



Staying in touch



Abbeydale Advances: New Post-Registration Qualifications to Strengthen Your Team

The veterinary workplace is changing fast — client expectations, clinical complexity and team responsibilities are all growing. Abbeydale is introducing a suite of post-registration qualifications so every role in your practice can develop the focused knowledge and practical skills needed to meet today's challenges and tomorrow's opportunities.

The new courses

- Level 4 Diploma in Nurse Consultations
- Level 3 Leadership and Clinical Coaching
- Level 3 iPet Veterinary Receptionists
- Level 2 Safe Use of Medicines

How these qualifications help your practice

- Enhance every role — targeted learning for nurses, receptionists, and team leads so skills match responsibilities.
- Improve patient care — clearer handovers, safer medicines practice and stronger nurse-led pathways.
- Boost efficiency — better triage, more effective clinics and improved allocation of clinical time.
- Strengthen team morale — recognised development routes, clearer career progression and shared language across the practice.



Funding support

Abbeydale is actively applying to offer Advanced Learner Loans to widen access and help you fund these courses. We'll share confirmation and application guidance as soon as loans are available.

There's more detailed information about each course in this newsletter — including delivery format, assessments, and how these qualifications translate into practical changes on shift. Look ahead in the newsletter for full course breakdowns and how to reserve a place.

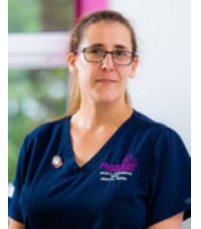
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New Post-Registration Qualifications

New Central Qualifications, Level 4 Certificate in Veterinary Nursing Consultation Step up, be the difference

A fresh career-defining pathway has arrived for registered veterinary nurses who want to lead consultations with confidence, compassion, and clinical skill. The CQ Level 4 Certificate in Veterinary Nursing Consultation (Small Animal) transforms excellent nurses into expert consultation practitioners – the professionals who improve patient outcomes, strengthen client relationships, and elevate whole-practice performance.

We are proud to develop this qualification alongside **Nicola Lakeman**, the author of *The Consulting Veterinary Nurse*.



Why this course matters now

- Consultations are evolving. Owners expect clearer explanations, better shared decision-making, and more seamless follow-up. Practices that invest in specialist consultation skills improve compliance, welfare, and client trust.
- You can bridge the gap. This qualification gives RVNs the practical, evidence-driven tools to take consultations beyond routine checklists – to make every appointment a meaningful encounter for the animal and the owner.
- Career momentum. RVNs can expand their scope of practice, become valued clinical leads, and open doors to roles in triage, nurse-led clinics, telemedicine and practice education.



You'll gain advanced consultation skills including structured history-taking, clinical reasoning, systematic problem formulation and shared decision-making, paired with communication mastery to handle difficult conversations, deliver clear plans, adapt language for different clients and promote behaviour change; increased clinical autonomy to run nurse-led clinics, manage follow-ups and escalate appropriately; practical, workplace-focused assessment that builds a tangible portfolio of real consultations with feedback that directly improves your day-to-day practice; and a rigorous evidence-based approach so your clinical choices and documentation are underpinned by current guidance and stand up to scrutiny.

Course outline

Duration	12-18 months, part-time
Learning	Face-to-face, webinars, e-learning, and directed study
Support	One-to-one support from an experienced tutor
Assessment	Assignments, case studies, and two theory examinations
Requirements	Must be a registered veterinary nurse with the RCVS and working in a practice where you can take part in nursing consultations.

iPet Level 3 Veterinary Receptionist – Be the calm, clinical, confident first contact

The iPet Level 3 Veterinary Receptionist qualification is a practical, workplace-focused pathway designed to transform reception teams into confident, clinically aware first responders who shape client experience and safeguard patient care. This course blends clinical understanding with professional communication and safe decision-making so receptionists become trusted members of the clinical team – able to triage effectively, support clinical workflows, and create the calm, organised experience every client and patient deserves.



What you'll learn

- Clinical awareness, including common conditions, and when to escalate.
- Triage and prioritisation skills to identify urgent cases, collect relevant clinical information, and direct clients appropriately.
- Professional communication for calm, clear conversations by phone and in person, handling upset or anxious clients with empathy and control.
- Record keeping and data management to ensure accurate, auditable client and patient records.
- Customer care and practice systems covering appointments, payments, consent basics, and supporting nurse-led and vet-led pathways.



Course outline

Duration	6-12 months, part-time
Learning	Face-to-face, webinars, e-learning, and directed study
Support	One-to-one support from an experienced tutor
Assessment	Portfolio of evidence, which is submitted and assessed by Abbeydale.
Requirements	There are no formal entry requirements for this award. Employment or placement in a veterinary practice will support skills and knowledge acquisition.

CQ Level 3 Award in Veterinary Leadership and Clinical Coaching

Abbeydale Vet Nurse Training is proud to offer the CQ Level 3 Award in Veterinary Leadership and Clinical Coaching—a transformative course designed to equip veterinary professionals with the skills to lead, mentor, and inspire.

