



香港學術及職業資歷評審局
Hong Kong Council for Accreditation of
Academic & Vocational Qualifications

SUMMARY ACCREDITATION REPORT

PETS CENTRAL VETERINARY ACADEMY LIMITED

**INITIAL EVALUATION AND
LEARNING PROGRAMME ACCREDITATION**

DIPLOMA IN VETERINARY NURSING

DECEMBER 2022

1. TERMS OF REFERENCE

- 1.1 Based on the Service Agreement (No.: VA1424), the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ), in the capacity of the Accreditation Authority as provided for under the Accreditation of Academic and Vocational Qualifications Ordinance (Cap. 592) (AAVQO), was commissioned by Pets Central Veterinary Academy Limited (“Operator”) to conduct an Initial Evaluation (IE) and Learning Programme Accreditation (LPA) exercise with the following Terms of Reference:
- (a) To conduct an accreditation test as provided for in AAVQO to determine whether the Operator meets the stated objectives and is competent to operate learning programmes that meet the Hong Kong Qualifications Framework (QF) Level 3 standard, and can be granted IE Status at QF Level 3;
 - (b) To conduct an accreditation test as provided for in AAVQO to determine whether the Diploma in Veterinary Nursing programme of the Operator meets the stated objectives and QF standard and can be offered as an accredited programme; and
 - (c) To issue to the Operator an accreditation report setting out the results of the determination in relation to (a) and (b) by HKCAAVQ.
- 1.2 The accreditation exercise was conducted according to the relevant accreditation guidelines referred to in the Service Agreement. A site visit took place on 15 November 2022.

2. HKCAAVQ’S DETERMINATION

Initial Evaluation

- 2.1 HKCAAVQ has determined that the Operator is competent to achieve its stated objectives and to operate learning programmes meeting QF standard at Level 3, and can be granted IE status at QF Level 3 with a validity period of two years.

2.2 Validity Period

- 2.2.1 The validity period will commence on the date specified below.
- 2.2.2 Within the two-year validity period for IE, the Operator must have at least one programme successfully accredited. If the Operator does not have a current accredited programme on the Qualifications Register (QR) at the end of the two-year validity period of their IE, the Operator will need to apply for an extension of their IE status at least three months before the validity period expires. An extension

of up to 2 years may be granted. Only one extension of IE status will normally be allowed. If the Operator continues to gain successful LPA, their IE status will remain valid.

2.3 The determinations on IE are specified as follows:

Name of Operator	Pets Central Veterinary Academy Limited
Address of Operator	6/F, Shanghai Centre, 473-475 Shanghai Street, Mong Kok, Kowloon, Hong Kong 香港九龍旺角上海街 473-475 號上海中心 6 樓
Highest QF Level of programme(s) which the Operator can operate upon successful learning programme accreditation	Level 3
Start date of 2-year validity period of Initial Evaluation (IE) accreditation status	1 March 2023
Scope of IE Accreditation Status	For operating local programmes in Hong Kong

Learning Programme Accreditation

2.4 HKCAAVQ has determined that the Diploma in Veterinary Nursing meets the stated objectives and QF standard at Level 3, and can be offered as an accredited programme with a validity period from 1 March 2023 to 28 February 2026.

2.5 **Validity Period**

2.5.1 The validity period will commence on the date specified below.

2.6 The determinations on LPA are specified as follows:

Name of Operator	Pets Central Veterinary Academy Limited
Name of Award Granting Body	Pets Central Veterinary Academy Limited
Title of Learning Programme	Diploma in Veterinary Nursing 動物護理學文憑
Title of Qualification (Exit Award)	Diploma in Veterinary Nursing (QF Level 3) 動物護理學文憑 (資歷架構第 3 級)
Primary Area of Study and Training	Medicine, Dentistry and Health Sciences

Sub-area (Primary Area of Study and Training)	Veterinary Science and Medicine
Other Area of Study and Training	Not applicable
Sub-area (Other Area of Study and Training)	Not applicable
Industry	Not applicable
Branch	Not applicable
QF Level	Level 3
QF Credits	75
Mode of Delivery and Programme Length	Part-time, 18 months 750 notional learning hours (including 300 contact hours, of which 38 hours are supervised clinic practice)
Intermediate Exit Award	Certificate for Veterinary Assistants (QF Level 2) 動物診所助理證書（資歷架構第 2 級）
Validity Period	1 March 2023 to 28 February 2026
Number of Enrolments	4 enrolments per year
Maximum Number of New Students	Maximum 80 new learners per year Maximum 20 learners per class
Specification of Competency Standards-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Specification of Generic (Foundation) Competencies-based Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Vocational Qualifications Pathway Programme	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Notes to be indicated on the QR	This programme includes one intermediate exit award, namely Certificate for Veterinary Assistants (QF Level 2). 此課程包括一個中段結業資歷，資歷名稱為動物診所助理證書（資歷架構第 2 級）。
Address of Teaching/ Training Venues	See Appendix 參閱附錄

