

# **VETERINARY OFFICE ASSISTANT CERTIFICATE**

**PROGRAM MANUAL**

# VETERINARY OFFICE ASSISTANT CERTIFICATE

[www.loyalistfocus.com](http://www.loyalistfocus.com)



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## Revision Log

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# VETERINARY OFFICE ASSISTANT CERTIFICATE

## Introduction

Welcome to the Veterinary Office Assistant Certificate program.

Please read your program manual carefully each semester. This contains information and any program changes. If you have outstanding questions after reviewing your program manual, please do not hesitate to contact us.

Visit [www.loyalistfocus.com](http://www.loyalistfocus.com) for course registration and course listings.

## Contact Information

<b>Registration and/or Withdrawals</b> 1-866-344-9944 or 613-969-7900	<b>Program Inquiries</b> 613-969-1913 or 1-866-569-2547 Ext. 2318 <a href="mailto:distance@loyalistcollege.com">distance@loyalistcollege.com</a>
<b>Accounting Inquiries</b> 613-969-1913 or 1-888-569-2547 Ext. 2301 <a href="mailto:accounts@loyalistcollege.com">accounts@loyalistcollege.com</a>	<b>Financial Aid</b> 613-969-1913 or 1-888-569-2547 Ext. 2425 <a href="mailto:FinancialAidOffice@loyalistcollege.com">FinancialAidOffice@loyalistcollege.com</a>
<b>Distance Education Department</b> Loyalist College 376 Wallbridge-Loyalist Road Box 4200 Belleville, Ontario K8N 5B9 613-969-1913 or 1-866-569-2547 Ext. 2318	

## Program Description – Veterinary Office Assistant

This program provides you with an overview of the operation of a veterinary office and familiarizes you with industry terminology and procedures. You will be prepared with fundamental computer and service skills relevant to a veterinary office environment.

## Admission Requirements

The minimum requirements for admission to any post-secondary program is an Ontario Secondary School Diploma (OSSD) or an Ontario Secondary Graduate Diploma or the equivalent, with credits at the college of general level, or mature student status as defined. Applicants who are 19 years of age on the first day of classes in the year of admission, and who do not have an OSSD, are considered as mature applicants. Such applicants must complete the required subjects for admission. If they lack the required subjects, they may be requested to write a diagnostic test. Note: Applicants who are not Canadian citizens or who do not have permanent residence status are not considered under this clause.

### Please note:

Students have seven years to complete any program within the Office Administration Cluster. In addition, external credit will not be granted for courses that were completed more than seven years ago.

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## Delivery Type

### Online:

- Internet-based
- Course is delivered within an LMS (Learning Management System)
- Students submit assessments within the LMS
- Students can email their facilitator and connect with classmates within the LMS
- On the course start date, login to the course by visiting [www.loyalstonline.com](http://www.loyalstonline.com)

## What you need to be Successful

### Technology:

- The use of a reliable PC or laptop
- A connection with reliable internet service
- Download Chrome as your primary web browser
- Course specific software which is noted in each course description on [www.loyalistfocus.com](http://www.loyalistfocus.com)

### Computer Skills:

- Basic use and knowledge of using Microsoft Word, saving, creating and uploading documents, sending and receiving emails

### Other:

- Time management (approximately 5-8 hours per course per week)

## How to Login to Online Courses

For information regarding how to login to online courses visit [www.loyalstonline.com](http://www.loyalstonline.com)

Note: Students are unable to access their course prior to the course start date.