This nationally recognised qualification blends leadership theory with practical coaching strategies, making it ideal for Registered Veterinary Nurses (RVNs) and other team members who support student training or aspire to take on leadership roles. Delivered entirely online, the course offers flexibility for busy professionals while maintaining a strong focus on real-world application.

Key highlights include:

- Flexible online learning with tutor support and interactive resources
- Focus on coaching and mentoring student veterinary nurses in clinical settings
- Leadership development tailored to the veterinary profession
- Accredited by AIM Qualifications, ensuring national recognition

Participants will explore topics such as communication styles, feedback techniques, team dynamics, and reflective practice. The course culminates in a practical coaching session and a written assignment, empowering learners to apply their new skills immediately in practice. Whether you're an experienced RVN looking to formalise your mentorship role or a practice manager aiming to foster a culture of growth, this course provides the tools to lead with confidence and compassion.

👉 Ready to take the next step in your veterinary career? Visit [Abbeydale Vet Nurse Training](#) to learn more and enrol.

CQ Level 2 Safe Use of Medication for Small Animals

This nationally recognised qualification is ideal for those working in veterinary practices or pharmacies who want to deepen their understanding of veterinary medicines and ensure safe, legal handling.



Course Highlights:

- Designed for learners with basic knowledge of veterinary medicines
- Focus on legislation and safe supply practices to support veterinary teams and clients
- Blended learning approach: face-to-face sessions, webinars, e-learning, and directed study
- Assessment via a theory exam and an electronic work-based progress log (Central Skills Log)

Duration & Requirements:

- Approximately 6–9 months to complete
- 50 hours total qualification time
- No formal entry requirements, but learners must have a work placement in a veterinary or pharmacy setting

Career Progression: Graduates will be equipped to work confidently as veterinary nursing assistants and may progress to further qualifications such as the Diploma in Animal Nursing or Diploma in Veterinary Nursing.



Abbeydale's experienced tutors—qualified veterinary nurses with current practice experience—offer personalised support throughout the course, helping learners prepare for future roles in animal care.

With pass rates consistently above 90%, Abbeydale Vet Nurse Training continues to set the standard in veterinary education. This course is a fantastic opportunity to build foundational medication knowledge and open doors to further study and career advancement.

🔗 Learn more and apply at [Abbeydale Vet Nurse Training](https://www.vetnursetraining.co.uk)

Abbeydale's Easter 2026 Intake Is Now Open!

We're now accepting applications for our **Level 2 Diploma in Veterinary Nurse Assistant and Level 3 Diploma in Veterinary Nursing**, with courses starting this Easter 2026. These nationally recognised qualifications combine hands-on experience with expert-led teaching, preparing your next team member.

Why choose Abbeydale?

- ✅ Fully funded training — no tuition fees!
- 🧑🏻‍⚕️ Expert mentoring from Registered Veterinary Nurses
- 📍 Friendly, accessible teaching rooms in the heart of Monmouth

Our team is passionate about nurturing confident, capable veterinary nurses — and we'd love to welcome you to our Abbeydale community.

17 Apply now — spaces are limited! Visit www.vetnursetraining.co.uk to learn more and complete your online application.



Address

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Scan the QR code to access our online
application form directly, or just visit
www.vetnursetraining.co.uk



Phone

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“Chocolate, Chaos, and Cat Honesty”: A Candid Chat with Our Lovely Juliet

You've checked out our bios on the website and socials, but now it's time to dive deep and really meet the crew...

What is your favourite animal and why?

“Horses are my favourite animal. As someone deeply involved in equestrian sport, they're more than animals—they're partners. Their ability to connect, respond, and perform makes them exceptional. And let's be honest, they're great levellers. You can't fake it with a horse—they'll call you out with a well-timed snort or a sideways glance.”



Juliet Whatley, tutor, IQA, and placement officer

Why veterinary nursing?

“Because animals are just easier to get along with. They don't gossip, they don't judge, and they never ask awkward questions at staff meetings. They're refreshingly honest—if a cat hates you, you'll know. If a dog loves you, you'll really know. Unlike people, animals don't pretend to be fine when they're clearly not. They wear their hearts (and sometimes their teeth) on their sleeves, and I love them for it.”



Favourite snack to recharge?

“Chocolate. It's basically edible therapy—sweet, reliable, and never asks how my day was. And then there's Waitrose Wednesday. That's my weekly pilgrimage to the land of posh snacks and dangerously good deals. It's not just a treat—it's a lifestyle. A necessity. A spiritual experience.”

Advice for aspiring vet nurses?

“Your uniform will never be clean. If it's not fur, it's drool. If it's not drool, it's questionable goo. If it's clean, you're either off-duty or dreaming. You'll master the art of polite lying. ‘He was very brave for his blood test’ = He screamed like a banshee and tried to eat the thermometer. You'll cry over animals you've only known for 20 minutes and you'll still go back the next day, because you're made of equal parts caffeine, compassion, and chaos.”