Veterinary Administrative Assistant

PROGRAM OBJECTIVES

The Veterinary Administrative Assistant program provides comprehensive clinical training designed to prepare the student for a career in the field of animal care, including specialized skills in veterinary nursing, as well as receptionist skills for the veterinary office and animal care environment.

CAREER OPPORTUNITIES

Successful graduates may obtain entry-level employment in veterinary clinics and other animal care agencies. This training will also provide graduates with the general administrative skills to work in a receptionist position in any office environment.

PREREQUISITES

Grade 12 or equivalent

If a student does not have Grade 12 or equivalent, he/she must achieve a score of 14 on the Wonderlic Test

GRADUATION REQUIREMENTS

A student must obtain an overall grade, in each module of at least 70% in order to graduate and receive a diploma. A student must complete all requirements of the Student Success Strategies, Career Planning and Preparation modules, the Field Placement requirements, as well as meeting the attendance requirements as outlined by the Department of Labour and Advanced Education throughout the duration of his/her program.

PROGRAM OVERVIEW

Course	Hours
Student Success Strategies	20
Software Lab: Computer Fundamentals	40
Software Lab: Word Processing	40
Software Lab: Spreadsheets	40
Veterinary Office Procedures	40
Medical Terminology for VAA	60
Small Animal Breeds and Behaviour	80
Small Animal Nutrition	60
Small Animal Medicine for VAA	80
Small Animal Nursing for VAA	80
Large Animal Medicine	40
Pocket Pets and Exotics	40
Bookkeeping Level I	40
Career Planning and Preparation Part I	20
Career Planning and Preparation Part II	20
Field Placement**	6 Weeks

TOTAL WEEKS	**41**
TOTAL WEEKS (maximum* scheduled break weeks)	**44**

*Number of break weeks depends on student start date

**Work terms/internships are scheduled for a minimum of 20 hours per week, but the total number of hours worked and the timing of hours scheduled are at the discretion of the employer/host to a maximum of 40 hours per week.

NOTE: In order to continuously improve our programs, Eastern College reserves the right to modify programs at any time, pending approval of the Department of Labour and Advanced Education. Program delivery order may vary depending on program start date. This diploma program may not be available at all campuses.

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COURSE DESCRIPTIONS

Student Success Strategies   *Instructor Led*

In this orientation module, emphasis is placed on thinking about achieving success from Day One. This module stresses the importance of developing non-technical skills to enhance personal, academic, and career success. This includes understanding learning styles and honing practical study skills, such as memory, reading, note-and test-taking techniques. Personal exercises will focus on teamwork, decision making and problem solving skills, setting SMART goals and maintaining a positive attitude; techniques for managing change, stress and conflict will also be explored. Students will be evaluated through a variety of assignments, projects, presentations, quizzes and exams in addition to their participation throughout the course.

Software Lab: Computer Fundamentals   *Instructor Facilitated*

Through a combination of theory and hands-on-practice, this module examines the role and use of the computer in today's workplace. Emphasis is placed on those computers outfitted with the Microsoft Windows operating system. Students will review basic computer concepts, Windows OS usage, and complete hands-on training exercises in business-standard software applications, including Microsoft Outlook and Microsoft Word. Keyboarding skills are also honed via daily keyboarding exercises and drills. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Software Lab: Word Processing   *Instructor Facilitated*

This software lab module consists of online training and assessment in Microsoft Word, and builds on the skills introduced in Computer Fundamentals. Students learn a comprehensive set of skills, with coverage including formatting text for layout and appearance, formatting document sections, using styles, working with header/footer content, inserting and formatting tables, graphics and pictures, working with templates and themes, using advanced editing features, and working with mailing tools. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Software Lab: Spreadsheets   *Instructor Facilitated*

This software lab module consists of online training and assessment in Microsoft Excel. Students learn a comprehensive set of skills, with coverage including creating, formatting and printing worksheets, creating simple and advanced formulas, using mathematical, logical, statistical and financial functions, creating and modifying charts and pivot tables, and using data tools. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Veterinary Office Procedures   *Instructor Led*

Upon completion of this module, students will have been introduced to the practical skills necessary to function as an entry-level veterinary administrative assistant. Students will understand the purpose of, and be able to perform, standard veterinary office administrative duties, such as maintaining patient and client records, appointment scheduling, insurance processing, etc. Students will be able to employ medical terminology as it applies to the veterinary practice setting. Students will gain a basic understanding of veterinary office-management software functions and applications. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

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Medical Terminology for Veterinary Administrative Assistant *Instructor Led*

