

# VETERINARY ASSISTANT DIPLOMA COURSE OUTLINE

© MARITIME BUSINESS COLLEGE

## VETERINARY SUBJECTS

Veterinary Assistant Practical	168 hrs
Veterinary Medical Terminology	125 hrs
Veterinary Office Procedures	50 hrs
Animal Behaviour	50 hrs
Clinical Practices I	75 hrs
Clinical Practices II	75 hrs
Veterinary Nursing	50 hrs
Veterinary Nutrition	50 hrs
Occupational Health & Safety	20 hrs

## BUSINESS SUBJECTS

Accounting Fundamentals	90 hrs
Business English	50 hrs
Job Search	10 hrs
Records Management	20 hrs

## COMPUTER SUBJECTS

Keyboarding/MS Word	120 hrs
Windows	10 hrs
MS Access	30 hrs
MS Excel	40 hrs
MS Outlook	10 hrs
MS PowerPoint	10 hrs
Simply Accounting	50 hrs
Cornerstone Software	20 hrs

**TOTAL COURSE HOURS** **1123 hrs**

*42 Weeks*

*Fall: Start Date: 6 September 2011 End Date: 22 June 2012*

*Winter: Start Date: 3 January 2012 End Date: 19 October 2012*

**DIPLOMA AWARDED UPON SUCCESSFUL COMPLETION  
EVALUATION BY TESTING (WRITTEN & PRACTICAL) AND ASSIGNMENTS  
PASS 70% IN ALL SUBJECT AREAS**

## METHOD OF EVALUATION

*Students are tested regularly throughout the program in all subject areas. Pass for all tests and assignments is 70%.  
**Final marks:** cumulative average X 90% + 10% attendance. Minimum 80% overall attendance (cumulative average of attendance for all subjects) required for graduation with a diploma.*

*Students who fail a particular subject may write a supplemental exam during the final month of study. The supplemental exam is based on material covered over the entire course. These exams are graded pass or fail and the highest achievable mark is 70%. Supplemental exams cannot be written in law.*

## VETERINARY ASSISTANT PRACTICAL

Course Hours:

168\* hrs Fridays commencing in November

*Course Description:*

***(minimum requirement)\* Some participating clinics may require students to undertake practical training on weekends or evenings in lieu of Fridays.*** This is a practicum whereby each student will work in a veterinary hospital or clinic. Students will begin their practicum in November, once they have acquired basic knowledge in the field and are familiar with veterinary terminology. The student is responsible for coordinating with the practicum hospital his/her own work schedule (times available, duties to be performed, etc.). The student is responsible to gain experience in the following:

Veterinary reception, answering phones, booking appointments.  
Stocking of examination rooms with appropriate materials.  
Filling and dispensing prescription and OTC pharmaceuticals.  
Sterilization of instruments, basic surgical pack preparation, aseptic techniques.  
Animal restraint, administration of oral medications, basic grooming, nail trimming

The above procedures will be supervised by a Veterinarian, Veterinarian Technician, or Veterinary Assistant. Each student will be critiqued by overseeing staff member(s). A report on practicum experience is expected from each student and will be evaluated by course instructor.

## VETERINARY MEDICAL TERMINOLOGY

Course Hours: 125

*Course Description:*

An introduction to the basic foundation of veterinary medical language. It is designed so that the student develops a working knowledge of veterinary medical terminology by studying the animal body; its structures and functions. The student will also learn the terminology of diseases and diagnostic and laboratory procedures as they pertain to each body system.

Course Goal:

To understand the internal and external structures of an animal's anatomy.  
To develop a working knowledge of veterinary terminology as it relates to the animal's body and the veterinary field.  
To interact competently with other professionals as part of the veterinary health care team.

## **VETERINARY OFFICE PROCEDURES**

Course Hours: 50

### *Course Description:*

This course teaches students the communication skills necessary to interact with clients and coworkers effectively. It also teaches students the many components of reception/office duties performed daily in veterinary hospitals including telephone techniques, scheduling of appointments, admitting procedures (including emergencies), history taking, recordkeeping, and client education.

It is important for the student to understand the medical record as a legal document and information and abbreviations that apply to this document.

### Course Goals:

To make the student effective in all duties of a veterinary receptionist.  
To understand the human/animal bond.

## **COMPANION ANIMAL BEHAVIOUR**

Course Hours: 50

### *Course Description:*

This course covers basic behaviour of companion animals from birth to maturity. It also includes the common undesirable or inappropriate behaviours that are dealt with on a daily basis in veterinary practices. Puppy and kitten socialization and early training are emphasized as they pertain to the prevention of behavioural problems.

