

# Postgraduate Certificate

Legal Aspects and Administration  
in Veterinary Centers





## Postgraduate Certificate Legal Aspects and Administration in Veterinary Centers

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Global University
- » Credits: 6 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtute.com/us/veterinary-medicine/postgraduate-certificate/legal-aspects-administration-veterinary-centers](http://www.techtute.com/us/veterinary-medicine/postgraduate-certificate/legal-aspects-administration-veterinary-centers)

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# 01

# Introduction

Legislation involving veterinary centers and companies in the sector is complex and difficult to implement due to the large number of aspects to be considered. That's why it's important to have in-depth knowledge in this area. Specialize in this field with this complete program focused on the legal aspects that control veterinary clinics.





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*We offer students the most comprehensive training on the market to bring the business management side of their veterinary center to the same level as the clinical and healthcare practice, offering their clients the highest quality in both services”*



When deciding to create a veterinary business, it's necessary to take into account that the first task is to deal with the general administration of each country, regional community and city council, since the development of the legislation has its particularities in each territory. Thus, before starting the veterinary activity itself, it is necessary to analyze everything from the conditions of opening in each region to the more detailed and important legal aspects, which will influence the management of the center and will increase the fixed costs and, therefore, the time needed to carry them out without breaking the law.

This Postgraduate Certificate will show the different types of companies that will determine the tax obligations, the Data Protection Law and Labor Risks. It develops the different types of contracts that exist, respecting the collective agreement and many other aspects that will guide the specific way of working, adhering to legal obligations and the protection of the consumer as a final objective.

Telephone service in this type of company is essential, in fact, the first contact that the customer has with the center is usually via telephone, so that first impression is the one that will be kept in the customer's subconscious for future relationships. It is even more important if we take into account that it is also the main and most direct way to report on the patient's progress, test results, treatment administration and other aspects, which is why a correct and effective telephone service protocol is essential.

At present, one of the main problems affecting continuing postgraduate specialization is its compatibility with work and personal life. Current professional demands make it difficult to achieve quality, specialized training in person, so the online format will allow students to combine this specialized training with their daily professional practice, without losing their connection to training and specialization.

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

The most important features of the program include:

- ♦ The development of case studies presented by experts in the Legal Aspects and Administration in Veterinary Centers
- ♦ The graphic, schematic, and practical contents with which they are created, provide scientific and practical information on the disciplines that are essential for professional development
- ♦ Latest innovations in Legal Aspects and Administration in Veterinary Centers
- ♦ Practical exercises where the self-assessment process can be carried out to improve learning
- ♦ Special emphasis on innovative methodologies for Legal Aspects and Administration in Veterinary Centers
- ♦ Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection work
- ♦ Content that is accessible from any fixed or portable device with an Internet connection



*Immerse yourself in this high quality educational training, which will enable you to face the future challenges in the management of veterinary centers"*

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*This Postgraduate Certificate may be the best investment you can make when selecting a refresher program to update your knowledge in Legal Aspects and Administration in Veterinary Centers”*

Its teaching staff includes professionals belonging to the field of management of veterinary centers, who bring to this training the experience of their work, as well as renowned specialists from reference societies and prestigious universities.

The multimedia content, developed with the latest educational technology, will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide an immersive training program designed to train in real situations.

This program is designed around Problem-Based Learning, whereby the specialist must try to solve the different professional practice situations that arise throughout the program. For this purpose, the professional will be assisted by an innovative system of interactive videos made by renowned and experienced experts in Legal Aspects and Administration in Veterinary Centers.

*This training comes with the best didactic material, providing you with a contextual approach that will facilitate your learning.*

*This 100% online Postgraduate Certificate will allow you to combine your studies with your professional work while increasing your knowledge in this field.*



# 02 Objectives

The Postgraduate Certificate in Legal Aspects and Administration in Veterinary Centers is aimed at facilitating the professional practice of veterinarians with the most innovative advances in the industry.





