

# Postgraduate Certificate

## Legal and Administrative Aspects in Veterinary Centers





## Postgraduate Certificate Legal and Administrative Aspects in Veterinary Centers

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtute.com/us/school-of-business/postgraduate-certificate/legal-administrative-aspects-veterinary-centers](http://www.techtute.com/us/school-of-business/postgraduate-certificate/legal-administrative-aspects-veterinary-centers)

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# 01 Welcome

In any field of healthcare, with veterinary medicine being no exception, mastering the legal and administrative aspects is absolutely necessary to practice the profession safely. Knowing the importance of this, TECH has prepared this program to teach all veterinary professionals, or those interested in making the leap to this business, about the most fundamental aspects in order to carry out their professional project successfully, guaranteeing they meet all the possible legal and administrative requirements. With all these resources that TECH has to offer, the graduate will be closer to fulfilling their dream of running and managing their own thriving veterinary clinic.



Postgraduate Certificate in Legal and Administrative Aspects in Veterinary Centers.  
TECH Technological University



“

*A Postgraduate Certificate created to give you the best training in the the legal and administrative aspects of running a veterinary clinic in the most efficient and quickest way"*

02

# Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class centre for intensive managerial skills training.



“

*TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success”*

## At TECH Technological University



### Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



### The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

**95%** | of TECH students successfully complete their studies



### Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

**100,000+**  
executives trained each year

**200+**  
different nationalities



### Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

**500+** | collaborative agreements with leading companies



### Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



### Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.





TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



### Analysis

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TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



### Academic Excellence

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TECH offers students the best online learning methodology. The university combines the Relearning method (a postgraduate learning methodology with the highest international rating) with the Case Study. A complex balance between tradition and state-of-the-art, within the context of the most demanding academic itinerary.



### Economy of Scale

---

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a groundbreaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.



### Learn with the best

---

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



*At TECH, you will have access to the most rigorous and up-to-date case studies in the academic community"*

03

# Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



“

*We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you training of the highest academic level”*

This program will provide students with a multitude of professional and personal advantages, particularly the following:

**01**

### A significant career boost

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

*70% of participants achieve positive career development in less than 2 years.*

**02**

### Develop a strategic and global vision of companies

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

*Our global vision of companies will improve your strategic vision.*

**03**

### Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

*You will work on more than 100 real senior management cases.*

**04**

### Take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

*45% of graduates are promoted internally.*

05

### Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

*You will find a network of contacts that will be instrumental for professional development.*

06

### Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

*20% of our students develop their own business idea.*

07

### Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

*Improve your communication and leadership skills and enhance your career.*

08

### Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Technological University community.

*We give you the opportunity to train with a team of world renowned teachers.*

# 04 Objectives

The objective of this TECH program is to provide entrepreneurial enthusiasts who want to start their own veterinary clinic project, or already have one underway, with all the legal and administrative tools necessary to avoid the typical bureaucratic setbacks that impede the smooth running of the business. As a result, the program enables its students to obtain a better salary projection by improving the organization and management of their business.



“

*An intensive training course in which you will learn to choose, encourage and motivate the staff of veterinary centers in the different situations that the exercise of their profession entails"*

TECH makes the goals of their students their own goals too.  
Working together to achieve them.

The Postgraduate Certificate in Legal and Administrative Aspects in Veterinary Centers qualifies students to:

01

Identify the different types of labor companies that exist

04

Establish the professional categories and functions to be performed by each of the members of our team of workers in accordance with the Collective Agreement for Veterinary Health Centers

02

Examine the Personal Data Protection Law, what data we should know about our clients, how to store and manage it, as well as the different types of authorizations that must be provided to us before a procedure is carried out on an animal

03

Examine the occupational health that we must apply in our veterinary health center to guarantee our workers correctly carry out their functions in the safest way





05

Evaluate how to establish all the work procedures of our center respecting the correct professional ethics and deontology towards our clients and our team

