2. Why do you think you'd be good at it?

3. What qualities or experiences do you have that would help you?

4. Write a short paragraph explaining your choice. You might start like this: "I think I would be a good Veterinary Nurse because I am caring and calm. I've looked after my neighbour's dog before and I like helping others."





Reflect on what you have found out using the AI tool.

1. Which role did you find out more about?

2. What do you like about this role?

3. What surprised you?

4. Can you see yourself doing this job in the future?





Reflect on what your work experience day at Rackheath

1. Which of the four roles did you find most interesting and why?

2. Which of the key skills do you think is most important in animal care?

3. Can you think of a time you used one of these skills? (At school, at home, or with a pet?)





Go back to the goals you set yourself at the start of the day

1. Did you achieve the goals you set for yourself?

2. Did you learn something new or unexpected?

3. Do you have any further questions you'd like to find out?