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*Our goal is to achieve academic excellence and to help you achieve professional success as well"*



## General Objectives

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- Evaluate the legislative conditions to be met before opening a veterinary health center to the public
- Specify the legal form of company to be created, with the particularities of each one, from partnerships to cooperatives of partners
- Analyze the different legislations to be applied once the veterinary health center is open to the public, always from the point of view of consumer protection, in order to provide an excellent service, such as data protection, occupational health, radiological protection, etc
- Develop a correct purchasing management and relationship with suppliers
- Examine the Law on Medicines and establish the correct issuance of prescriptions, as well as the subsequent control of such prescriptions
- Examine the civil liability that we acquire by the fact of managing a veterinary health center, for our workers by applying the collective agreement and for the clients in general



*Give your career a boost with this complete Postgraduate Certificate”*





## Specific Objectives

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- ♦ Identify the different types of labor companies that exist
- ♦ Examine the Personal Data Protection Law, what data we should know about our clients, how to store and manage them, as well as the different types of authorizations that must be provided to us before a procedure is performed on an animal
- ♦ Examine the occupational health that we must apply in our veterinary health center to guarantee our workers a correct development of their functions in the safest way according to the functions to be carried out
- ♦ 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
- ♦ Evaluate how to establish all the work procedures of our center respecting the correct professional ethics and deontology towards our clients and our team
- ♦ Develop a correct relationship with suppliers, knowing the ways to relate with them and to establish satisfactory commercial conditions for both parties, terms and payment conditions
- ♦ 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
- ♦ Identify and develop protocols for telephone customer service, mainly the implementation and evaluation of these protocols (from informing the customer about the service provided for their animals to how to communicate bad news)



# 03

# Course Management

The program includes in its teaching staff leading experts in Legal Aspects and Administration in Veterinary Centers who bring their work experience to this training. They are world-renowned professionals from different countries with proven theoretical and practical professional experience.



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



## Management



### Mr. Barreneche Martínez, Enrique

- ♦ Graduated in Veterinary Medicine from the Complutense University of Madrid in 1990
- ♦ Director of the consulting firm VetsPower.com, a business consulting firm dedicated exclusively to veterinary health centers for pets
- ♦ 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 in Spain (CEVE)
- ♦ Co-founder of AVEPA's Management and Administration Working Group (GGA), of which he was chairman between 2011 and 2013
- ♦ Own business experience. Founder and owner of the Amic Veterinary Center in Alicante from 1991 to 2018, transferred to dedicate himself exclusively to 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. Martín González, Abel

- ♦ Degree in Veterinary Medicine from the Complutense University of Madrid, (1989)
- ♦ Doctoral studies, without submitting the thesis
- ♦ Collaborating teacher with Castilla La Mancha Regional Government in courses on Livestock Farm Management
- ♦ Conferences on Ultrasound and Reproductive Control organized by AESLA (Lacaune Breeders Association) in different locations in Spain
- ♦ Speaker at the Lecture Series on Fighting Bull Diseases organized by Madrid Veterinarian Association
- ♦ Conferences on the 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 in Granada
- ♦ Veterinarian in free clinical practice as technical director of cattle, sheep, equine and swine farms

### Mr. Albuixech Martínez, Miguel

- ♦ Manager of AniCura Valencia Sur Veterinary Hospital
- ♦ Freelance consultir in Veterinary Center Management
- ♦ Integral Consulting in Grupo Audit, Deloitte & Touche or Sealco Consultores.
- ♦ Degree in Business Management and Administration from the Faculty of Economic and Business Sciences at the University of Valencia
- ♦ Master's Degree in Human Resources from ADEIT (Business-University Foundation)

### Mr. Vilches Sáez, José

- ♦ Project Manager- CursoACV.com
- ♦ Training Platform Manager- Cursoveterinaria.es
- ♦ Project Manager - Duna Formación
- ♦ Sales Manager - Gesvilsa
- ♦ Professional Training Manager at Duna SL
- ♦ Community Manager
- ♦ Secretarial Management - AGESVET
- ♦ Sales Manager, Spain - ProvetCloud
- ♦ Technical Sales Manager - Guerrero Coves

# 04

## Structure and Content

The structure of the contents has been designed by the best professionals in Legal Aspects and Administration in Veterinary Centers sector, with extensive experience and recognized prestige in the profession, backed by the volume of cases reviewed and studied, and with an extensive command of new technologies.