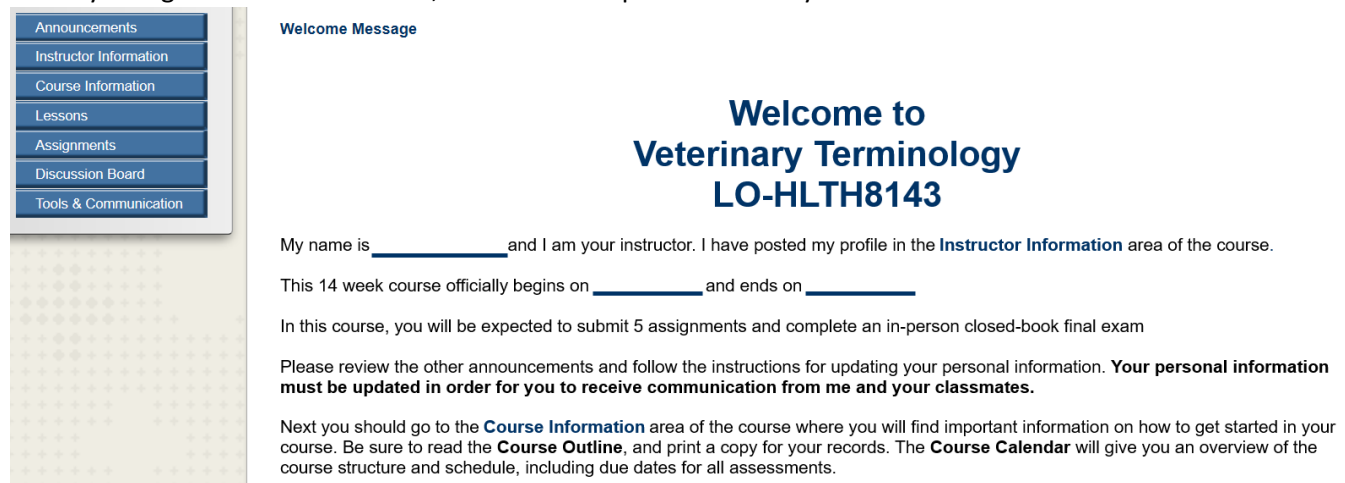
Username begin with **lo-** followed by the first three letters of your first name and then your last name, with no spaces or capitals (up to 15 characters).

The initial password is usually: **newone**

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## Navigating an Online Course

When you log into an online course, this is an example of a screen you would see:



The screenshot shows a course welcome page. On the left is a vertical menu with buttons for: Announcements, Instructor Information, Course Information, Lessons, Assignments, Discussion Board, and Tools & Communication. The main content area is titled 'Welcome to Veterinary Terminology LO-HLTH8143'. Below the title, it says 'Welcome Message'. The text reads: 'My name is \_\_\_\_\_ and I am your instructor. I have posted my profile in the **Instructor Information** area of the course. This 14 week course officially begins on \_\_\_\_\_ and ends on \_\_\_\_\_. In this course, you will be expected to submit 5 assignments and complete an in-person closed-book final exam. Please review the other announcements and follow the instructions for updating your personal information. **Your personal information must be updated in order for you to receive communication from me and your classmates.** Next you should go to the **Course Information** area of the course where you will find important information on how to get started in your course. Be sure to read the **Course Outline**, and print a copy for your records. The **Course Calendar** will give you an overview of the course structure and schedule, including due dates for all assessments.'

Facilitators post announcements that are relevant to the course, which may include reminders about course assignments and answers to commonly asked questions.

During the first week, students should familiarize themselves with Instructor and Course Information by clicking on those buttons within the left hand menu.

Note there are also buttons for Lessons, Assignments, and Discussion Board. It is important to click through these links to access your course information and to interact with your fellow students.

## Technical Support for Online Courses

The help desk support team is available 24 hours a day, 7 days a week, 365 days a year (Monday to Friday, 8:00 a.m. to 8:00 pm in French). Contact a technical expert directly on the telephone, submit a ticket describing your problem or chat online with someone who can help you right away.

Visit <https://www.ontariolearn.com/helpcenter/> or call 1-800-695-5008.

## Textbooks

Textbooks are not included in course fees. You are responsible for arranging to have the required textbooks for each course. To determine the textbooks required in each course visit <http://www.loyalstonline.com/>

## Grading System

Students will receive a percentage grade for all courses. Grades are submitted to the Registrar's Office by facilitators. The final grade will be issued by the registering college.

