



**VETERINARY ASSISTANT
SKILLS STANDARDS
OD38619**

COMPETENCY-BASED EDUCATION: OKLAHOMA'S RECIPE FOR SUCCESS

BY THE INDUSTRY FOR THE INDUSTRY

Oklahoma's *CareerTech* system of competency-based education uses industry professionals and certification standards to identify the knowledge and abilities needed to master an occupation. This industry input provides the foundation for development of instructional materials that help prepare the comprehensively trained, highly skilled employees demanded by our workplace partners.

TOOLS FOR SUCCESS

CareerTech relies on three basic instructional components to deliver competency-based instruction: skills standards, curriculum materials, and competency assessments.

Skills standards provide the foundation for competency-based instruction in Oklahoma's *CareerTech* system. The skills standards outline the knowledge, skills, and abilities needed to perform related jobs within an industry. Skills standards are aligned with national skills standards; therefore, a student trained to the skills standards possesses technical skills that make him/her employable in both state and national job markets.

Curriculum materials contain information and activities that teach students the knowledge and skills outlined in the skills standards. In addition to complementing classroom instruction, curriculum resources provide supplemental activities to enhance learning and provide hands-on training experiences.

Competency Assessments test the student over material outlined in the skills standards and taught using the curriculum materials. When used with classroom performance evaluations, written competency assessments provide a means of measuring occupational readiness.

Although each of these components satisfy a unique purpose in competency-based education, they work together to reinforce the skills and abilities students need to gain employment and succeed on the job.

MEASURING SUCCESS

Written competency assessments are used to evaluate student performance. Results reports communicate competency assessment scores to students and provide a breakdown of assessment results by duty area. The results breakdown shows how well the student has mastered skills needed to perform major job functions and identifies areas of job responsibility that may require additional instruction and/or training.

Group analysis of student results also provides feedback to instructors seeking to improve the effectiveness of career and technology training. Performance patterns in individual duties indicate opportunities to evaluate training methods and customize instruction.

TRUE TO OUR PURPOSE

"Helping Oklahomans succeed in the workplace" defines the mission of Oklahoma *CareerTech* and its competency-based system of instruction. Skills standards, curriculum, and assessments that identify and reinforce industry expectations provide accountability for programs and assure *CareerTech*'s continued role in preparing skilled workers for a global job market

Copyright 2009
Oklahoma Department of Career and Technology Education
All rights reserved

Printed in the United States of America by the
Oklahoma Department of Career and Technology Education
Stillwater, Oklahoma

The Oklahoma Department of Career and Technology Education does not discriminate on the basis of race, creed, color, national origin, sex, age, veteran status, or qualified handicap.

**VETERINARY ASSISTANT
SKILLS STANDARDS
Frequency and Criticality Ratings**

- Duty A: Assist with Veterinary Office and Hospital Administration
 Duty B: Demonstrate Knowledge of Large and Small Animal Medicine
 Duty C: Assist with Large and Small Animal Nursing
 Duty D: Assist with Laboratory Procedures
 Duty E: Assist with Radiology/Ultrasound Procedures
 Duty F: Assist with Surgical Preparation and Procedures
 Duty G: Maintain Hospital Orderliness and Sanitation
 Duty H: Demonstrate Knowledge of Principles of Pharmacology
 Duty I: Demonstrate Knowledge of Legal, Ethical, and Safety Issues

Frequency: represents how often the task is performed on the job. Frequency rating scales vary for different occupations. The rating scale used in this publication is presented below:

- 1 = less than once a week
- 2 = at least once a week
- 3 = once or more a day

Criticality: denotes the level of consequence associated with performing a task incorrectly. The rating scale used in this publication is presented below:

- 1 = slight
- 2 = moderate
- 3 = extreme

DUTY A: Assist with Veterinary Office and Hospital Administration

CODE	TASK	F/C
A.01	Answer and direct phone calls	3/3
A.02	Schedule appointments	3/3
A.03	Admit patients	3/3
A.04	Discharge patients	2.5/2.5
A.05	Use basic bookkeeping skills <ul style="list-style-type: none"> • Accept payment for services • Make change • Demonstrate front office skills 	3/3
A.06	Use keyboarding and computer skills including veterinary computer software	3/3
A.07	Assist with inventory control <ul style="list-style-type: none"> • Restock shelves • Identify ordering needs 	2/2
A.08	Develop effective client communication skills <ul style="list-style-type: none"> • Written and oral communication 	2.5/2.5

