

Course Code: VTT 216

Course Title: Transitioning to Practice

Department: Allied Health

Effective Date: Summer 2026

PCS Code: 1.2 - Occupational/Technical Instruction

CIP Code: 01.8301

Repeatability: 0

Credit Hours

Catalog Notation: 1-0-1

Credit Hour Distribution:

Lecture: 1

Lab: 0

Clinical: 0

Total: 1

General Course Information

Catalog Description

Selected management principles: team leadership, communication and conflict management, marketing, inventory management, resume preparation, interviewing skills, appointment management, professional development, compassion fatigue, burnout, and suicide awareness, scope of practice, and preparation for the VTNE.

General Course Objectives

The student will:

- apply communication skills in the workplace to enhance relationships with clients and coworkers;
- utilize various techniques to provide good customer service and promote the products and services of a veterinary clinic;
- understand their responsibilities as an employee and as a potential supervisor of other employees of a veterinary clinic.

Minimum Placement Levels

English	Reading	Math
Placement out of ENG 099	Placement out of CCS 099	Placement out of MAT 072

Prerequisites

Credit in VTT 210, VTT 212, VTT 214, and BIO 123

Admission into the Veterinary Technology program

Methods of Evaluation

4-6 quizzes, 2-4 objective exams, and 1-2 writing assignments.

Instructional Materials and Additional Supplies

Practice Management for the Veterinary Team, Prendergast, Heather. Current edition. 978-0-443-11708-4

Course Content

General Learning Outcomes (GLOs)

- Communication: Students will demonstrate the ability to read, write, listen, and speak effectively.
- Critical Thinking and Information Literacy: Students will demonstrate the ability to evaluate perspectives, evidence, and implications, and to locate, assess, and use information effectively.

Course Segments and Student Learning Outcomes

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Team Leadership	1. List methods to become an effective leader. 2. Compare various management styles. 3. Discuss the empowerment of team members. 4. Discuss effective delegation. 5. Discuss methods to increase team communication.	1	0	0
Communication and Conflict Management	1. Discuss methods to increase communication. 2. Compare methods to resolve conflict.	1	0	0
Marketing	1. Define different methods of marketing. 2. Identify effective marketing techniques. 3. Create a client handout/brochure on a common veterinary topic. 4. Discuss the client handout and be able to answer common questions on the topic.	2	0	0
Human Resources	1. Compare and review resumes. 2. Discuss methods used to interview candidates effectively. 3. Distinguish questions that can legally be asked of candidates. 4. Discuss specific laws associated with human resources. 5. Develop team training protocols.	1	0	0
Compassion Fatigue, Burnout, and Suicide Awareness	1. Distinguish between compassion fatigue and burnout. 2. Discuss the causes of compassion fatigue and burnout, and how to manage compassion fatigue and burnout. 3. Identify and achieve becoming positively unbalanced. 4. Measure the success of resolving burnout/compassion fatigue. 5. Discuss how to be proactive regarding suicide and approach someone you are concerned about.	1	0	0
Appointment Management	1. Discuss factors that affect appointment scheduling. 2. Discuss the importance of reminding clients of upcoming appointments. 3. Discuss methods used to increase the production and efficiency of the team by managing appointments. 4. Discuss methods used to manage clients who walk into the practice with minor emergencies.	1	0	0
Utilization and Scope of Practice	1. Discuss ways to ensure employers utilize veterinary technicians to the fullest capability.	1	0	0
Professional Development	1. Identify the importance of professional development. 2. Discuss the components of a resume and cover letter. 3. Define types of interview questions. 4. Discuss how to prepare for a job interview.	1	0	0

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Inventory Management	1. Define an effective inventory system. 2. List methods used to maintain an appropriate amount of inventory on hand. 3. Define and describe a central inventory location. 4. Create an effective price markup for products. 5. Discuss methods used to handle expired medications.	1	0	0
Financial Management	1. Distinguish between a bookkeeper, an accountant, and a CPA. 2. List the types of financial reports used for accounting. 3. Discuss effective key performance indicators. 4. Explain the importance of client compliance. 5. Discuss ways the practice can maximize revenue and identify practice profit centers. 6. Define and give examples of fixed and variable expenses. 7. Explain how to reduce fraud and embezzlement in the practice. 8. Discuss how to build value in the hospital. 9. Define and explain pet insurance policies to fellow team members and clients. 10. Identify the differences between hereditary and congenital conditions. 11. Explain Wellness Plans.	2	0	0
VTNE National Board Exam	1. Discuss all aspects of the VTNE. 2. Determine the correct answers to practice exam questions. 3. Identify useful study techniques and preparation for the national board exam. 4. Discuss registration requirements for the VTNE and licensure in the state of Illinois.	3	0	0

Total Contact Hours

Lecture Hours	Lab Hours	Clinical Hours
15	0	0