

Rackheath Vets

Module 1 – ‘Introduction to Animal Care Careers’

Virtual Work Experience Taster



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1. Welcome and introduction



Have you watched the Introduction video?

Welcome to 'Module 1' of your virtual Work Experience Module with Rackheath Vets!

This module explores “**Working in Animal Care.**”

During this session, you'll discover how the team at **Rackheath Vets** care for animals, and the important skills they use every day to keep pets healthy and happy.

By completing this module, you will:

- Meet the team: vet, veterinary nurse, receptionist, and practice manager
- Learn what each person does and how they help animals
- Explore the skills used in animal care, like **teamwork**, **communication**, and **caring**
- Discover what it's like to work in a real veterinary practice
- Think about which role might suit you in the future

This module is part of the **Developing Experts' Virtual Work Experience** series, designed to help you explore different careers and build confidence in your own skills.

Let's get started with your day at Rackheath Vets!



2. How to use this workbook

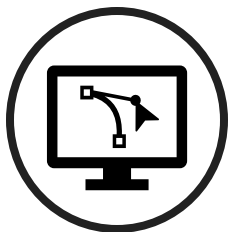
Use this workbook alongside the **Rackheath Vets** online Virtual Work Experience programme. Be sure to download the workbook so you can save your answers as you go. You can **work independently or as a group**. The workbook will guide you through your activities, some can be completed directly in the workbook or together as a group, while others will be completed online.

As a guide, your '**Module 1**' experience will take around **four hours** to complete, including watching the videos and completing the activities, but feel free to go at your own pace.

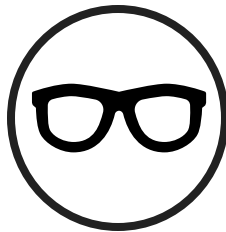
Each section begins with a **short video**. Watch the video first, then answer the questions in this workbook.

Some questions will ask you to **reflect on what you've seen**, while others will get you thinking about your own skills and which animal care role might suit you in the future.

Look out for these symbols in your workbook.
They will help you understand what you need to do.



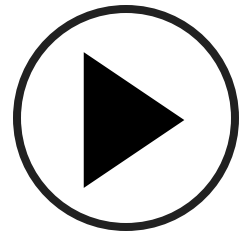
Upload your work to
The AI Mark Tool



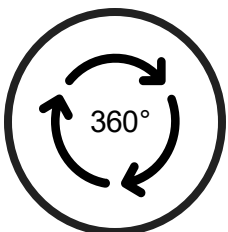
Career Explorer



Activity Length
Time



Watch the video



360° Virtual Tour



Career Navigator



Assess the scenario
and outline your next
actions.



Draw your
answer

3. What do you want to learn?

Work experience at Rackheath Vets is a great way to learn new skills and build your confidence.

Before you get started, take a moment to think about what *you* hope to get out of the experience.

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 works

Thinking ahead helps you make the most of every opportunity—and helps us support you better too!

“I hope to...”

“I hope to...”



For feedback upload your answers to the AI Mark Tool

4. Meet the Team



Watch the video for a short introduction to the team at Rackheath Vets. Then, take a **360-degree virtual tour** of the vet practice.

Watch the video for a short introduction to the team at Rackheath Vets.

You'll meet some of the people who work here and learn about the different areas of the practice they work in, from reception to the operating room.

Then, take a **360-degree virtual tour** of the vet practice. Look around carefully! What do you notice about each area? What kind of work do you think happens there?

Your Task

As you watch and explore, answer these questions:

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

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

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

5. Writing a Job Description



Watch the video carefully. Listen to understand what each person does at **Rackheath Vets** to help animals. **Pause the video and answer the questions when prompted.**

Activity: Write a Job Description

Michelle, Mary, Martin, or Chris is looking for a new team member to join **Rackheath Vets**!

They need someone to help them as a **Receptionist, Veterinary Surgeon, Veterinary Nurse**, or **Animal Care Assistant**.

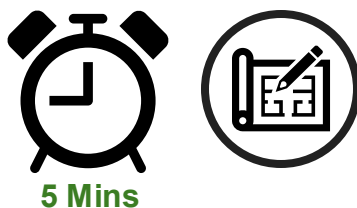
You get to help them by writing a **job description**!

What is a job description?

A **job description** is a short document that explains what a job is all about. It tells people:

1. What the job is called
2. What kind of work they'll be doing
3. What kind of person would be good at the job

It helps employers find the right person and helps people know if the job is right for them.



Your Task

Choose **one** of the roles at **Rackheath Vets** that interests you the most. Then use the guide below to write a job description for it.

Job Description Template

Job Title:

(What is the job called?)

Key Responsibilities:

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

- _____
- _____
- _____

Personal Attributes:

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

For example: kind, calm, friendly, hardworking

Why this role is important at Rackheath Vets:

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

Take your time and think carefully — could this be a job *you'd* like to do one day?

6. Working as a Team



In this video, the team at Rackheath Vets talk about how they support each other and work together to give animals the best care.