	<ul style="list-style-type: none"> • Direct inquiries • Client education 	
A.09	Maintain a courteous and responsive attitude <ul style="list-style-type: none"> • Client grief • Greet clients • Human-animal bond 	3/3
A.10	Demonstrate knowledge of common legal and professional ethical issues	2.5/3
A.11	Recognize and respond accordingly to veterinary emergencies by notifying the appropriate personnel	2/3
A.12	Perform basic veterinary medical record keeping procedures <ul style="list-style-type: none"> • File and retrieve medical records • Utilize basic veterinary medical terminology • Recognize certificates and forms used for specific tasks • Update information 	3/3
A.13	Use correct veterinary medical terminology	2.5/2.5
A.14	Describe roles and responsibilities of each member of the veterinary health care team	2.5/3

DUTY B: Demonstrate Knowledge of Large and Small Animal Medicine

CODE	TASK	F/C
B.01	Identify common species and breeds <ul style="list-style-type: none"> • Breed predisposition • Reproduction considerations • Normal vs. abnormal behavior 	2.5/2
B.02	Demonstrate basic knowledge of common diseases	2/2
B.03	Demonstrate basic knowledge of common parasites	2.5/2.5
B.04	Discuss diet and nutrition	2/2
B.05	Describe routine preventative care	2.5/2

DUTY C: Assist with Large and Small Animal Nursing

CODE	TASK	F/C
C.01	Collect and record patient data (proper charting and record keeping)	3/3
C.02	Perform basic procedures <ul style="list-style-type: none"> • Determine and record temperature, pulse, respiration, and weight of patient • Trim nails • Identify presence of external parasites • Obtain fecal samples using a fecal loop • Express anal glands 	2.5/3
C.03	Demonstrate knowledge of human and animal First Aid/CPR	2/3
C.04	Demonstrate proper patient handling techniques <ul style="list-style-type: none"> • Restraint • Transport 	3/3
C.05	Identify and prepare common medical supplies for basic procedures	2/3
C.06	Perform therapeutic bathing, basic grooming, and dipping of small animals	3/2.5

C.07	Clean ears <ul style="list-style-type: none"> • Understand ear anatomy/normal appearance 	3/2.5
C.08	Monitor/restrain patients for fluid therapy and record observations	2/3

DUTY D: Assist with Laboratory Procedures

CODE	TASK	F/C
D.01	Collect voided urine samples	1.5/2
D.02	Perform basic urinalysis <ul style="list-style-type: none"> • Determine physical properties <ul style="list-style-type: none"> • Color • Clarity • Test chemical properties using a dipstick 	1.5/1.5
D.03	Restrain for the collection of blood samples	3/3
D.04	Assist with basic hematological procedures <ul style="list-style-type: none"> • Perform pcv • Determine total solids (refractometer) 	2.5/2.5
D.05	Perform parasitologic procedures <ul style="list-style-type: none"> • Collect samples • Prepare solutions and set up fecal flotations • Recognize parasitic oocysts 	3/3
D.06	Assist in necropsy procedures <ul style="list-style-type: none"> • Explain procedures for rabies suspects and samples • Set up necropsies 	1.5/2
D.07	Perform laboratory record keeping <ul style="list-style-type: none"> • Ensure all lab results are accurately recorded • Stock lab supplies • File lab reports • Prepare samples for mailing/sending to outside labs • Maintain laboratory log books 	3/3
D.08	Demonstrate proper use of a microscope <ul style="list-style-type: none"> • Identify components • Perform proper maintenance 	3/3

