Veterinary Assistant

OBJECTIVES

The Veterinary Assistant program provides clinical training designed to provide the student with 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 or mature student status

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 and Career Planning and Preparation modules as well as the Field Placement requirements.

OVERVIEW

Course	Hours
Student Success Strategies	20
Software Lab: Computer Fundamentals	40
Software Lab: Word Processing	40
Software Lab: Spreadsheets	40
Software Lab: Presentations	40
Software Lab: Database Management	40
Breeds – Dogs and Cats	40
Nutrition for Veterinary Assistants	40
Small Animal Medicine	60
Small Animal Nursing	80
Medical Terminology for Veterinary Assistants	40
Business Communications	80
Office Skills	80
Document Formatting	80
Business Math	40
Writing for Comprehension	40
Image Development	20
Bookkeeping Fundamentals	40
Career Planning and Preparation Level I	20
Career Planning and Preparation Level II	20
Field Placement	8 Weeks
TOTAL WEEKS	**53**

COURSE DESCRIPTIONS

Student Success Strategies

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.

Software Lab: Computer Fundamentals

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.

Software Lab: Word Processing

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.

Software Lab: Spreadsheets

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.

Software Lab: Presentations

This software lab module consists of online training and assessment in Microsoft PowerPoint. Students learn a comprehensive set of skills centered around the creation of attractive, professional-looking presentations. Students learn how to effectively use and format animations, transitions, pictures, audio, video, charts and tables, as well incorporate speaker notes and annotations into their presentations.

Software Lab: Database Management

This software lab module consists of online training and assessment in Microsoft Access. Students learn a comprehensive set of skills, including creating and modifying database tables, defining table relationships, sorting data, creating simple and advanced queries, creating and formatting forms and reports, and creating and running macros.

Breeds – Dogs and Cats

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.

Nutrition for Veterinary Assistants

This module is designed to introduce students to the nutritional needs of our companion animals. The veterinary assistant plays a role in educating and advising clients on their pet's nutritional requirements and helping to establish an appropriate feeding plan for the pet's needs.

Small Animal Medicine

This module is designed to introduce students to the preventive health programs of small animal medicine. The veterinary assistant plays an important role in educating and advising clients on vaccines, de-worming, and other aspects of preventing health problems in companion animals.

Small Animal Nursing

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, First Aid and restraint and handling. Students will gain a basic understanding of veterinary office-management software functions and applications. There will be guest speakers, field trips to vet clinics and hospitals and many hands-on activities. Certification in Pet First Aid will be offered during this course through St. John Ambulance.

Medical Terminology for Veterinary Assistants

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.

Business Communications

Excellent communication skills are essential in the smooth operation of a business office. In this module, the emphasis is not on the memorization of the rules governing the English language but on the application of basic conventions to produce grammatically correct communications. With this emphasis on clear expression of thought and intent, topics covered include grammar, spelling, punctuation, proofreading and editing, the communication process, written and oral communication techniques, overcoming communication barriers, written and oral routine orders, inquiries and replies, delivering good and bad news; communication within an organization (upward, lateral, and downward) and using technology as a communication tool (fax, email and messaging).

Office Skills

The daily routines of a modern business office are examined, and the skills necessary to assist in the smooth operation of the office are presented. A variety of learning methods may be used including lecture, discussion, role-plays, case studies and work simulations. Topics include the role of office support personnel, professional and reception skills, information management, incoming and outgoing mail procedures and office filing systems.

Document Formatting

Students practice identifying and applying standard formatting to a variety of typical business documents, while continuing to develop their keyboarding speed and accuracy along with their proofreading skills. Formatting of business documents includes practice with block-style and modified block-style letters, memoranda, reports bound and unbound, reports with lists and displayed text, memo style reports, formal reports (including title page, table of contents, bibliography, etc.), purchase orders, press releases, agendas, minutes of meetings, itineraries and various types of envelopes. Keyboarding drills and timings, as well as practice with language arts, are also included.

Business Math

This module provides the students with an understanding of arithmetic, mathematics, and measurements used in common business and industry environments. At the end of the module the student will be able to define whole numbers, fractions, decimals and percentages; become familiar with equations and formulae; and learn the use of graphs.

Writing for Comprehension

Through lectures, textbook exercises, and classroom labs, this module teaches students the skills and knowledge necessary to apply basic business writing skills when creating various memos; routine letters; good news letters; persuasive and bad news letters; presentations; and meeting agendas.

Image Development

This module teaches the student how to develop and manage a professional image. Topics include: appearance-visual and verbal, interpersonal interaction, business etiquette, and networking skills. At the end of the module, students will have an appreciation and understanding of the importance of a professional image in the business environment.

Bookkeeping Fundamentals

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.

Career Planning and Preparation Level I

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.

Career Planning and Preparation Level II

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.

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

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