This module familiarizes students with basic medical terms and their proper pronunciations. How medical terms are derived, basic word structures, medical word building using roots, prefixes and suffixes are all discussed and practiced. Many of these terms are used in the animal care field and it is important for employees of veterinary clinics to have a working understanding of these terms. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Small Animal Breeds and Behaviour *Instructor Led*

This module will provide students with an understanding of purebred cats and dogs. Students will learn about organizations in Canada that are responsible for the development and preservation of these purebred animals. They will learn to identify breeds of cats and dogs and discuss their particular health care requirements. Students will gain a basic understanding of why behaviour problems occur with dogs and cats and explore topics including the human-animal bond, aggressive behaviour, fear and emotional reactions, sexual behaviour problems, maternal behaviour and feeding and related problems. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Small Animal Nutrition *Instructor Led*

This module is designed to introduce students to the nutritional needs of our companion animals. The veterinary administrative assistant plays an important role in educating and advising clients on their pet's nutritional requirements and establishing an appropriate feeding plan for the pet's needs. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Small Animal Medicine for VAA *Instructor Led*

This module is designed to introduce students to the preventive health programs of small animal medicine. The veterinary administrative assistant plays an important role in educating and advising clients on vaccines, de-worming, and other aspects of preventing health problems in companion animals. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Small Animal Nursing for VAA *Instructor Led*

This module is intended to introduce students to the different areas of small animal nursing. It will give the students sufficient hands-on experience and practice in areas such as radiology, First Aid and restraint and handling. There will be a number of guest speakers, field trips to vet clinics and hospitals and many hands-on activities.

Large Animal Medicine *Instructor Led*

This module is intended to introduce students to the different areas of large animal medicine. Students will learn sample handling, restraint, nursing and health problems associated with large animals. There will be various field trips to provide students with hands-on experience with these animals. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

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Pocket Pets and Exotics   *Instructor Led*

This module is intended to introduce students to the different areas of pocket pets and exotic medicine. Students will learn sample handling, restraint, nursing and health problems associated with these animals. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Veterinary Office Procedures   *Instructor Led*

Upon completion of this module, students will have been introduced to the practical skills necessary to function as an entry-level veterinary administrative assistant. Students will understand the purpose of, and be able to perform, standard veterinary office administrative duties, such as maintaining patient and client records, appointment scheduling, insurance processing, etc. Students will be able to employ medical terminology as it applies to the veterinary practice setting. Students will gain a basic understanding of veterinary office-management software functions and applications. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to their participation throughout the course.

Bookkeeping Fundamentals   *Instructor Led*

This module introduces fundamental bookkeeping principles and practices for small businesses. Students will study the accounting equation, account categories, the debit and credit system of bookkeeping, and correcting entries. Regular business transactions and adjusting journal entries are recorded, and the trial balance and basic financial statements are prepared. Students will be evaluated through a variety of assignments, projects, quizzes and exams in addition to the participation throughout the course.

Career Planning and Preparation Level I   *Instructor Led*

This module introduces tools for planning and preparing for a successful job search, so that students can maintain a career-focused approach throughout their education program. Students will learn about the "Hidden" Job Market and ways to access it in their upcoming job search, how to research opportunities and network for industry contacts, and use appropriate etiquette when communicating with prospective employers. Students will identify their personal skills, values and preferences for the workplace, begin preparation of a professional resume and references, and organize proof documents for their career portfolio. Class discussions on various self-management topics introduced in Student Success Strategies will round out this module, which is a pre-requisite for Career Planning and Preparation - Level II.

An introduction to Occupational Health and Safety will also be discussed, specifically the definition of occupational health and safety; an individual's safety rights; responsibilities under Nova Scotia law; hazard identification and control; WHMIS, First Aid and fire safety requirements. Students will be evaluated through a variety of assignments, projects, and quizzes in addition to their participation throughout the course.

Career Planning and Preparation Level II   *Instructor Led*

This module continues to build on the concepts and skills introduced in Career Planning and Preparation - Level I. Students will learn how to conduct an effective job search and identify various methods of applying for work with today's technology. Students will create a personal list of "Top Employers" and target current industry opportunities, while finalizing their professional resume, portfolio and career correspondence. Students will learn to identify the different types and forms of interviews, practice responding to typical questions, and practice follow-up, evaluation and negotiation techniques they can use to ensure success. Self-management topics from Career Planning and Preparation - Level I will be reviewed, with a focus towards on-the-job success in both learner placements and post-graduate employment. Students will be evaluated through a variety of assignments, projects, and quizzes in addition to their participation throughout the course.