**The passing grade for each course is located within the course outline on the first day of class. A G.P.A of 60% or higher is required to obtain a credential at Loyalist College.**

## Withdrawing from Courses

To withdraw from a course, you must call 1-866-344-9944/613-969-7900. For withdrawal dates, please see [www.loyalistfocus.com](http://www.loyalistfocus.com)

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## Program Map

VET Veterinary Office Assistant

VET	Prerequisite	Course Code	Course Title
X		HLTH8142	Veterinary Office Skills & Procedures
X		HLTH8143	Veterinary Terminology
X	HLTH8143	HLTH8144	Animal Husbandry 1
X	HLTH8144	HLTH8145	Veterinary Lab Procedures
X	HLTH8144	HLTH8146	Animal Husbandry 2
X	HLTH8146	HLTH8147	Veterinary Surgical Procedures
X	HLTH8145, HLTH8146	HLTH8148	Veterinary Pharmacology
X	HLTH8148	HLTH8149	Veterinary Anesthesia
X		COMM8010	Communications: Grammar & Writing
X		COMP8166	Excel
X		BUSI8055	Building & Maintaining Customer Relationships
X		COMP8517	Word Core 2016

## Transcripts, Receipts, T2202A and Records

### It is the student's responsibility to:

- Verify your transcript and request updates if any grades or course information is incorrect
- Retain course outlines for potential future need such as credit transfers
- Monitor your progress
- Ensure that you are meeting program requirements
- Notify the Registrar's Office of any changes in name, mailing address, telephone number, email address

### To view your receipt, grades, or print an unofficial transcript please go to:

- Go to [www.myloyalist.com](http://www.myloyalist.com)
- Your username is: **firstnamelastname**
- Your password is your birth date in the form of **YYMMDD**
- For example: John Smith, birthday October 20, 1985, **johnsmith 851020**.
- Click on the Banner icon and click 'Enter Secure Area'
- Your user ID is your student number
- Your PIN number is your birth date in the form of YYMMDD or the PIN you have previously created
- The first time you log into Banner it will state your PIN expired – you will need to create a new PIN
- Select 'Student Services'
- From the myLoyalist portal, you will be able to access your student email, and Banner.

Questions about tax receipts? Email us at [T2202A@loyalistcollege.com](mailto:T2202A@loyalistcollege.com) or phone 613-969-1913 ext. 2187. Please leave a message and your call will be returned within 24 business hours.

To view any applied transfer credits, you must print off an unofficial transcript. Transcripts can be ordered online or you may contact our Admissions Department at 613-969-1913 ext. 2209.

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## AccessAbility Centre

The [AccessAbility Centre](#) team is committed to providing academic supports to students with documented disabilities. Services are free, voluntary and confidential.

The mission statement of the [AccessAbility Centre](#) is to foster a supportive and accessible environment. Loyalist College upholds this principle of service provision to all students with disabilities which may include learning disabilities, ADHD, deaf, hard of hearing, blind, low vision, mobility, medical, brain injury, ASD/Aspergers, and mental health.

It is the student's responsibility to self-identify in regards to any academic supports and accommodations that may be required. Students are encouraged to contact the [AccessAbility Centre](#) well in advance of attending to discuss individualized academic accommodations and supports. Loyalist College is mandated by the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

## Academic Appeal Process

A student can discuss a grade with their instructor at any time during the semester with the intent of clarifying the reasons for the grade. A student can also appeal a grade at any time during the semester as per the process below. Any appeal related to marks or grades must be initiated within ten (10) working days from the issuance of final grades to initiate an academic grade appeal.

This policy works in collaboration with Academic Operating Policy AOP 231: Evaluation of Student Performance. For the steps to an appeal please visit: <http://www.loyalistcollege.com/about-loyalist/policies/aop-231-academic-appeal-process-3/>.

## Academic Integrity

All Loyalist students must comply with the manual regarding the Student Code of Conduct located at <http://www.loyalistcollege.com/about-loyalist/policies/aop-209-student-code-of-conduct-positive-learning-living-environment/>.

Loyalist College believes that the development of self-discipline and acceptable standards of academic integrity are fundamental to the learning process. The establishment and maintenance of professional behaviour is the responsibility of all members of the Loyalist College community.