06

Develop a correct relationship with suppliers, knowing the ways to relate with them and to establish satisfactory commercial conditions for both parties, in the terms and payment conditions

07

Specify and establish an effective protocol for the management of debtors and unpaid debts, from the authorizations to be signed to the acknowledgement of debt, to manage deferrals, financing and even payment order proceedings if necessary

08

Define and develop customer service protocols, mainly the implementation and evaluation of these protocols (from informing the customer about the care given to their animals to how to communicate bad news)



05

# Structure and Content

The Postgraduate Certificate in Legal and Administrative Aspects in Veterinary Centers will lead the student to acquire the knowledge, skills and learning required to excel in the veterinary business sector. With TECH's educational methodology, you will get the most out of all the practical and theoretical content taught.





*Turn knowledge into real skills with this Postgraduate Certificate in Legal and Administrative Aspects in Veterinary Centers"*

## Syllabus

This program has been created to enable students to acquire the necessary knowledge in this area in an intensive and efficient manner. An ideal opportunity to improve professionally, with the convenience of the most effective online teaching method on the market.

In the 150 hours that make up this program, the student analyzes a multitude of real practical cases of management of a veterinary center, with a safe and legal perspective. Thanks to this practical knowledge, the student will substantially improve their daily work at the head of a veterinary center.

This is the best possible opportunity for students to achieve a positive change at a professional level, interacting with the best professionals in the veterinary sector through an interesting online universe in which to develop all their skills

This Postgraduate Certificate takes place over 6 weeks and is distributed into 1 module:

### Module 1

### Legal and Administrative Aspects in Veterinary Centers



### Where, When and How is it Taught?

TECH offers the possibility of developing this Postgraduate Certificate in Legal and Administrative Aspects in Veterinary Centers completely online. Over the course of 6 weeks, you will be able to access all the contents of this program at any time, allowing you to self-manage your study time.

*A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.*

**Module 1. Legal and Administrative Aspects in Veterinary Centers**

**1.1. Legal Forms of Companies in the Veterinary Health Center Sector**

- 1.1.1. According to the Type of Responsibility
- 1.1.2. According to the Number of Members
- 1.1.3. According to Capital Stock

**1.2. Data Protection in a Veterinary Center**

- 1.2.1. Data Protection Law
- 1.2.2. Action Protocols
- 1.2.3. Protocols in Data Treatment
- 1.2.4. Activity Register
- 1.2.5. Regulatory Reports
- 1.2.6. Responsible for Data Treatment

**1.3. Occupational Health in Veterinary Centers**

- 1.3.1. Psychosocial Risks
- 1.3.2. Ergonomic Risks
- 1.3.3. Biological Hazards
- 1.3.4. Chemical Hazards
- 1.3.5. Physical Risks
- 1.3.6. Health and Safety

**1.4. Law on Medicines in Veterinary Health Centers**

- 1.4.1. Aspects of the Medication Law to Take into Account
- 1.4.2. Prescriptions: Issuance, Control, Registration
- 1.4.3. Cascade Prescription
- 1.4.4. Exceptional Prescription

**1.5. Collective Bargaining Agreement for the Veterinary Health Care Centers Sector**

- 1.5.1. Work Organization and Functions
  - 1.5.1.1. Salary and Non-Wage Payments
- 1.5.2. Working Day
  - 1.5.2.1. Paid Leaves of Absences and Leaves of Absences
- 1.5.3. Training and Professional Career
- 1.5.4. Recruitment Modalities
- 1.5.5. Labor Code of Conduct
- 1.5.6. The Joint Commission

**1.6. Veterinary Professional Ethics and Deontology**

- 1.6.1. Code of Ethical Values
- 1.6.2. Fundamental Principles in Ethics
- 1.6.3. Professional Responsibilities
- 1.6.4. Animal Welfare and Abuse
- 1.6.5. The Veterinary Professional Code of Ethics

