

## Certificate in Veterinary Practice Management

### Examination Details 2019: Part 4 (Scenario Questions)

You will have ten scenario-based questions to answer in 30 minutes. These will be given to you on cards; you will be asked to read each question out loud then give your answer. The examiners will not provide any responses or additional information, so it is up to you to manage your time – you can answer in any order, spend more time on any question, read them all first or tackle one at a time, and come back and add information to earlier questions if you wish; just be sure to answer all ten questions. You will be awarded a maximum of 10 marks for each question, and a combined total of 70/100 is required to pass this section.

Questions will reflect subjects and situations which occur in everyday veterinary management. They will cover the core areas of finance, marketing, human relations, law, ethics and organisation issues; and are designed to enable you to demonstrate your practical capabilities as a manager and ability to think and respond quickly.

It is important to remember that questions are not about how things are done at your particular workplace, so your answers should demonstrate knowledge and awareness of commonly accepted management principles and practices, and/or statutory requirements and legislation.

When giving answers, you should start with the most basic information – you may think that something is obvious or understood, but examiners can only give you credit for what you say, not what is implied or what they think you might know. Try to answer in a way that demonstrates as broad a range of knowledge as possible – for example, a question primarily about a personnel issue might also have financial and strategic management aspects to it. Remember to include any relevant health and safety or employment legislation. Include what you yourself would do and what you would delegate to others.

Do not be afraid to take some time to think and plan your answer if that is how you prefer to work. You will have pen and paper available to make notes. Some candidates use the full 30 minutes, while some answer more concisely and have time left at the end – this is fine. It's a good idea to become familiar with how much you can say in three minutes – practice this with a timer and some invented scenarios.

#### **EXAMPLE QUESTION** - The case of the disappearing dog

*Your receptionist has just been informed by one of the nurses that a dog that was booked in for neutering has escaped from the surgery and run off down the street. She has gone running after it and her parting words were "I'll get it if I can, but can you sort something?" What actions would you take?*