



**DEPARTMENT OF ANIMAL SCIENCE**

**COURSE OUTLINE – FALL 2018**

**AH 145 OFFICE COMMUNICATIONS AND MANAGEMENT FOR THE VT – 3 (2.5-0-2)**

**72HOURS 16 Weeks**

|                      |                     |                |                    |
|----------------------|---------------------|----------------|--------------------|
| <b>INSTRUCTOR:</b>   | Tiffany Duncan, RVT | <b>PHONE:</b>  | (780) 835-6779     |
| <b>OFFICE:</b>       | AS 138              | <b>E-MAIL:</b> | tduncan@gprc.ab.ca |
| <b>OFFICE HOURS:</b> | As posted           |                |                    |

**CALENDAR DESCRIPTION:**

Students will develop communication and office skills to prepare them to work in the veterinary industry, and will learn how to communicate effectively in both written and oral form. They will develop skills in office duties – basic financial transactions, filing, computer skills and inventory control. Students will also develop a solid foundation of utilizing medical records to promote continuity of quality animal care.

**PREREQUISITE(S)/COREQUISITE:**

- Must be registered in the GPRC Animal Health Technology Program

**REQUIRED TEXT/RESOURCE MATERIALS:**

Text: 101 Communications Skills for Veterinary Teams

**DELIVERY MODE(S):**

**Lab/Lecture:** (Tiffany Duncan)

**COURSE OBJECTIVES/LEARNING OUTCOMES:**

- **Principles of Communications & Feedback.** Upon successful completion of this unit students will be able to:
  - discuss the importance of communication
  - describe the communication process
  - identify types of communication
  - list six elements of effective communication
  - discuss giving and receiving constructive feedback
  
- **Group Dynamics.** Upon successful completion of this unit students will be able to:
  - define teamwork, synergy and group
  - list the six components of group dynamics
  - evaluate a public meeting (town council, Chamber of Commerce, Student Council or AAAHT meetings)
  - describe and apply parliamentary rules, including Robert's Rules of Order, to a public meeting
  - identify and discuss appropriate and inappropriate lines of communication with team members
  
- **Oral Communication.** Upon successful completion of this unit students will be able to:
  - prepare a 3-5 minute oral presentation on providing an estimate to a client or discharging a patient
  - book an appointment over the phone
  - perform phone call backs
  
- **Extracting Data from Written Articles.** Upon successful completion of this unit students will be able to:
  - identify and discuss technical and business writing

- identify relevant information
  - summarize relevant information
  - evaluate credibility of a source
  - evaluate information for technical accuracy
  - explain plagiarism and its significance
- **Informal, semiformal, and formal Reports** Upon successful completion of this unit students will be able to:
    - write a semiformal report or handout following appropriate formats
    - apply technical, grammatical and spelling skills.
- **Bulletin board.**
    - together in an assigned group, students will be in charge of researching a veterinary related topic and putting together a bulletin board in the lobby of our clinic.
- **Veterinary Medical Health Information Management.** Upon successful completion of this unit students will be able to:
    - discuss and apply characteristics of medical records in a veterinary hospital setting.
- **Inventory Management Principles.** Upon successful completion of this unit students will be able to:
    - describe and use inventory management principles to positively influence veterinary clinic income.
- **Introduction to Veterinary Software.** Upon successful completion of this unit students will be able to:
    - discuss and demonstrate features of veterinary software programs.

- **Financial Transactions.** Upon successful completion of this unit students will be able to:
  - prepare and manage daily financial transactions that are likely to occur in a veterinary practice.
  
- **Marketing the Individual.** Upon successful completion of this unit students will be able to:
  - prepare a resume and cover letter that summarizes their qualifications and presents them effectively for an Animal Health Technology position.