**1.7. Civil Liability in the Exercise of the Activity in Veterinary Health Centers**

- 1.7.1. Concept
- 1.7.2. Civil Liability Assumptions of the Veterinarian
- 1.7.3. Liability for Fault or Negligence
- 1.7.4. The Civil Process

**1.8. Debt Management and Unpaid Debts in Veterinary Centers**

- 1.8.1. Debt Acknowledgment Documents
- 1.8.2. Deferrals and Financing of Receivables
- 1.8.3. Communication with Debtors
- 1.8.4. Payment Order Proceedings

**1.9. Purchasing Management in Veterinary Centers**

- 1.9.1. Budgets
- 1.9.2. Payment Management
- 1.9.3. Financing and Payment Deferrals

**1.10. Telephone Communication with Clients of Veterinary Centers**

- 1.10.1. Telephone Communication Protocols
- 1.10.2. Communication with Customers
- 1.10.3. Internal Communication and Call Logs



*The ultimate educational experience that will lead you to significantly raise your professional and business potential"*



06

# Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.







“

*Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization”*

## TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

“

*At TECH, you will experience a learning methodology that is shaking the foundations of traditional universities around the world”*



*This program prepares you to face business challenges in uncertain environments and achieve business success.*



*Our program prepares you to face new challenges in uncertain environments and achieve success in your career.*

### A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.

“

*You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments”*

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

## Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

*Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.*

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

*Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.*

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.



This program offers the best educational material, prepared with professionals in mind:



### Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



### Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



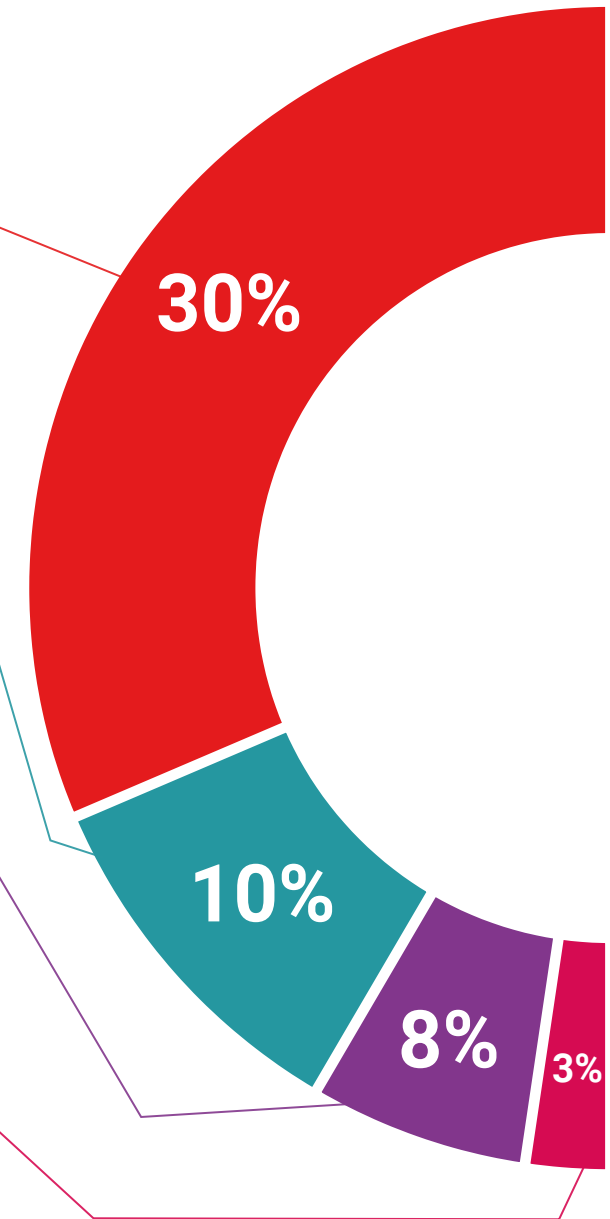
### Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



### Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





### Case Studies

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.



### Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



### Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



07

# Our Students' Profiles

This program is aimed at professionals working in the management and administration of veterinary centers or people interested in working in the management of human resources in these centers.







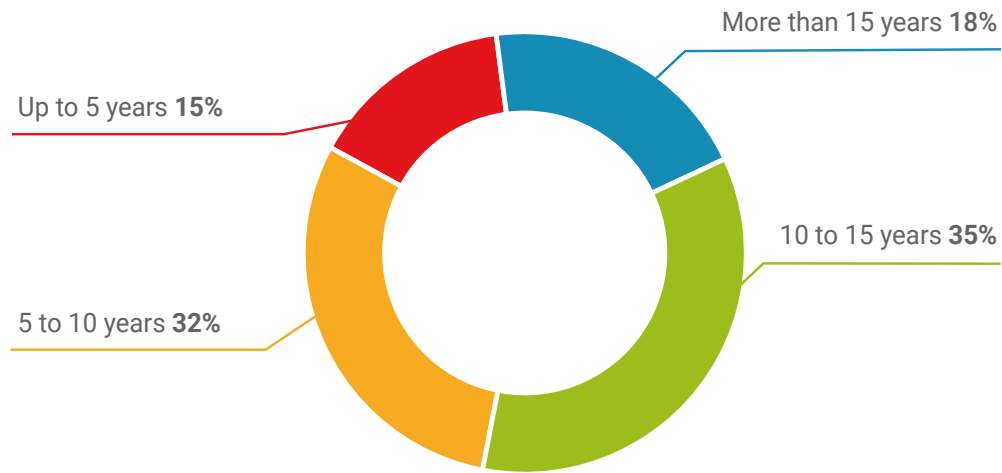
“

*Acquire the professional skills of a Postgraduate Certificate in Legal and Administrative Aspects in Veterinary Centers with this program designed specifically for you"*