Watch closely to see how each person plays a part, and how important teamwork is in a busy vet practice!.

Activity: Team Challenge

Now it's your turn to work like the Rackheath Vets team!

Get into a group of **four**.

Each person chooses **one job role**:

- Veterinary Surgeon
- Veterinary Nurse
- Practice Manager
- Receptionist

As a group, look at the **job cards**. These are tasks that need doing at the practice!

Together, decide which person is best suited to each task and delegate the jobs.

You might use the cards in different ways:

- **Cut-outs** on the table to sort and share
- **Printed** in this workbook for you to write names next to the tasks
- **Online**, where you select and assign tasks digitally

Talk as a team about **why** each person is best for the job. Think about what you learned in the videos — what are each role's strengths?

Extra Challenge: Did any jobs require more than one role working together? Can you spot where teamwork is especially important?



1. Elisha the
Receptionist



2. Piene the
Veterinary Nurse



3. Jackie the Practice
Manager



4. Chris the
Veterinary Surgeon

Job Cards: Match the Task to the Team Member

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?

7. Mini Task: Match Professionals to Their Tools



Watch the video carefully. Listen to each person explain what equipment they use at Rackheath Vets and answer the questions.



10 Mins



As you watch the video, listen carefully for any **tools or equipment** each team member mentions or uses in their job.

Use the space on your worksheet to **note down the equipment** used by each professional:

- Veterinary Surgeon
- Veterinary Nurse
- Animal Care Assistant
- Receptionist



Elisha the Receptionist



Piense the Veterinary Nurse



Jackie the Practice Manager



Chris the Veterinary Surgeon

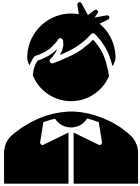
Use what you've written to complete the **matching game**.

Can you correctly match each tool to the right person?

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



Elisha the
Receptionist



Piene the
Veterinary Nurse



Jackie the Practice
Manager



Chris the
Veterinary Surgeon



stethoscope



thermometer



syringe



food bowl



bandages



telephone



appointment book



cleaning equipment

8. Spotlight on Roles: Veterinary Nurse at Rackheath Vets



Watch the video 'A Day in the Life of a Rackheath Vets Veterinary Nurse'.

Let's try being a Veterinary Nurse.

Veterinary Nurse - Comfort the Nervous Pet

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?

Choose from the options below, some will help more than others!

Step 1: What do you do first?

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

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

Well done! You've helped the cat feel safe and calm in a new and unfamiliar place — just like a real animal care professional!



Spotlight Role: Veterinary Surgeon at Rackheath Vets



Watch the video 'A Day in the Life of a Rackheath Vets Veterinary Surgeon'.

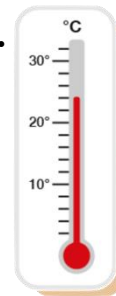
Try **two mini tasks for each role**, just like the ones real veterinary professionals do every day!

Veterinary Surgeon

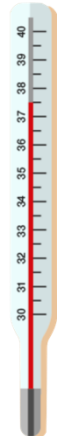
Take the pet's temperature.

Read the thermometer and record the result.

1.



2.



1. _____
2. _____

Write a care report for the pet's owner, suggesting how they can look after their animal at home.

Diagnosis: _____

Recommended Treatment: _____

Dosage and Schedule: _____

Care Instructions: _____

Follow Up Appointment: _____

Prognosis: - _____

What You'll Learn:

- The key tasks a veterinary surgeon does each day
- Where they work in a veterinary practice
- How they help animals, vets, and owners
- Why their role is essential for animal health and wellbeing



For feedback upload your answers to the AI Mark Tool

Spotlight Role: Receptionist at Rackheath Vets



Watch the video '*A Day in the Life of a Rackheath Vets Receptionist*'.

Let's try being a Receptionists.

Listen to phone messages from three pet owners asking for appointments.

Your job: **Book their appointments** in an online calendar.

Send a confirmation email to one of the customers with their appointment details.

New Message



Recipients

Subject

What You'll Learn:

- The key tasks a receptionist does each day
- Where they work in a veterinary practice
- How they help animals, vets, and owners
- Why their role is essential for animal health and wellbeing

Spotlight Role: Practice Manager at Rackheath Vets



Watch the video '*A Day in the Life of a Rackheath Vets Practice Manager*'.

Let's try being an Animal Care Assistant.

Prep for the day

It's time to prepare the practice! Ensure supplies are ready for surgeries and check-ups. Use the checklist to organise:

1. Check vaccine stocks.

Use the list below to help you:

- Vaccines – Enough for 10 animals
- Syringes – 20 ready
- Bandages – Full stock
- Cleaning supplies – For messes

2. Review the schedule and assign tasks.

Add items slowly and confirm!