### Course Goals:

To become knowledgeable in the normal behaviour of companion animals. It is not intended that the student be able to diagnose behavioural problems; but rather, be able to recognize inappropriate behaviour.  
To assist clients in selecting a suitable pet for them.

## **CLINICAL PRACTICES I**

Course Hours: 75

### *Course Description:*

This course introduces the student to core topics in clinical practice. Topics include the following: breed recognition of dogs and cats, companion animal restraint techniques, vaccines and vaccination procedures, grooming tools, and basic grooming guidelines. Also, the course includes characteristics and

transmission of common diseases such as parasites and their cycles and zoonotic diseases. Routine surgeries including dentistry are covered in detail.

Course Goals:

To be able to recognize breeds and colour patterns of dogs and cats.

To be able to adequately restrain an animal.

To be able to answer general questions regarding common parasites, diseases, and routine surgical procedures.

To learn basic grooming and nail trimming techniques.

To understand how a vaccine works and the vaccination protocols.

To be able to give the client reliable, up-to-date advice about flea control and heartworm prevention.

## **CLINICAL PRACTICES II**

Course Hours: 75

*Course Description:*

This course addresses advanced topics in clinical practice, which include the basic reproduction of dogs and cats, introduction to toxicology and common poisonings, understanding the microscope, and basic blood tests. Also covered are the general care information about pets/exotic pets, wildlife in the veterinary hospital, and current issues in animal welfare.

Course Goals:

To be able to answer basic questions about canine and feline reproduction.

To understand common household poisonings, occurrence, and prevention.

To understand the basics of cellular and non cellular blood testing.

To have a general understanding of exotic pet care and husbandry.

To increase the student's awareness of animal welfare issues.

## **VETERINARY NURSING**

Course Hours: 50

*Course Description:*

This course will introduce the student to commonly used surgical instruments, preparation of surgical packs, and sterilization techniques. Standard operating room conduct, preparation of the patient and surgical team are taught. The student also has an overview of radiology techniques, the anaesthetic machine, and patient monitoring; both intra operative and post operative.

Course Goals\*:

To become familiar with standard OR procedures.

To be familiar with patient positioning, the anaesthetic machine, and patient monitoring.

*\*This course is intended to prepare the Veterinary Assistant to fill in for a Veterinary Technician, when one is not available, under the direct supervision of a Veterinarian, and only for those procedures that a Veterinary Assistant acting as a Veterinary Technician would be legally allowed to perform.*

## **VETERINARY NUTRITION**

Course Hours: 50

### *Course Description:*

This is an introduction to the basic principles of nutrition, nutrient requirements of dogs and cats, pet food production, pet food selection, and feeding management throughout all stages of life. This course addresses the many pet feeding problems, as well as fads and fallacies. Also discussed is the dietary management of common nutritionally responsive diseases. Guest lecturers from the pet food industry provide students with the most up-to-date information on prescription pet foods available at veterinary hospitals.

### Course Goals:

To understand basic nutrition.

To be able to advise clients on what diets are available for pet life stages and disease processes.

## **OCCUPATIONAL HEALTH AND SAFETY**

Course Hours: \*20 (Includes 8 hrs for EFA/CPR)

### *Course Description:*

This is an introduction to potential hazards encountered by veterinary office personnel and precautions to ensure safety. Topics include chemical hazards and safety procedures, zoonotic pathogens, hygiene, and safe barrier techniques for protection against pathogens and sharp instrument safety. Gas anaesthesia and radiation safety are covered, as well as ergonomic procedures for lifting and equipment handling. Students are introduced to their rights and responsibilities under the *Nova Scotia Health and Safety Act*.

*\*First Aid/CPR is a requirement for graduation from MBC. Students who do not have a valid certificate upon entry will be required to undergo training at their own expense.*

### Course Goal:

To understand and find information located in an MSDS.

To provide students with the information that will minimize risks while employed.

To ensure every student is certified in Emergency First Aid and CPR.

## **ACCOUNTING FUNDAMENTALS**

Course Hours: 90

### *Course Description:*

This course introduces students to the basic principles of accounting and how they apply to business. Emphasis is placed on the accounting cycle, which includes transaction analysis, journalizing, posting, adjusting entries, trial balance, statement preparation, and closing entries. Additional topics include merchandising activities, special journals, petty cash and banking activities, and payroll. Extensive hands-on accounting exercises throughout the course help students to acquire the problem-solving skills needed to apply accounting principles to real-world applications.