Sanctions for non-compliance range from a written warning to expulsion from the College. All students are expected to conform to the following behaviour:

- Represent themselves honestly in all communications, applications, assignments, examinations, and other correspondence;
- This includes the inappropriate use or possession of unauthorized aids or assistance in connection with any form of academic work. It is expected that all work submitted must be one's own or clearly cited;
- Foster a positive learning environment for all individuals and respect the views of others during class discussions;
- Use computer resources, including the internet, in accordance with Loyalist College policy and not store or transmit offensive material through computer resources;
- Respect and adhere to all policies of Loyalist College relating to student conduct.

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Loyalist College will penalize acts that demonstrate disregard for the standards or academic integrity. At minimum, a student will be graded zero on any material thought to be dishonest, but the College may reserve the right to impose a full range of sanctions including suspension or expulsion.

Plagiarism involves submitting work that is substantially copied from the work of another person and representing that work as your own. All answers must be answered in your own words. In order to avoid plagiarism, you must document all your sources both within the text of the written documents and in the reference section at the end of the document.

The Academic Integrity Protocol process is available at, <http://www.loyalistcollege.com/about-loyalist/policies/aop-216-academic-honesty/>.

## Transfer Credits and Exemptions

Transfer credits occur when a student is transferring credit from another accredited post-secondary institution to Loyalist. There is a \$25.00 fee charged per transfer credit up to a maximum of \$250.00. Students may not be exempt/transfer more than 75% of the program requirements and must meet the 25% residing requirements to graduate from Loyalist College.

Exemptions are courses that have been taken at Loyalist College in a different program that may transfer over into another program. Exemptions for courses are not guaranteed. There is no cost for exemptions.

To apply for transfer credits or exemptions, your post-secondary education must have been completed within the last 7 years to be considered for assessment. Private College transcripts are not accepted for transfer credits; you may be eligible for PLAR (see section below).

Once the assessment process is completed you will be contacted via email. If awarded transfer credit/exemptions, payment must be made prior to the student record being updated. To view the addition, you can view your unofficial transcript from Banner or request an official transcript from the Registrar's Office.

## Prior Learning Assessment and Recognition (PLAR)

The PLAR process is available for learners seeking formal credit for related experience or informal education. A full resume and supporting documentation is required. To begin the PLAR process, please submit a detailed resume and an explanation of the course you wish to challenge to Program Inquiries via email at [distance@loyalistcollege.com](mailto:distance@loyalistcollege.com)

For further information concerning the PLAR process, please review the [Loyalist College Website](#).


## Graduation

It is the responsibility of the student to track their progress through the program. Please visit [www.loyalistfocus.com](http://www.loyalistfocus.com), to request your certificate when you can view all your final grades posted in Banner and have completed all program requirements.



## Certificates and Diplomas

### How to Request Your Certificate or Diploma:

When you have successfully completed all of the courses in your program and your grades have been posted, request your credential: [Click Here](#) 

NOTE: Students must complete at least 25% of the required courses as a Loyalist registered student to qualify for a credential from Loyalist College.

Convocation for Loyalist College takes place in June of each year. To be included in convocation, your request to graduate must be received before April 30<sup>th</sup>. You will then be invited to attend the convocation ceremony and your name will be printed in the graduation booklet for that year.

Please allow 4-6 weeks of processing once your certificate has been requested.

## Student ID Cards

As a Distance Student, you do not receive a Student ID card. Student ID cards are provided to full time day time students who are charged the compulsory ancillary fees in the Fall and Winter semesters.

## eLab Services

Are you looking to complete a Certificate or Diploma online? Part-time studies become full-time through eLab. Many eLab certificates and programs are eligible for funding through Second Career, an Ontario Government program that offers training for a new job, and other sources for those who qualify.

eLab provides students with access to many learning resources. Complete your college certificate or diploma in a learning environment that is friendly, supportive and equipped with all of the software and hardware needed.

With increased course availability and flexible programming, monthly intake is available for many courses, providing increased opportunity for adult learners.

Financial assistance may be available through a wide variety of programs, including Ontario Government's Second Career.

## Practicum Information

There is no practicum requirement in the Veterinary Office Assistant Certificate.