2.7 The determinations on the intermediate exit award of the LPA are specified as follows:

Name of Operator	Pets Central Veterinary Academy Limited
Name of Award Granting Body	Pets Central Veterinary Academy Limited
Title of Learning Programme	Diploma in Veterinary Nursing 動物護理學文憑
Title of Qualification [Intermediate Exit Award]	Certificate for Veterinary Assistants (QF Level 2) 動物診所助理證書（資歷架構第 2 級）
Primary Area of Study and Training	Medicine, Dentistry and Health Sciences
Sub-area (Primary Area of Study and Training)	Veterinary Science and Medicine
QF Level	Level 2
QF Credits	30
Mode(s) of Delivery and Programme Length	Part-time, 8 months 300 notional learning hours (including 120 contact hours, of which 20 hours are supervised clinic practice)
Notes to be indicated on the QR	This is an intermediate exit award of the Diploma in Veterinary Nursing. 此資歷為動物護理學文憑的中段結業資歷。

2.8 Recommendations

HKCAAVQ offers the following recommendations for continuous improvement:

Recommendation 1

The Operator should review the action verbs of the module intended learning outcomes (MILOs) and revise them as appropriate to indicate more precisely the level of competence expected of the learners.

Recommendation 2

The Operator should appoint a coordinator for supervised clinic practice to ensure that the sessions of all the modules concerned will be properly and consistently delivered to different groups of learners.

Recommendation 3

The Operator should appoint a staff member other than the Principal as the programme leader to facilitate programme-specific leadership and management as well as more effective checks and balances.

Recommendation 4

The Operator should provide good documentation on each training workshop covering course outline, target participants, attendance record, course-end evaluation, etc. to facilitate participation, review and onward planning as appropriate.

- 2.9 HKCAAVQ will subsequently satisfy itself whether the Operator remains competent to achieve the relevant objectives and the Programme continues to meet the standard to achieve the relevant objectives as claimed by the Operator by reference to, amongst other things, the Operator's fulfilment of any conditions and compliance with any restrictions stipulated in this Accreditation Report. For the avoidance of doubt, maintenance of accreditation status is subject to fulfilment of any condition and compliance with any restriction stipulated in this Accreditation Report.

3. INTRODUCTION

- 3.1 The Pets Central Veterinary Academy Limited (PCVA) was established in 2011 as a fully-owned subsidiary and the education and mentorship arm of the PC Enterprise (HK) Limited. It has been developing models to support veterinarians, veterinary support staff, and pet owners within the Pets Central group of clinics and hospitals, and recently expanded to the broader veterinary community.

4. PROGRAMME DETAILS

The following is the programme information provided by the Operator.

- 4.1 Programme Objectives
The Programme aims to equip learners with hands-on knowledge and practical skills in animal care and veterinary nursing, so that they are able to provide effective and holistic veterinary clinic supporting and nursing care services for animal patients and their owners.
- 4.2 Programme Intended Learning Outcomes
Upon completion of the Programme, learners should be able to:

Terminal exit award

- PILO1 Provide front office services for veterinary clinics
- PILO2 Assist in handling and restraining of companion animal patients under direction and guidance
- PILO3 Convey established guidelines to owners on the treatment and health care needs of their companion animals
- PILO4 Communicate with the other members of the veterinary team to give the best care to animal patients
- PILO5 Assist the veterinarians in treatment procedures
- PILO6 Assist the veterinarians in monitoring the animal patients during treatment
- PILO7 Provide veterinary nursing care to animal patients after treatment according to prescribed guidelines and instructions

Intermediate exit award

- PILO1 Provide front office services for veterinary clinics
- PILO2 Assist in handling and restraining of companion animal patients under direction and guidance
- PILO3 Convey established guidelines to owners on the treatment and health care needs of their companion animals
- PILO4 Communicate with the other members of the veterinary team to give the best care to animal patients

4.3 Programme Structure

Terminal exit award

Module	QF Credit
(1) Introduction to Veterinary Services and Front Office Skills	75
(2) Veterinary General Practice	
(3) Companion Animal Health Care	
(4) Veterinary Hospital Practice	
(5) Veterinary Medical Nursing	
(6) Veterinary Surgical Nursing	
(7) Veterinary Anesthesia Monitoring	
(8) Veterinary Emergency and Critical Care	
(9) Veterinary Dental Nursing	
Total	75

Intermediate exit award

Module	QF Credit
(1) Introduction to Veterinary Services and Front Office Skills	30
(2) Veterinary General Practice	
(3) Companion Animal Health Care	
(4) Veterinary Hospital Practice	
Total	30

