



CHARTERED
VETERINARY
PRACTITIONER

Course Profile

CVP1010 – VETERINARY PERSONAL AND PROFESSIONAL EFFECTIVENESS

Semester: Semester 1, 2023 | Mode: Online

General Course Information

Course Details

Course Code: CVP1010

Course Title: Veterinary personal and professional effectiveness

Coordinating Organisation: Australian Veterinary Association

Semester: Semester 1, 2023

Level: AVA CVP Education Pathway Core Course

Number of CPD points: 160

Course Coordinator: Dr Cheryl Fry

Course Description: In this course you will have the opportunity to identify, critically reflect and apply the personal and professional skills required to maintain individual wellbeing and positive engagement with others within a veterinary practice and the wider veterinary profession.

Assumed Background: Students taking this course will need to be veterinary graduates with a minimum of three years practical experience in the veterinary profession.

Course Introduction

This course provides advanced training across three themes: *understanding yourself*, *understanding others*, and *professional effectiveness*. In *understanding yourself*, you will learn about mindset and the personal and workplace determinants of well-being, and explore strategies to improve wellbeing, culminating in the development of a personal well-being plan. In *understanding others*, you will learn about communication strategies, consulting frameworks and decision-making theory, and negotiation. In *professional effectiveness*, you will explore engagement

in the veterinary profession across topics related to work ethic and workplace culture, risk management, the ethical and legal aspects of veterinary practice, one health and one welfare.

The course involves weekly lectures and readings, and participation in weekly online discussions via a discussion board and fortnightly live discussions, providing opportunities for supported group learning and networking.

Course Aims

The aim of this course is to provide students with practical and applied knowledge, skills, and abilities in professional veterinary practice. Students will integrate published literature on individual wellbeing, effective workplace relationships, and professional integrity to enhance their professional effectiveness.

Learning Outcomes

CVP1010 Course Learning Outcomes

After successfully completing this course, you should be able to:

- CLO 1. Describe the key factors that positively impact personal and workplace wellbeing and apply these using an evidence-based approach
- CLO 2. Recognise and understand specific veterinary industry challenges that can impact wellbeing, mental health and workplace culture, and outline strategies to mitigate these
- CLO 3. Understand and apply positive communication techniques
- CLO 4. Apply a structured consulting framework and decision-making theory with critical reasoning and an evidence-based approach to case evaluation and management
- CLO 5. Understand and apply decision-making frameworks for legal, professional, ethical and animal welfare concerns in veterinary practice
- CLO 6. Outline and apply organisational skills and strategies for risk management in the workplace

AVA CVP Education Pathway Learning Outcomes

Successfully completing this course will contribute to the recognition of your attainment of the following AVA CVP Education Pathway learning outcomes:

AVA CVP Education Pathway Learning Outcomes	CVP1010 Course Learning Outcome
1. Apply comprehensive current knowledge of disciplines of small animal practice and clinical acumen to manage common and more complex cases	4
2. Apply an understanding of how fields and disciplines inter-relate and identify cases that would benefit from specialist input	4
3. Apply critical reasoning and analysis to make informed judgements incorporating the needs of the animal, the client and the veterinarian using an evidence-based approach	1, 2, 4, 5
4. Gather, analyse, and organise information and ideas, and convey those ideas clearly and fluently	1, 3, 5, 6
5. Interact effectively with others to work towards a common outcome, using a variety of appropriate communication strategies to suit your team and clients	1, 3

6. Demonstrate the adaptive and professional abilities and skills required for leadership roles and career progression	1, 2, 3
7. Recognise and manage the factors that contribute to stress, and understand and utilise appropriate strategies to support wellbeing in your practice	1, 2, 6
8. Work and learn independently and effectively, generate ideas and innovatively adapt to changing environments	1, 2, 5, 6
9. Formulate and investigate problems and create solutions to improve current practices	5, 6
10. Apply an understanding of social, legal and civic responsibility, animal welfare, human rights, and sustainability to make ethical, and socially and financially responsible decisions	2, 5, 6