**TRANSFERABILITY:** (if applicable)

A list of institutions to which this course transfers (For example: UA, UC, UL, AU, GMU, CU, CUC, KUC. Please note that this is a sample and it must be replaced by your specific course transfer)

\*Warning: Although we strive to make the transferability information in this document up-to-date and accurate, the student has the final responsibility for ensuring the transferability of this course to Alberta Colleges and Universities. Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at Alberta Transfer Guide main page <http://www.transferralberta.ca> or, if you do not want to navigate through few links, at <http://alis.alberta.ca/ps/tsp/ta/tbi/onlineSearch.html?SearchMode=S&step=2>

\*\* Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability

**(The following criteria may be changed to suite the particular course/instructor)**

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

**EVALUATIONS:**

|   |
|---|
| <b>GRADING CRITERIA:</b>  |
| <b>GRADING CONVERSION CHART for ANIMAL HEALTH TECHNOLOGY</b>                                    |
| <b>OVERALL GRADE POINT AVERAGE HAS TO BE 2.0 OR HIGHER TO BE SUCCESSFUL IN THE AHT PROGRAM.</b> |

| Alpha Grade | 4-point Equivalent | Percentage Guidelines | Alpha Grade | 4-point Equivalent | Percentage Guidelines |
|-------------|--------------------|-----------------------|-------------|--------------------|-----------------------|
| A+          | 4.0                | 90-100                | C+          | 2.3                | 67-69                 |
| A           | 4.0                | 85-89                 | C           | 2.0                | 63-66                 |
| A-          | 3.7                | 80-84                 | C-          | 1.7                | 60-62                 |
| B+          | 3.3                | 77-79                 | FAIL        | 1.3                | 55-59                 |
| B           | 3.0                | 73-76                 | FAIL        | 1.0                | 50-54                 |
| B-          | 2.7                | 70-72                 | WF          | 0.0                | 00-49                 |

| <b>EXAMINATIONS</b>          | Mark Distribution |
|------------------------------|-------------------|
| <b>A. Assignments</b>        | 40%               |
| <b>B. Quizzes</b>            | 15%               |
| <b>C. Final Exam Written</b> | 30%               |
| <b>D. Oral Presentation</b>  | 15%               |
|                              |                   |
|                              | <b>100%</b>       |

\*A minimum of 60% must be obtained in order to successfully pass AH144

Please review GPRC's Examination and Grading policies.

Attendance is mandatory for all labs and guest speakers. A 5% deduction will occur if a student has an unexcused absence from lab or a guest speaker. Labs will not be

made up for and unexcused absences will result in a zero for any reports or assignments given out during that lab. It is the student's responsibility to attain missed assignments and notes for an excused absence. Missed class assignments and tests without an excused absence will not be made up and will result in a zero mark. LATE ASSIGNMENTS WILL NOT BE ACCEPTED and will result in a 0% grade for the missed/late assignment. For further clarification on the attendance policy, see the AHT Program guidelines in the orientation booklet and the GPRC Policies and Procedures.

\* Please note: ½ marks will be deducted for spelling errors of medical terminology. Please treat all exams, quizzes and assignments as medical records and only correct answers using medical corrections. Failure to do this will result in mark deductions. Illegible writing will result in deducted marks (if I can't read it, I can't mark it!). No electronic devices are to be used in exams or quizzes. Having an electronic device present during an exam or quiz will result in dismissal from class and an automatic fail on that test.

### **COURSE SCHEDULE/TENTATIVE TIMELINE:**

As posted

### **STUDENT RESPONSIBILITIES:**

Enrolment at GPRC assumes that the student will become a responsible citizen of the College. As such, each student will display a positive work ethic, take pride in and assist in the maintenance and preservation of Institute property, and assume responsibility for his/her education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting instructor expectations concerning attendance, assignments, deadlines, and appointments.

### **STATEMENT ON PLAGIARISM AND CHEATING:**

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at <http://www.gprc.ab.ca/about/administration/policies/>

\*\*Note: all Academic and Administrative policies are available on the same page.

**ADDITIONAL INFORMATION:**

Disruptive behavior in the class will result in the student being excused from the class – this includes use of cell phones or any hand held equipment that has not been approved by the instructor.

Any student wishing to see a marked quiz or midterm must make an appointment with the instructor to view or go over. Final exams are not available to be viewed by a student.

YEAR: 2018