3. Coordinate with the team for any surprise tasks.

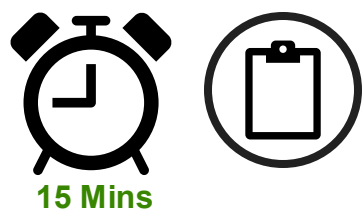
Can you prep everything correctly?

Good management means the team is ready for anything!

What You'll Learn:

- The key tasks a Practice Manager does each day
- Where they work in a veterinary practice How they help animals, vets, and owners
- Why their role is essential for animal health and wellbeing

9. Reflection Activity - Your Turn: Which Role is Right for You?



Now that you’ve explored what each person does at Rackheath Vets, it’s time to think about **which job would suit you best**.

Activity: Reflect on Your Role

Look back at the **job description** you wrote earlier. Think about your own skills, interests, and personality. Then answer these questions:

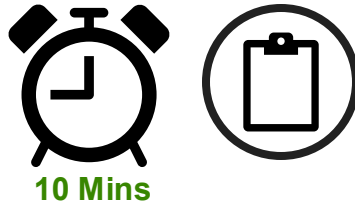
Which role do you think you would enjoy the most?

Why do you think you’d be good at it?

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

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.”

10. Role Play



Job Interview Role Play

In pairs or small groups, take turns pretending you're at a **job interview** at Rackheath Vets!

- One person is the interviewer.
- The other is applying for their chosen role.

Ask and answer questions like:

“Why do you want to work here?”

“What skills do you have that suit this job?”

“Can you give an example of when you worked well in a team?”

Swap roles and try different jobs if you'd like!

This activity helps you think about your strengths and how they match the jobs in animal care and gives you a taste of a real interview!

What kind of help might an animal need?

How would you look after it at the vets?

11. Careers Investigator

You've now met the incredible team at **Rackheath Vets** — each with a unique role in caring for animals and supporting their health and wellbeing.

Now it's your turn to explore your own future in animal care!

Task Instructions

1. Choose One Role

Think back to one of the roles at Rackheath Vets that interested you the most during the virtual experience. You can choose from:

- **Veterinary Surgeon**
- **Veterinary Nurse**
- **Receptionist**
- **Practice Manager**

Which role stood out to you and why?

2. Use the Developing Experts Career AI Tool

Go to the **Developing Experts Career AI Tool** and search for your chosen role.

Use the tool to discover:

- What the job involves
- What skills and qualifications are needed
- What a typical day might look like
- Future career options in the animal care field



Go to the **Developing Experts' AI Careers Investigator** tool to find out more about your colleague's job role.

Reflection Task

After exploring your chosen role, write a short reflection.

What do you like about this role?

What surprised you?

Can you see yourself doing this job in the future?

Tip: Think about how your strengths match the role — are you caring, observant, or good at working with others? This will help you think about where you might fit in the animal care team.



For feedback upload
your answers to the
AI Mark Tool

12. Closing Webinar



Watch Rackheath Vet Day 1 Summary Webinar

Today's webinar introduced you to the team at **Rackheath Vets** and gave you a behind-the-scenes look at how each person plays a vital role in caring for animals. Use this page to reflect on what you learned and prepare for the next stage of your journey.

Who We Met Today:

You met four key professionals and learned what they do each day:

- **Chris – The Vet**

Diagnoses and treats animals using tools like a stethoscope and thermometer.

- **Piene – The Veterinary Nurse**

Supports the vet, prepares treatments, and comforts animals.

- **Elisha – The Receptionist**

Welcomes pet owners, answers phone calls, and organises appointments.

- **Jackie – The Practice Manager**

Oversees operations, manages team, and ensures supplies for check-ups and surgeries.



Skills We Focused On:

Throughout the session, you also learned about four important **skills** used every day in animal care:



Caring – Showing kindness, calmness, and compassion to animals and their owners.



Teamwork – Working together so every animal gets the best care.



Observation – Noticing small changes in animals' behaviour or health.



Communication – Sharing information clearly with the team and with clients.

With your talk partner discuss why these skills are important.



Reflection Questions:

Take a few minutes to write your thoughts below.

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?)

Coming Up: Day 2 – Where Animal Care Happens

Tomorrow, we'll go beyond the clinic and look at **other places where animal care professionals work** — including **farms, shelters, zoos, and wildlife centres**.

Get ready to explore how different environments affect the way animals are cared for!



For feedback upload your answers to the AI Mark Tool

13. Look Back What Did You Learn?

Now that you've completed your Virtual Work Experience at **Rackheath Vets**, take a moment to revisit what you wrote at the beginning.

Did you achieve the goals you set for yourself?
Did you learn something new or unexpected?

If one of your questions hasn't been answered yet, don't worry! You can explore even more about careers with animals using our **AI Career Tool**.

Keep asking questions, keep learning — your future starts now!

Did you achieve the goals
you set for yourself?

Did you learn something
new or unexpected?



Watch today's wrap up film - Congratulations you've completed your Work Experience Taster with Rackheath Vets!

Congratulations

You have now completed your Virtual Work Experience module with the **Rackheath Vets**.