4.4 Graduation Requirements

Intermediate exit award

Achieve a minimum of 70% attendance **and** an overall mark of 60% or above in each of the four QF Level 2 modules

Terminal exit award

Achieve a minimum of 70% attendance **and** an overall mark of 60% or above in each of the nine modules in the Programme

4.5 Admission Requirements

- Completion of Senior Secondary 3 under the 3-3-4 education system (or Form 5 under the old 5-2-3 education system), or equivalent qualifications; **and**
- Level 2 in English Language in the Hong Kong Diploma of Secondary Education (HKDSE) examination (or Grade E in the Hong Kong Certificate of Education Examination (HKCEE)), or equivalent qualifications.

Credit accumulation and transfer is not applicable to the Programme for admission purpose.

5. IMPORTANT INFORMATION REGARDING THIS ACCREDITATION REPORT

5.1 Variation and withdrawal of this Accreditation Report

- 5.1.1 This Accreditation Report is issued pursuant to section 5 of the AAVQO, and contains HKCAAVQ's substantive determination regarding the accreditation, including the validity period as well as any conditions and restrictions subject to which the determination is to have effect.
- 5.1.2 HKCAAVQ may subsequently decide to vary or withdraw this Accreditation Report if it is satisfied that any of the grounds set out in section 5 (2) of the AAVQO apply. This includes where HKCAAVQ is satisfied that the Operator is no longer competent to achieve the relevant objectives and/or the Programme no longer meets the standard to achieve the relevant objectives as claimed by the Operator (whether by reference to the Operator's failure to fulfil any conditions and/or comply with any restrictions stipulated in this Accreditation Report or otherwise) or where at any time during the validity period there has/have been substantial change(s) introduced by the Operator after HKCAAVQ has issued the accreditation report(s) to the Operator and which has/have not been approved by HKCAAVQ. Please refer to the '*Guidance Notes on Substantial Change to Accreditation Status*' in seeking approval for proposed changes. These Guidance Notes can be downloaded from the HKCAAVQ website.

5.1.3 If HKCAAVQ decides to vary or withdraw this Accreditation Report, it will give the Operator notice of such variation or withdrawal pursuant to section 5(4) of the AAVQO.

5.1.4 The accreditation status of the Operator and/or Programme will lapse immediately upon the expiry of the validity period or upon the issuance of a notice of withdrawal of this Accreditation Report.

5.2 Appeals

5.2.1 If the Operator is aggrieved by the determination made in this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of this Accreditation Report.

5.2.2 If the Operator is aggrieved by a decision to vary or withdraw this Accreditation Report, then pursuant to Part 3 of the AAVQO the Operator has a right of appeal to the Appeal Board. Any appeal must be lodged within 30 days of the receipt of the Notice of Variation or Withdrawal.

5.2.3 The Operator should be aware that a notice of variation or withdrawal of this Accreditation Report is not itself an accreditation report and the right to appeal against HKCAAVQ's substantive determination regarding accreditation arises only from this Accreditation Report.

5.2.4 Please refer to Cap. 592A (www.elegislation.gov.hk) for the appeal rules. Details of the appeal procedure are contained in section 13 of the AAVQO and can be accessed from the QF website at: www.hkqf.gov.hk.

5.3 Qualifications Register

5.3.1 Qualifications accredited by HKCAAVQ are eligible for entry into the QR at www.hkqr.gov.hk for recognition under the QF. The Operator should apply separately to have their quality-assured qualifications entered into the QR.

5.3.2 Only learners who commence the study of the named accredited learning programme during the validity period and who have graduated with the named qualification listed in the QR will be considered to have acquired a qualification recognised under the QF.

Addresses of Teaching / Training Venues:

1. G/F, 66 Java Road, North Point, Hong Kong
香港北角渣華道 66 號地下
2. Shop 7, 1/F, No. 66 Yi Chun Street, Sai Kung, New Territories, Hong Kong
香港新界西貢宜春街 66 號 1 樓 7 號鋪
3. Shop 8, G/F, No. 66 Yi Chun Street, Sai Kung, New Territories, Hong Kong
香港新界西貢宜春街 66 號地下 8 號鋪
4. G/F & 1/F, Yan Wo Building, 70 Java Road, North Point, Hong Kong
香港北角渣華道 70 號仁和大廈地下及 1 樓
5. 1/F and 2/F, Sun Ming Building, 484-488 Shanghai Street, Mong Kok, Kowloon, Hong Kong
香港九龍旺角上海街 484-488 號順明大廈 1 樓及 2 樓
6. Shop B01A, Park Central, Tseung Kwan O, New Territories, Hong Kong
香港新界將軍澳唐德街 9 號將軍澳中心 B01A 號鋪

