

# VetSkill Registers Handbook

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## 1.0 Introduction

VetSkill strive to ensure that all individuals on a VetSkill register have all the support and guidance needed to join and maintain registration. This guide sets out everything that potential or current registrants need to know, from the application process to being listed on a VetSkill register and maintaining their registration status. VetSkill are available at the end of a telephone or by email, to help with queries or to explain something in more detail if needed. For further details of the support and services VetSkill offer, please see VetSkill's *Customer Service Statement*.

Vet Skill Limited (trading as VetSkill) is a regulated, private Awarding Organisation, End-point Assessment Organisation and Regulatory Body, based in Cambridgeshire.

## 2.0 VetSkill Registers

This guide sets out the ongoing responsibilities and requirements of maintaining registration on a VetSkill register, excluding the VetSkill Register of Suitably Qualified Persons (SQP). For SQP registrations, please see VetSkill's *SQP Registration Guide*.

### 2.1 Qualifications that Lead to Registration

VetSkill have a range of qualifications which lead to direct entry to a VetSkill register. Achievement of one of these qualifications, or achievement of a qualification recognised by VetSkill as meeting the register standards, will entitle an individual to apply to join the appropriate VetSkill register. Please visit the VetSkill website for a list of all qualifications that lead to direct entry to a VetSkill register.

### 2.2 Entry onto a VetSkill Register

Once an appropriate qualification has been achieved by a registrant, they will need to submit the necessary details and make payment of the registration fee (if applicable). If

registering for the first time, applicants will be directed to an online registration form, available on the VetSkill website.

The applicant's details, once checked, will be recorded on the relevant VetSkill register. They will be allocated a registration number and login information to access the VetSkill Hub. In addition, each registrant will be sent a badge to identify them in accordance with their registration status. VetSkill will publish the following registrant details on the VetSkill register:

- full name
- registration number
- the category of registration achieved (if applicable)
- location

## 2.3 Updating Details with VetSkill

VetSkill have a responsibility to ensure that all registers show accurate data at all times. It is the registrant's responsibility to ensure VetSkill always hold their correct details.

Registrants must notify VetSkill immediately if any of the following personal details change, whether temporarily or permanently:

- name
- address
- telephone number/mobile telephone number/email address
- employer details (name, address, contact telephone numbers)
- suitable professional indemnity insurance or workplace insurance coverage.

If it is identified that any contact details are incorrect or out of date, VetSkill will contact the registrant and their details will be temporarily removed from the register until the details

have been updated. If registrants do not respond within three (3) months, their details will be permanently removed from the register.

## 2.4 Maintaining Registration Status

To maintain registration status, all registrants are required to complete a set number of relevant CPD hours on an annual basis (please see [Section 3.0](#), Continued Professional Development), complete an annual declaration and pay an annual registration fee.

### 2.4.1 Completing the Required Amount of CPD

Registrants will need to maintain their professional knowledge by undertaking CPD activities to ensure they remain up to date. For further information on CPD requirements, please see the CPD requirements document for each VetSkill register, which is available on the VetSkill Hub.

### 2.4.2 Paying an Annual Registration Subscription

There is an annual subscription fee payable to maintain registration – please see VetSkill's website for a [list of fees](#). A restoration fee is payable where a registrant has been removed from a register for non-payment of their annual subscription.

### 2.4.3 Completing the Annual Declaration

Registrants will need to make an annual declaration that they:

- have provided current and accurate information
- agree to updating information as appropriate
- have declared any criminal conviction or caution
- are able to continue with their duties
- have suitable professional indemnity insurance or workplace insurance coverage.

Please see [Appendix A](#) for the Process for Handling of Criminal Convictions Declared by Registrants.

## 2.5 Annual Registration Process

Registrants will be contacted by the VetSkill team as below.

- During September registrants will be contacted to remind them of the annual requirements that must be met by the end of the year (CPD, payment of annual registration fee and completion of annual declaration).
- At the end of October, registrants will receive an invoice for the annual registration fee and be provided with a link to VetSkill's *Annual Registration Form*, which contains the annual declaration. A paper form can be made available on request. Registrants must complete the registration form and submit the appropriate fee before 31<sup>st</sup> December, to maintain registration for the following year.
- At the end of November, if no payment has been received, registrants will be contacted with a reminder to renew by 31<sup>st</sup> December.
- Registrants with outstanding registration fees will be contacted again in the penultimate week of January, to notify them that their status is 'pending' and that if payment is not received within two (2) weeks of the date of the communication, the registration status will be amended to 'lapsed' and they will no longer be present on the register.

