

VETERINARY ASSISTANT LEARNING OBJECTIVES



CareerStepTM
ONLINE EDUCATION & TRAINING SOLUTIONS



CURRICULUM LEARNING OBJECTIVES

Career Step's curriculum was developed by industry professionals with years of experience. The training covers office and exam room procedures, communication and client relations, small and large animal nursing, and more to ensure you're prepared for the workplace. With Career Step's affordable tuition, you get a quality online education with one-on-one support from dedicated instructors and graduate support advisors—available by phone, email, and chat every step of the way. The learning objectives outlined below provide a map of the knowledge and skills you'll gain as you complete each module.

PROGRAM ORIENTATION (1 hour)

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report as well as be able to contact Career Step using various communication tools, including phone, email, forums, chat rooms, and social media.
- Identify and use program-specific resources.

WORKING AS A VETERINARY ASSISTANT (5 hours)

- Understand the role of the veterinary assistant.
- Demonstrate professional conduct.

COMPUTER FUNDAMENTALS (5 hours)

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment as well as install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

BUSINESS WRITING (15 hours)

- Identify appropriate methods for communications for a variety of situations.
- Apply all steps of the writing process to create professional documents, including pre-writing, organizing, writing, and editing.
- Create professional and accurate letters, memos, and emails, and identify the qualities of professional communication, modern communication trends, etiquette, and professional document formatting.
- Identify and use program-specific resources.

BEGINNING MICROSOFT WORD 2010 (12 hours)

- Create, save, open, and edit a document
- Edit and format text with options such as alignment, fonts, lists, margins, spacing, tab stops, page format, and layout.
- Employ the available search and review tools, including spell and grammar check, autocorrect, find and replace, search, format painter, copy, paste, the clipboard, and document view options.
- Create, format, edit, and sort tables.
- Apply, modify, and delete document themes and styles.

BEGINNING MICROSOFT EXCEL 2010 (14 hours)

- Create, save, open, and edit, navigate, and print a worksheet.
- Create, edit, delete and format cells with options such as cell alignment, applying cell styles, splitting cells, merging cells, row and column titles, row and column width, hide and unhide, and page setup and view options.
- Edit cell data using options and tools such as cut, copy, paste, AutoFill, text tools, cell references, basic formulas, the format painter, conditional formatting, and comments.
- Create, edit, and format charts and sparklines.

VETERINARY ASSISTANT FOUNDATIONS (12 hours)

- Demonstrate basic knowledge of medical words, inclusive of prefixes, roots, suffixes, and abbreviations.
- Demonstrate knowledge of medical words and abbreviations related to pharmacology.
- Identify and classify the major structure and organs of the animal.

ANIMAL SAFETY AND NUTRITION (18 hours)

- Promote patient and provider safety.
- Demonstrate proper handling techniques.
- Demonstrate proper restraint techniques.
- Identify basic nutritional concepts that contribute to the health of the animal.

CLIENT MANAGEMENT (15 hours)

- Demonstrate caring and professional behavior to patients, healthcare teams, and patient advocates.
- Develop communication and customer service skills.
- Describe the roles and responsibilities of each member of the veterinary team in the delivery of excellent care.
- Adhere to professional standards regarding patient information.
- Demonstrate professional conduct.
- Apply therapeutic communication techniques within the healthcare team.
- Apply the role and safety within the veterinary office setting.
- Identify how ethical and legal issues impact patient care outcomes and the healthcare team.
- Understand the importance of pet insurance.

VETERINARY ASSISTANT LEARNING OBJECTIVES



PATIENT MANAGEMENT (18 hours)

- Demonstrate ability to read and interpret health record documentation.
- Develop skills for data collection and interpretation.
- Demonstrate basic exam room procedures.
- Understand the basic zoonotic and communicable diseases.

SMALL AND LARGE ANIMALS (15 hours)

- Differentiate various breeds of cats and dogs.
- Differentiate the breeding process of cats and dogs.
- Demonstrate understanding of safety concerns for small and large animals.
- Identify and classify the major structure and organs of avians and reptiles.
- Demonstrate proper handling techniques of avians and reptiles.
- Identify and classify the major structure and organs of equines.
- Demonstrate proper handling techniques of equines.
- Assist in the care of small or large animals.

PHARMACY AND PHARMACOLOGY (8 hours)

- Understand the legal issues related to pharmacology and pharmacy.
- Understand the proper techniques for administering vaccines.
- Demonstrate knowledge of filling medications and inventory control.

LABORATORY AND SURGICAL PROCEDURES (13 hours)

- Adhere to safe and professional lab skills and techniques.
- Identify proper laboratory record-keeping techniques.
- Assist in the laboratory setting as needed.
- Demonstrate how to maintain an x-ray log.
- Demonstrate how to process diagnostic radiographs.
- Adhere to safety standards while handling processing chemicals.
- Adhere to safety standards while assisting the veterinarian and/or veterinary technical with diagnostic radiographs and ultrasounds and caring for the patient.
- Adhere to quality control standards.
- Demonstrate the process of labeling, filing, and storing film and radiograph.
- Adhere to safety standards and equipment cleanliness of the radiology equipment.
- Adhere to standards while maintaining equipment such as film cassettes and screens.
- Demonstrate how to assist with surgical procedures.
- Adhere to safety standards with equipment cleanliness.
- Adhere to safety standards with facility cleanliness.

FINAL EXAM PREPARATION (1 hour)

- Identify the steps they need to take to be eligible for and effectively prepare for and access the final exam.
- Identify the format, restrictions, and policies of final exams, including scoring, retakes, allowed resources, and time limits.

TAKE THE FIRST STEP TODAY!

FOR MORE INFORMATION: **1-800-411-7073**
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