### *Course Goals:*

To provide students with a solid understanding of accounting principles, which can be applied to a variety of business settings.

To provide students with the accounting knowledge required to learn and use various computerized accounting software packages.

## **BUSINESS ENGLISH**

Course Hours: 50

### *Course Description:*

This course teaches students the essential elements of effective communication: organization, syntax, grammar, spelling, punctuation, and diction. Classroom instruction is reinforced through examples and numerous exercises.

### *Course Goal:*

To learn how to communicate effectively, for how we communicate with our friends differs from how we communicate with our bosses and clients--or, at least, it should if we hope to be regarded as professionals in the workplace.

To learn, understand, and apply the principles of Business English and be able to write clear, error-free prose.

## **JOB SEARCH TECHNIQUES**

Course Hours: 10

### *Course Description:*

The steps in finding a job are researching the company, preparing a resume, preparing a letter of application or inquiry, obtaining an interview, dress and deportment, and follow up.

Course Goal:

To teach students how to market themselves and their qualifications to gain employment.

## **RECORDS MANAGEMENT**

Course Hours: 20

*Course Description:*

This course teaches critical skills for the efficient storage and retrieval of paper documents. The course begins with the standardized filing rules and procedures consistent with recommendations of the Association of Records Managers and Administrators, Inc. (ARMA). The rules and procedures are then applied through the completion of both text and hands-on exercises divided into five major segments: alphabetic, numeric, geographic, subject, and alphanumeric filing

*Course Goal:*

To learn to apply standardized filing rules and procedures and be able to manage veterinary clinic records.

## **COMPUTER LITERACY**

*Students must have a working knowledge of computers and computer software to successfully operate a small business or be employable in today's job market. The following software applications are essential in almost any business environment.*

### **KEYBOARDING & DOCUMENT PROCESSING WITH MICROSOFT WORD**

Course Hours: 120

*Course Description:*

Keyboarding techniques, methods, and drills along with formatting business documents in MS Word.

Course Goal:

To develop keyboarding skills and minimum typing speed of 45 wpm.  
To learn word processing with MS Word and become familiar with the program's features.  
To learn how to format business correspondence and reports.

## **WINDOWS**

Course Hours: 10

*Course Description:*

Hands-on computer training to learn the functions and techniques of the Windows operating system.

Course Goal:

To train the student to operate the computer system in the Veterinary Office.

### **MICROSOFT ACCESS**

Course Hours: 30

*Course Description:*

Hands-on computer training with step-by-step instruction in Microsoft Access, a relational database management system. Students learn how to plan and create databases, enter data, edit data, design forms, carry out data analysis, design reports, preview, and print.

Course Goal:

To learn how to design, create, and manage a computerized database using Access and appreciate the many advantages this software brings to the office environment.

### **MICROSOFT EXCEL**

Course Hours: 40

*Course Description:*

Hands-on computer training with step-by-step instruction in Microsoft Excel, electronic spreadsheet. Students learn how to create and print well-designed spreadsheets, and how to edit and format data, perform calculations, and create charts.

Course Goal:

To learn to design, create, edit, and enhance spreadsheets with Excel.

### **MICROSOFT OUTLOOK**

Course Hours: 10

*Course Description:*

To familiarize students with the many features of Outlook such as setting up a calendar to plan meetings and appointments, using the contact feature to store names, addresses, and other data, and accessing notes where you can formulate ideas and save reminders.

Course Goal:

To show the students how to use a personal information management system to organize their schedules and keep track of contacts.

### **MICROSOFT POWERPOINT**

Course Hours: 10

*Course Description:*

Wherever the meeting or display--reception, classroom, boardroom--this is the modern way to captivate an audience and effectively make your point. Students receive hands-on computer training, with step by step instruction, to learn the features of Microsoft PowerPoint graphics presentation software.

Course Goal:

To learn to design, create, edit, and enhance graphics presentations on the computer.

### **SIMPLY ACCOUNTING**

Course Hours: 50

*Course Description:*

Hands-on computer training in the most widely used small business accounting software. Features include General Ledger, Accounts Receivable, Accounts Payable, Payroll, Inventory, and Project Costing.

Course Goal:

To be able to apply the fundamental accounting skills learned with Simply Accounting Software to manage the accounting needs of the Veterinary Clinic.

### **CORNERSTONE SOFTWARE**

Course Hours: 20

*Course Description:*

Hands-on computer training in Cornerstone Veterinary database software.

Course Goal:

To learn the software in use at Veterinary clinics and offices and be able to maintain client databases.