## 2.6 Maintaining the Register

VetSkill will maintain its registers through the application of an annual renewal process and the setting, monitoring and sampling of CPD undertaken. Registrants will be annually checked to ensure that they meet the individual requirements of each register.

### 2.6.1 Updating the Register

The system will be updated on a regular basis (a minimum of once a month) by the VetSkill Standards Team. An update may include, but is not limited to:

- adding new applicants and those automatically eligible
- removing registrants looking to relinquish their duties and be removed from the register
- updating an individual's registration categories following the completion of additional categories
- updating personal information
- removing registrants due to non-compliance with the requirements for maintaining registration status

## 2.7 Access to VetSkill's Registers

VetSkill's appointed staff will be the only persons with access to the register and the ability to add, remove or update details on the register database. All changes to the register database will be checked prior to being applied, ensuring only current and accurate information is held.

Registrants will have viewing access to their own VetSkill online record via the VetSkill Hub, to ensure the information held is accurate. Employers and the general public will have viewing access to VetSkill registers.

## 2.8 Updating Categories

If applicable, registrants may be able to study additional qualifications leading to additional categories of their registration. When completed, they can apply to add further categories to their current registration. Once successful completion of the category has been confirmed, VetSkill will amend the register to reflect their new registration category.



### 3.0 Continuing Professional Development (CPD)

Registrants are required to maintain their knowledge, understanding and competence in their role in order to remain on a VetSkill register. For further information on CPD requirements, please see the CPD requirements for each VetSkill register, which is available on the VetSkill Hub.

#### 3.1 What is CPD?

CPD is undertaken to maintain, improve and broaden the knowledge, skills and development of the personal qualities necessary for the execution of professional and technical duties.

Registrants have a professional obligation to maintain their competence and should seek to make continuous improvements to the standard of service they provide. Registrants are professionally responsible for remaining up to date and competent in their role, in addition to ensuring they keep up to date with any legal or professional changes. Therefore, registrants are expected to select CPD covering the areas they need and at a standard that reflects their status.

VetSkill, as many other register holders, use an outcome-focused CPD which includes a reflection element, aiming to encourage registrants to reflect on what they have learned in relation to their role.

#### 3.2 VetSkill CPD Period

A CPD period is defined as a one-year period, starting on 1<sup>st</sup> January of the year after registration status was achieved and ending on 31<sup>st</sup> December. If registrants join the register in the period that runs from 1<sup>st</sup> January to 30<sup>th</sup> June, they will be required to complete the full annual CPD requirement before 31<sup>st</sup> December. Registrants that join the register from 1<sup>st</sup> July to 31<sup>st</sup> October will be required to complete half the required CPD hours for that

year. Registrants joining the register in November or December will not be required to complete any CPD hours for that year. If registrants are unsure whether they have met the required number of CPD hours, they should contact VetSkill.

### 3.3 VetSkill CPD Requirements

CPD is claimed in hours, similar to many other organisations which hold registers. All registrants are required to undertake a number of relevant CPD hours on an annual basis. It is the registrant's responsibility to provide evidence of CPD in hours, and therefore convert any activities using other methods into this format.

#### 3.3.1 Mandatory CPD Requirement

The minimum amount of mandatory CPD and the type of CPD activities registrants must undertake can be found in the CPD Requirements document for each VetSkill register, which is available on the VetSkill Hub.

Please note this is the minimum number of hours of CPD required. VetSkill do not stipulate an upper limit for CPD, as all registrants are encouraged to undertake as much CPD as they feel will support and develop them in their role. The minimum duration of CPD that can be counted for an activity is 15 minutes.

All CPD activities undertaken and claimed must be relevant in terms of regulations, sector or subject, specific to the registration. Registrants are expected to undertake a range of activities that are pertinent to their registration status in order to achieve the number of CPD hours required.

The lists of CPD activities in Sections [3.4.1](#) and [3.4.2](#) give examples of what can be claimed and how this can be evidenced. Registrants are allowed to claim up to 50% of their total annual CPD requirement through informal/private/self-study CPD activities, providing that a reflection is completed. The lists below are not exhaustive.

### 3.4.1 Formal CPD Activities

Activity Type	Evidence Required
Attended training sessions	Attendance certificates
Attended conferences	
Attended seminars	
Online training sessions	Attendance certificates
Online conferences	
Online seminars	
Practical training events	Attendance certificates
In house training/Mentoring	Employer training attendance certificate
Job shadowing/Secondment	Manager/Employer report

### 3.4.2 Informal/Private/Self-study CPD Activities

Activity Type	Evidence Required
Pre-recorded webcast	Online attendance certificates
Research (including research in preparation for giving presentations)	Copies of research/programmes
Critical reading of relevant publications	Title of article and publication

For clarity, VetSkill define the following CPD activities as:

- training session: a period of education, instruction or professional development
- conference: a formal developmental meeting
- seminar: lecture-based

## 3.5 VetSkill CPD Recording System

Once registered with VetSkill, registrants will be provided with personalised access to VetSkill's online CPD recording system, which will allow them to view, monitor and upload records and evidence of their completed CPD.