Specific Course Information

Weekly module topics and learning outcomes

Week	Course Module	Course Learning Outcome	Teacher	Module Learning Outcomes
Section 1 - Understanding Yourself				
1	Mindset: Why is it important. Mindset challenges, including negativity bias, fixed vs growth mindset, perfectionism. Importance of self-awareness.	1,2	Cheryl Fry	Demonstrate an understanding of the impact mindset can have on wellbeing, both positively and negatively.
2	Emotional intelligence: The four areas of EI: self-awareness, management of emotions, social awareness, and managing relationships/emotions of others: Responding vs reacting to emotions. Value of positive emotions and how to increase them. Differences between empathy and compassion. Benefits of compassion	1,2,3	Cheryl Fry	Understand and personally apply the four areas of emotional intelligence.
3	Awareness of Personal strengths. What are strengths? Identify strengths in self and others. Job crafting	1,2,3	Cheryl Fry	Recognise strengths in yourself and others, and develop an action plan utilising personal strengths in new ways.
4	Resilience: Links to wellbeing and building career resilience. Stress management: Awareness of personal stress response and triggers, methods to manage stress in the workplace and stressful thoughts/rumination.	1,2,3	Cheryl Fry	Understand and apply tools to build career resilience. Recognise and manage workplace stressors by developing practical stress

				management tools for the workplace.
5	Engagement: How to build engagement and meaning at work. Warning signs for burn out and what can contribute to it. Ways to prevent burnout.	1,2,3	Cheryl Fry	Understand work engagement and identify ways that can increase it. Recognise the warning signs of burnout in yourself and others, and understand the veterinary factors that can increase the risk of burn out.
6	Developing an individual whole person wellbeing plan - 1: Identify the areas of wellbeing and determine where you can improve. Look at different wellbeing frameworks/definitions. Goal setting, creating new habits, accountability.	1,2	Cheryl Fry	Critically discuss and compare various wellbeing frameworks, utilising these to develop a personal wellbeing and stress management plan.
7	Developing an individual whole person wellbeing plan -2: Make an individual wellbeing and stress management plan.	1,2	Cheryl Fry	Critically discuss and compare various wellbeing frameworks, utilising these to develop a personal wellbeing and stress management plan.
Part 2: Understanding Others				
8	Communicating with clients, colleagues, and the profession: Framework of how to listen, how to acknowledge and validate; take perspective and show empathy. Assertive vs passive/aggressive communication styles	3	Cheryl Fry	Understand and practice positive communication strategies.
9	Consulting framework: Introduction to Calgary-Cambridge method	4	Matt Munro	Understand the Calgary-Cambridge consulting framework.
10	Consulting framework: Application of Calgary-Cambridge method	4	Matt Munro	Apply the Calgary-Cambridge consulting framework.
11	Decision making theory: Bias	4,5	Matt Munro	Understand the influence of bias in clinical decision making and apply strategies to minimise its influence.
12	Understanding personal worth and translating to discussions in the workplace.	1,3	David Lee	Understand the value of an individual's contribution to veterinary practice. Discuss strategies for negotiation of contracts or conditions utilising knowledge of personal worth.

Part 3: Professional Effectiveness

13	Manage workplace priorities: Organisational skills, time management	6	David Lee	Utilise organisational skills and time management strategies to optimise workplace efficiency.
14	Work ethic and workplace culture: Cameron's Positive workplace practices	6	Cheryl Fry	Understand the practices that contribute to positive workplace culture, and consider how to implement this in the workplace.
15	Risk management Human error and adverse events	6	Nathan Koch	Understand the factors that contribute to human error and how they can be mitigated Manage errors in a way that fosters a just culture.
16	Professional conduct: Ethical frameworks	5	Leonie Richards	Outline the commonly used ethical frameworks. Apply ethical frameworks to evaluation of practical scenarios.
17	Professional conduct (cont.): Legal aspects of practice, Codes of Conduct, AVA policies, and guidelines	5	Leonie Richards	Understand and apply the various legal and policy frameworks of veterinary practice, and identify sources for further information. Discuss how veterinarians may be influenced and challenged by cultural/philosophical, financial, education and emotions scenarios.
18	Ethical approaches to decision making in practice	4	Leonie Richards	Understand the stakeholders in decision making and consider their requirements in decision making. Utilise ethical and legal frameworks in decision making.
19	Principles of palliative care and euthanasia	4,5	Tanya Stephens	Identify areas that should be addressed when approaching palliative care in patients and apply these to clinical cases Demonstrate an understanding of the ethical approach and consideration for euthanasia in patients.
20	One Welfare. The role of veterinarians in the broader context of society. Animal welfare. Scientific and philosophical foundations of animal welfare.	5	Tanya Stephens	Understand the role of Veterinarians in one health and society well being.