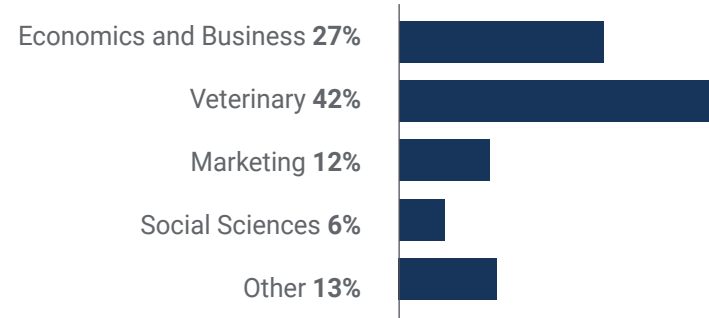
Average Age

Between **35** and **45** years old

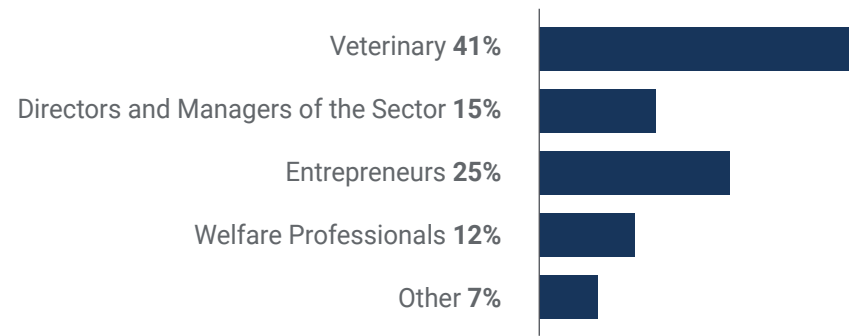
Years of Experience



Training

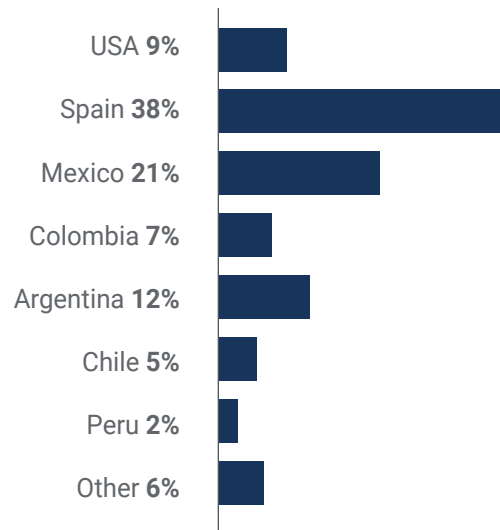


Academic Profile



### Geographical Distribution

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## Alba Camino

**Veterinary Clinical Director**

*"In veterinary medicine, knowing how to manage work teams is essential. It is a job that sometimes requires large doses of social and communicative skills. In this course I have learned many keys to select, manage and motivate my team"*

08

# Course Management

The program's teaching staff includes leading experts in Legal and Administrative Aspects in Veterinary Centers, who will contribute their work experience to this program. They are world-renowned professionals from different countries with proven theoretical and practical professional experience.



“

*We have the best teaching team, with years of experience and who are determined to transmit all their knowledge about this sector to students"*

## Management



### Mr. Barreneche Martínez, Enrique

- Director of the consulting firm VetsPower.com, a business consulting firm dedicated exclusively to veterinary health centers for pets
- Graduated in Veterinary Medicine from the Complutense University of Madrid in 1990
- Vice-president of the provincial employers' association of the veterinary sector of Alicante, AEVA, and treasurer of the Confederation of Employers of the Veterinary Sector of Spain (CEVE)
- Co-founder of AVEPA's Management and Administration Working Group (GGA), of which he was chairman between 2011 and 2013
- Business experience: Founder and owner of the Amic Veterinary Center in Alicante from 1991 to 2018, transferred to focus exclusively on business management within the sector of veterinary health centers for pets
- Author of the books on business management in veterinary centers "¿Quién se ha llevado mi centro veterinario?" (2009) and "¡Ya encontré mi centro veterinario!" (2013)
- Co-author of two books and author of specific chapters in other publications for the training of Veterinary Clinic Assistants (VCA)
- Speaker in several courses and workshops on business management of veterinary centers, both in classroom and online, both in Spain and abroad
- Since 1999, he has given numerous conferences, courses and webinars for auxiliary personnel of veterinary centers

## Professors

### Mr. Vilches Sáez, José Vicente

- ◆ Project Manager - CursoACV.com
- ◆ Responsible for training platform - Cursoveterinaria.es
- ◆ Project Manager- Duna Formación
- ◆ Commercial Manager- Gesvilsa
- ◆ Manager of Professional Training at Duna, SL
- ◆ Community Manager
- ◆ Secretarial management - AGESVET
- ◆ Sales Manager Spain - ProvetCloud
- ◆ Technical Sales Manager - Guerrero Covas

### Mr. Martín González, Abel

- ◆ Degree in Veterinary Medicine from the Complutense University of Madrid, 1989
- ◆ Doctoral studies, without submitting the thesis
- ◆ Teacher collaborating with the Junta de Comunidades de Castilla La Mancha in courses on Livestock Farm Management
- ◆ Conferences on Ultrasound and Reproductive Control organized by AESLA (Asociación de Criadores de Raza Lacaunne) in different locations in Spain
- ◆ Speaker at the Lecture Series on Fighting Bull Diseases organized by the Veterinary school of Madrid
- ◆ Conferences on Management of Veterinary Centers organized by the AVEPA Management Group