DUTY E: Assist with Radiology/Ultrasound Procedures

CODE	TASK	F/C
E.01	Demonstrate knowledge of and follow recommended radiology and safety procedures <ul style="list-style-type: none"> • Care and use of Personal Protective Equipment (PPE) 	2.5/3
E.02	Describe the purpose of a technique chart	2/2
E.03	Assist in the preparation and positioning of large and small animal patients for diagnostic imaging <ul style="list-style-type: none"> • Use calipers to measure patients for radiographs 	2/3
E.04	Process diagnostic radiographs <ul style="list-style-type: none"> • Use hand processing in darkroom • Label, file, and store film • Use automatic processing 	2/2.5
E.05	Properly care for equipment	2.5/2.5

	<ul style="list-style-type: none"> • Clean screens • Perform quality control maintenance 	
E.06	Understand purpose of an x-ray log	2/3

DUTY F: Assist with Surgical Preparation and Procedures

CODE	TASK	F/C
F.01	Assist in performing surgical preparations <ul style="list-style-type: none"> • Prepare and understand use of surgical equipment/supplies • Identify and describe functions of common instruments • Sterilize instruments and supplies using appropriate methods • Identify common suture materials, types, and sizes • Prepare gowns, masks, gloves, and drapes • Understand preparation of surgical sites using aseptic techniques • Operate and maintain autoclaves • Provide operating room sanitation and care • Position patients 	3/3
F.02	Maintain proper operating room conduct and asepsis <ul style="list-style-type: none"> • Perform post-surgical clean up • Proper disposal of hazardous medical wastes 	3/3
F.03	Understand surgery and anesthesia logs	2/2.5
F.04	Assist in monitoring surgical patient <ul style="list-style-type: none"> • respiratory • cardiac • body temperature • mucous membranes 	2/2.5

DUTY G: Maintain Hospital Orderliness and Sanitation

CODE	TASK	F/C
G.01	Clean and disinfect area (cages, tubs, stalls, etc.)	3/3
G.02	Wash and disinfect laundry	3/3
G.03	Sweep and mop floor	3/3
G.04	Dispose of animal waste	3/3
G.05	Exercise animals	3/3
G.06	Water animals <ul style="list-style-type: none"> • understand maintenance requirements 	3/3
G.07	Feed animals <ul style="list-style-type: none"> • prepare food • prescription diets • special dietary requirements • understand maintenance requirements • bottle feed orphaned infants 	3/3

G.08	Clean animals <ul style="list-style-type: none"> • Post surgical • Post dental • Debilitated patients – urine/feces 	3/3
G.09	Provide care and maintenance of nursing equipment	3/3
G.10	Demonstrate knowledge of hospital cleaners/disinfectants	3/3

DUTY H: Demonstrate Knowledge of Principles of Pharmacology

CODE	TASK	F/C
H.01	Recognize legal issues involving drugs in the workplace	2/3
H.02	Recognize general types and groups of drugs and demonstrate proper terminology	2.5/3
H.03	Differentiate common prescription drugs from over-the-counter drugs and describe proper prescription label requirements	2.5/3
H.04	Store, safely handle, and dispose of biological and therapeutic agents, pesticides, and hazardous waste	2.5/3
H.05	Restock over-the-counter pharmaceuticals	2.5/2.5
H.06	Reconstitute vaccines and know proper protocols	2/2.5
H.07	Describe appropriate routes and methods of drug and vaccine administration	2/2.5
H.08	Recognize and report adverse drug reactions	2/3

DUTY I: Demonstrate Knowledge of Legal, Ethical, and Safety Issues

CODE	TASK	F/C
I.01	Understand Veterinary Practice Act <ul style="list-style-type: none"> • Roles and responsibilities of the veterinary health care team • Vet/client/patient relationship • Drug Enforcement Act drug classification • Ethical standards 	3/3
I.02	Demonstrate thorough knowledge of the <u>American Animal Hospital's OSHA Compliance and Safety Guide for Veterinary Practices</u> <ul style="list-style-type: none"> • OSHA regulations • Material Safety Data Sheets • Personal Protective Equipment (PPE) • Safety symbols • Blood borne pathogens • Patient and personnel safety measures • Hazardous waste handling/disposal 	3/3
I.03	Demonstrate knowledge of basic normal and abnormal animal behavior	3/3
I.04	Identify potential Zoonotic diseases	3/3
I.05	Describe isolation procedures	3/3
I.06	Describe basic sanitation	3/3