21	One Health. The role of veterinarians in achieving optimal health outcomes for people, animals, plants and their shared environment.	4	Tanya Stephens	Understand the various roles of Veterinarians in maintaining and improving animal welfare and wellbeing. Understand the legal and policy frameworks that govern animal welfare and utilise these in decision making.

Course Learning Resources

Required resources

All required learning resources will be provided in the AVA My Learning course.

Recommended resources

A list of recommended resources will be provided at the end of each module within the AVA My Learning course.

Teaching and learning activities

Activity	Course Learning Outcome
Online written discussion board engagement	1, 2, 3, 4, 5, 6
Zoom live discussion forum	1, 2, 3, 4, 5, 6
Lectures	1, 2, 3, 4, 5, 6
Reading materials or videos	1, 2, 3, 4, 5, 6
Reflection on learning	1, 2, 3, 4, 5, 6

Other teaching and learning activities information

It is a course requirement that students positively engage with online discussions and actively participate in live zoom discussions. Attendance at the fortnightly live discussions is compulsory. Some learning activities are compulsory to complete.

Late cancellation of teaching activity

Whilst we make every attempt to offer all components of this course, this may not be possible due to unforeseen circumstances. In the event of such an occurrence, the AVA will inform you as far as possible in advance, and will make alternative arrangements as soon as practicable.

Assessment Information

The purpose of **formative assessment** is to monitor student learning and provide ongoing feedback to students and course teachers. It is designed to identify student strengths and weaknesses and can enable student improvement in self-regulatory skills. Formative assessment in this course may be teacher led, peer, or via self-assessment. Whilst formative assessment does not carry a grade, students are required to attempt all assessment items to achieve a passing grade. Some formative feedback assessment will use the same rubric used for summative assessment.

Summative assessment is used in this course to evaluate student learning at the end of module instruction and will be compared against the assessment item rubric. Feedback on summative assessment is also provided for students to use formatively and guide their efforts and activities in subsequent assessment and courses.

A **Hurdle** is a learning activity that is compulsory to complete but is not graded as a formative or summative assessment. Contributions to the live discussion boards are mandatory as these activities promote engagement, deeper learning, and reflection. Attendance at the Zoom live discussions is mandatory. To pass this course a minimum of 80% of the sessions must be attended.

Assessment overview

Assessment Task	Due	Weighting	Assessment Type	Attempt Required	Course Learning Objectives
Online discussion board engagement	Weeks 1, 2	0%	Formative	Mandatory	1, 2, 3
	Weeks 3, 4, 5	10%	Summative	Mandatory	1, 2, 3
	Weeks 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 19, 20, 21	Pass/Fail Hurdle	Hurdle	Mandatory	3, 4, 5, 6
	Weeks 16, 17, 18	0%	Formative	Mandatory	3, 4, 5, 6
Assignment 1 - Individual Well-being Plan	Week 8	25%	Summative	Mandatory	1, 2
Assignment 2 – Communication, consulting frameworks and bias	Week 11	20%	Summative	Mandatory	4
Assignment 3 – Workplace efficiency and risk management	Week 15	20%	Summative	Mandatory	6
Assignment 4 – One welfare, legal and ethics scenario	Week 21	25%	Summative	Mandatory	5
Zoom live discussions – 10 sessions,	Fortnightly. Weeks 2, 4, 6, 8, 10, 12, 14, 16, 18, 20	Pass/Fail	Hurdle	Mandatory	1, 2, 3, 4, 5, 6

Policies and procedures

Policies and procedures relevant to the AVA CVP Education Pathway are available from <https://www.ava.com.au/ava-cvp/student-information/>