- ◆ Speaker at several National Congresses organized by AVEPA (GTA-AVEPA, IVEE-AVEPA)
- ◆ INCUAL expert in the drafting of the professional qualification of Assistance and sanitary aid to the management of animals of Great Britain
- ◆ Veterinarian in free clinical practice as technical director of cattle, sheep, equine and swine farms
- ◆ Technical Director of ADSG in Castilla La Mancha (Spain): ADSG Bovino Castillo de Bayuela, ADSG Bovino La Jara, ADSG Extensivo Belvis, ADSG Bovino Los Navalmorales, ADSG Porcino La Jara
- ◆ Technical Director of the Sierra de San Vicente Meat Quality Brand
- ◆ Director of the Talavera Veterinary Center and Veco Veterinary Clinic in Talavera de la Reina.(Toledo)
- ◆ Director of the Hospital Clinical Hospital Talavera
- ◆ Founding member of CEVE (Confederación Empresarial Veterinaria Española), where he is currently vice-president. Member of the Health Commission and Digital Commission of CEVE
- ◆ Founding member of CEVE-CLM (Confederación Empresarial Veterinaria de Castilla La Mancha), of which he is currently president

09

# Impact on Your Career

We are aware that studying a program like this entails great economic, professional and, of course, personal investment.

The ultimate goal of this great effort should be to achieve professional growth and to do so with proven efficiency.





“

*Our challenge is to generate a positive change in your professional career. We are fully committed to helping you achieve it"*

### Are you ready to take the leap? Excellent professional development awaits you

With this program you will be able to drastically advance in your profession, although there is no doubt that, in order to do so, you will have to make an economic, professional and personal investment. However, the goal is to improve in your professional life and, to do so, it is necessary to fight.

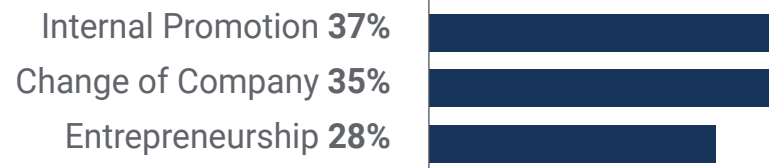
*Thanks to this educational program you will receive a large number of job offers with which you will be able to start your professional growth.*

*Include a highly specialized Postgraduate Certificate in your CV and move into new areas of work and professional development.*

#### When the change occurs



#### Type of change



## Salary increase

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This program represents a salary increase of more than **25.22%** for our students.



10

# Benefits for Your Company

The Postgraduate Certificate in Legal and Administrative Aspects for Veterinary Centers helps raise the organization's talent to its maximum potential by training high-level leaders.

Participating in this Postgraduate Certificate is a unique opportunity to access a powerful network of contacts in which to find future professional partners, customers or suppliers.





“

*In the digital era, the manager will bring new concepts, strategies and perspectives to the company that can bring about essential changes in the organization"*

Developing and retaining talent in companies is the best long-term investment.

01

### Intellectual Capital and Talent Growth

The executive will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.

---

02

### Retaining High-Potential Executives to Avoid Talent Drain

This program strengthens the link between the company and the executive and opens new avenues for professional growth within the company.

03

### Building Agents of Change

The manager will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.

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04

### Increased International Expansion Possibilities

Thanks to this program, the organization will come into contact with the main markets in the world economy.



05

### **Project Development**

The manager can work on a real project or develop new projects.

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06

### **Increased Competitiveness**

This program will equip students with the skills to take on new challenges and drive the organization forward.

11

# Certificate

The Postgraduate Certificate in Legal and Administrative Aspects in Veterinary Centers guarantees, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Technological University.





“

*Successfully complete this program and receive your university diploma without travel or laborious paperwork”*

This **Postgraduate Certificate in Legal and Administrative Aspects in Veterinary Centers** contains the most complete and up-to-date program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** via tracked delivery\*.

The diploma issued by **TECH Technological University** will reflect the qualification obtained in the Postgraduate Certificate, and meets the requirements commonly demanded by labor exchanges, competitive examinations, and professional career evaluation committees.

Title: **Postgraduate Certificate in Legal and Administrative Aspects in Veterinary Centers**

Official N° of hours: **150 h.**



\*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.



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Legal and Administrative Aspects  
in Veterinary Centers

