

Full Title:	Office Practice & Teamworking
Module Code:	ADMN S7002
Credits:	5
Valid From:	Semester 1 - 2013/14 (September 2013)
Module Delivered in	1 programme(s)
Module Description:	This module introduces students to the importance of running a veterinary practice as a business. It explains the principles of good office procedures, teamworking and practice management.
Learning Outcomes:	
<i>On successful completion of this module the learner should be able to</i>	
<ol style="list-style-type: none"> 1. Explain the commercial elements involved in running a veterinary practice in a changing business environment. 2. Identify the book-keeping, administrative, stock control and credit control systems operating in a typical veterinary practice. 3. Examine the role that management plays in the efficient and effective running of a business. 4. Apply a range of skills needed for working effectively in a team. 5. Calculate prices for a range of veterinary products using appropriate VAT rates. 	

Module Content & Assessment

Indicative Content

Running a veterinary practice in a changing business environment

What should be the aim of a Veterinary Practice? Why does the business need to make a profit? Challenges of the business environment.

Teamworking

Skills needed to work effectively in a team including assertiveness, time management, stress management and feedback. Holding meetings.

Office administration

Record keeping, invoicing filing and general office administration, manual and computerised systems. Improving efficiency through application of technology.

Financial aspects of running a veterinary practice

Importance of book keeping and accounting for a business, accounting and financial terminology, accounting principles and concepts.

Cash flow management

Cash flow planning and management, credit control.

Pricing and VAT

Pricing strategies in a practice, calculation and application of VAT.

Veterinary practice management

The role and duties of the veterinary practice manager.

Motivation

Theories of motivation. Motivation in a veterinary practice.

Stock control

Principles and practice of stock control

Assessment Breakdown

Assessment Breakdown	%
Course Work	50.00%
End of Module Formal Examination	50.00%

Full Time

Course Work

Assessment Type	Assessment Description	Outcome addressed	% of total	Marks Out Of	Pass Marks	Assessment Date	Duration
Project	Interview with a manager. Students will interview and write up a case study on a manager.	1,3	30.00	0	0	Week 9	0
Group Project	This is an integrated project with Veterinary Nursing for Exotic Species. It will assess students ability to work in teams as they prepare a poster for an assessment in the other subject.	4	20.00	0	0	Week 6	0

No Project

No Practical

End of Module Formal Examination

Assessment Type	Assessment Description	Outcome addressed	% of total	Marks Out Of	Pass Marks	Assessment Date	Duration
Formal Exam	End-of-Semester Final Examination	1,2,3,4,5	50.00	0	0	End-of-Semester	0

DKIT reserves the right to alter the nature and timings of assessment

Module Workload & Resources

Workload: Full Time

Workload Type	Workload Description	Hours	Frequency	Average Weekly Learner Workload
Lecture	No Description	3.00	Every Week	3.00
Directed Reading	No Description	3.00	Every Week	3.00
Independent Study	No Description	2.00	Every Week	2.00
Total Weekly Learner Workload				8.00
Total Weekly Contact Hours				3.00

This course has no Part Time workload.

Resources
<i>Recommended Book Resources</i>
<p>Shilcock, M., <i>Veterinary Practice Management: A Practical Guide</i>, Saunders Ltd, 2008, 2nd ed.</p> <p>Moreau, P. and Nap, R.C. 2010, <i>Essentials of veterinary practice : an introduction to the science of practice management</i>, Merial Harlow, Essex [ISBN: 1850541590 9781850541592]</p> <p>Gray, C. and Moffett, J. 2010, <i>Handbook of veterinary communication skills</i>, Wiley-Blackwell</p>
<i>Supplementary Book Resources</i>
<p>Dyson, J.R., <i>Accounting for Non-Accounting Students</i>, Prentice Hall, 2004, 6th ed.</p> <p>Tiernan, S., Morley, M., & Foley, E., <i>Modern Management: Theory and Practise for Irish Students</i>, Gill & Macmillan, 2010, 8th ed.</p>
<i>This module does not have any article/paper resources</i>
<i>Other Resources</i>
<p>Website: Resource Centre Charity (UK). 2013, <i>Organising meeting and events</i> http://www.resourcecentre.org.uk/information/events/index.asp</p> <p>Website: Veterinary Ireland Journal 2013, <i>Business Section</i> http://www.veterinaryirelandjournal.com/Business/</p> <p>Website: Veterinary Economics 2013, <i>Practice management, communication, business skills, and leadership.</i> http://veterinarybusiness.dvm360.com/</p> <p>Website: DkIT Centre for Learning & Teaching (CELT) <i>Working in Groups</i> https://www.dkit.ie/celt/learning-and-teaching-resources/group-work</p> <p>VLE: DkIT 2013, <i>Moodle</i></p> <p>E-Portfolio: DkIT 2013, <i>Mahara</i></p> <p>Link: <i>Library Catalogue</i> http://tinyurl.com/kt7fc7a</p>

Module Delivered in

Programme Code	Programme	Semester	Delivery
Dk_SVETN_7	Bachelor of Science in Veterinary Nursing	3	Mandatory