The system will show the following information:

- Registrant's details
  - full name
  - full address
  - email address
  - telephone number
  - registration number
  
- CPD details
  - CPD period (e.g. 2025 = 01/01/2025 to 31/12/2025)
  - number of CPD hours required
  - total number of hours CPD completed
  - type of CPD undertaken
  - date CPD was undertaken
  - CPD provider and location of CPD event
  - number of CPD hours allocated
  - reflection of how CPD relates to role

### 3.5.1 Claiming CPD

When uploading CPD evidence onto the VetSkill online recording system, registrants should:

- log into their VetSkill account and go to 'My CPD record'
- complete the details of the CPD activity undertaken
- upload appropriate evidence of the CPD activity
- complete the reflection of how the CPD activity will support them in their role
- read and tick the declaration
- submit the CPD activity record

Registrants must not claim CPD hours for the same activity they have undertaken more than once within the same CPD year. They must be undertaken at least 12 months apart. VetSkill will accept a link or a copy of RCVS 1CPD.

All CPD must be allocated to the year in which it was completed; there is no option to carry over CPD hours from one (1) year to another. Please see [Section 3.6](#) if the annual CPD requirements cannot be met.

CPD is expected to be undertaken on a continuous basis. Where this is not possible, for example, due to taking time off for maternity/paternity leave or for a period of long-term illness, the CPD requirement may be suspended during this period, with VetSkill's approval.

Registrants must complete and submit VetSkill's *Temporary Suspension of CPD Request Form* and submit this to VetSkill with any accompanying evidence. VetSkill will acknowledge receipt of the application and once reviewed, will confirm the outcome of the review.

### 3.6 What if a Registrant has not Evidenced the Required Amount of CPD?

It is the responsibility of the registrant to maintain their online CPD record. VetSkill will monitor registrants' CPD records and where any CPD record has not been recorded or updated for more than 12 months, VetSkill will remove the registrant from the register.

#### 3.6.1 Re-instatement Fee

Any registrants wishing to be placed back onto the register may be accepted again if the following requirements are met:

- completion of VetSkill's *Register Re-instatement Form*
- payment of the re-instatement fee and annual registration fee applicable
- evidence is provided, demonstrating that the required amount of CPD has been completed.

### 3.7 CPD Sampling

VetSkill have a responsibility to ensure registrants who are entered onto its register continue to meet the requirements of their role, in terms of maintaining and/or enhancing

their knowledge, skills and competence through the undertaking of CPD activities.

Therefore, VetSkill will conduct sampling of its registered registrants' online CPD records.

Sampling of CPD records will be undertaken to ensure:

- the registrant's name, address and contact details are up to date,
- the CPD record is being updated following completion of activities,
- the activities listed are not duplicated,
- the activities are relevant to the registration held,
- attendance at CPD events listed are evidenced,
- the CPD activities listed have been undertaken/confirmed,
- the number of CPD hours claimed is correct,
- a range of CPD activities has been undertaken,
- that no more than 50% of the total annual CPD requirement is conducted through informal/private/self-study CPD and
- the number of CPD hours completed meets the number of CPD hours required.

When conducting the sampling of CPD records, VetSkill may undertake all or a combination of the following activities:

- telephone interviews with registrants
- face-to-face interviews with registrants
- contacting a registrant's employer
- contacting CPD providers
- attending key CPD events

Where VetSkill identify any errors or duplication in a registrant's record, they will contact the registrant for clarification and make any necessary amendments.

Where VetSkill identify any falsification of a registrant's CPD record, it will be deemed a disciplinary offence in accordance with VetSkill's *Registers Disciplinary Procedure*. VetSkill will undertake a full investigation and action will be taken which may include:

- temporary suspension from the register
- permanent removal from the register

## 4.0 Removal of Entries from a VetSkill Register

Where VetSkill have identified or been notified of any compliance issues in relation to a registrant, VetSkill will undertake an investigation. Where it is determined that a registrant has failed to meet the requirements of their roles and/or their responsibilities set out below, they will be removed from the register:

- fulfil CPD requirements
- maintain active RCVS status (if applicable)
- maintain professional conduct
- make payment of the VetSkill annual registration fee
- ensure all details held by VetSkill are up to date and accurate

All applicants are required to co-operate fully and respond to all requests for further information or clarification by VetSkill, in a fully engaged and professional manner.

Misinformation or incomplete responses may lead to rejection or, if discovered after registration, registration may be revoked or suspended without notice or explanation at the sole discretion of VetSkill, in accordance with VetSkill's *Registers Disciplinary Process*.

## 5.0 Appeals

Where a registrant disagrees with any actions taken by VetSkill, they may submit an appeal to VetSkill by following VetSkill's *Appeals Policy*, which is available via the website: ([www.vetskill.com](http://www.vetskill.com)).

Where a registrant wishes to submit an appeal, details should be set out in writing using VetSkill's *Appeal Form*, and sent to [priority@vetskill.com](mailto:priority@vetskill.com).

## 6.0 Complaints

VetSkill aim to provide excellent service to clients, learners and registrants; however, if a registrant wishes to complain about any aspect of VetSkill's service, please refer to VetSkill's *Complaints Policy*.

**Completed complaints forms should be submitted via email to: [priority@vetskill.com](mailto:priority@vetskill.com)**



## Appendix A: VetSkill Process for Handling of Criminal Convictions Declared by Registrants

The requirement for disclosure of criminal convictions has been introduced to safeguard the welfare of animals and the public, bringing registrants in line with many other registered individuals, as professions seek to assure the public that their members are fit to practise.

It should be noted that criminal convictions are those deemed to be current and not 'spent' under the Rehabilitation of Offenders Act 1974.

For those applying to join the register for the first time, or to be restored to the register:

1. VetSkill will consider all applications, in strict confidence and decide whether the applicant is suitable for registration. VetSkill's CEO may seek guidance from external sources. Applications are dealt with on a case-by-case basis and decided on their own merits.
2. In deciding whether the applicant is suitable for registration despite a conviction, VetSkill will consider the factors set out in paragraphs 3-8.
3. What happens next will depend on the nature and seriousness of the offence. Where there is an arguable case that the conviction/adverse finding may affect the applicant's fitness to practise (i.e. amount to serious professional misconduct), it will be referred to the VetSkill Board of Directors. Where there is no arguable case, the offence will be recorded against their name and there will be no further action taken by VetSkill.
4. In deciding if there is an arguable case, VetSkill will consider:
  - the nature and seriousness of the offence,
  - the sentence imposed (whether it was high or low on any available tariff for sentencing),
  - any sentencing remarks made by the court,

- the extent and nature of any risk or harm to animals or the public from the offending behaviour,
- the date and length of time since the offence (the longer ago it was, the less likely the matter will be referred if it indicates that the risk of reoffending is low or diminishing, particularly if the time has been used positively),
- the period of time over which offences were committed,
- whether any period of a suspended sentence is outstanding,
- relevance of the offence to professional conduct,
- the registrant's character and conduct since the offence, including the risks of reoffending and the seriousness of the consequences of reoffending, whilst giving due consideration to appropriate positive behaviour and
- the impact that such an offence could have on public confidence in VetSkill registers.

5. VetSkill will also consider if there is evidence of a pattern of offending or if any aggravating features apply, as follows:

- actual injury to an animal or human
- risk of injury to an animal or human
- dishonesty
- recklessness
- premeditated misconduct
- financial gain
- breach of confidentiality or client trust
- the involvement of a vulnerable client

- sexual misconduct
  - any relevant increased position of trust or responsibility
  - misconduct - sustained or repeated over a period of time
  - conduct contravening advice issued by VetSkill, or other appropriate authority
  - blatant or wilful disregard of the role of VetSkill and the systems that regulate the profession or competence area
  - no insight into the offence or disgraceful conduct
  - previous convictions
  - previous findings of another regulator or similar body
6. VetSkill may require the applicant to support their application with additional information or seek additional information from others regarding the application.
  7. If VetSkill decide the applicant is not suitable for registration and refuse their application, they will be notified in writing within three (3) months of receipt of their application. The applicant will be provided with reasons for the decision and information on their right of appeal (please see VetSkill's *Appeals Policy*).
  8. In exceptional circumstances, VetSkill may decide that it would be appropriate to allow the applicant's registration and refer consideration of a conviction/adverse finding to the VetSkill Board of Directors.

## Review Arrangements and Version Control:

This version of VetSkill's *Registers Handbook* replaces all previous versions. This document is subject to regular revision and maintained electronically by its owner. Electronic copies are version controlled.

Printed copies are not subject to this control. VetSkill will review this policy regularly as part of internal continuous improvement processes and will revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous situations.

Documented changes from previous version	
N/A	New document