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*We have the most complete and up-to-date academic program in the market. We strive for excellence and for you to achieve it too"*



## Module 1. Legal Aspects and Administration in Veterinary Centers

- 1.1. Legal Forms of Companies in the Veterinary Health Center Sector
  - 1.1.1. According to the Type of Liability
  - 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. Data Processing Protocols
  - 1.2.4. Registration of Activities
  - 1.2.5. Regulatory Reports
  - 1.2.6. The Data Controller
- 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 Law on Medicines to Be Taken Into Account
  - 1.4.2. Prescriptions: Issuance, Control, Registration
  - 1.4.3. Cascade Prescription
  - 1.4.4. Exceptional Recipes
- 1.5. Collective Bargaining Agreement for the Veterinary Health Centers Sector
  - 1.5.1. Work Organization and Functions
    - 1.5.1.1. Salary and Non-Wage Payments
  - 1.5.2. Workday
    - 10.5.2.1. Paid Leaves of Absence and Leaves of Absence
  - 1.5.3. Training and 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 Procedure
- 1.8. Management of Debts and Unpaid Debts in Veterinary Centers
  - 1.8.1. Debt Acknowledgment Documents
  - 1.8.2. Deferrals and Financing of Collections
  - 1.8.3. Communication with Debtors
  - 1.8.4. Payment Order Lawsuits
- 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 Client
  - 1.10.3. Internal Communication and Call Logs



*This training will allow you to seamlessly advance in your career"*

# 05

# 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.







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*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"*

## At TECH we use the Case Method

What should a professional do in a given situation? Throughout the program you will be presented with multiple simulated clinical cases based on real patients, where you will have to investigate, establish hypotheses and, finally, resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Specialists learn better, faster, and more sustainably over time.

*With TECH you will experience a way of learning that is shaking the foundations of traditional universities around the world.*



According to Dr. Gervas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching power or because of its uniqueness or rarity. It is essential that the case is based on current professional life, in an attempt to recreate the actual conditions in a veterinarian's professional practice.



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*Did you know that this method was developed in 1912, at Harvard, for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”*

**The effectiveness of the method is justified by four fundamental achievements:**

1. Veterinarians who follow this method not only manage to assimilate concepts, but also develop their mental capacity through exercises to evaluate real situations and knowledge application
2. Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. The feeling that the effort invested is effective becomes a very important motivation for veterinarians, which translates into a greater interest in learning and an increase in the time dedicated to working on the course.





## Relearning Methodology

At TECH we enhance the Harvard case method with the best 100% online teaching methodology available: Relearning.

This university is the first in the world to combine the study of clinical cases with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, a real revolution with respect to the mere study and analysis of cases.



*Veterinarians will learn through real cases and by resolving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.*

At the forefront of world teaching, the Relearning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best online university (Columbia University).

With this methodology more than 65,000 veterinarians have been trained with unprecedented success in all clinical specialties, regardless of the surgical load. Our teaching method is developed in a highly demanding environment, where the students have a high 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 training, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation for success.*

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.

The overall score obtained by TECH's learning system is 8.01, according to the highest international standards.



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 adapted in 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.



### Latest Techniques and Procedures on Video

TECH introduces students to the latest techniques, the latest educational advances and to the forefront of current and procedures of veterinary techniques. All of this in direct contact with students and explained in detail so as to aid their assimilation and understanding. And best of all, you can watch the videos as many times as you like.



### Interactive Summaries

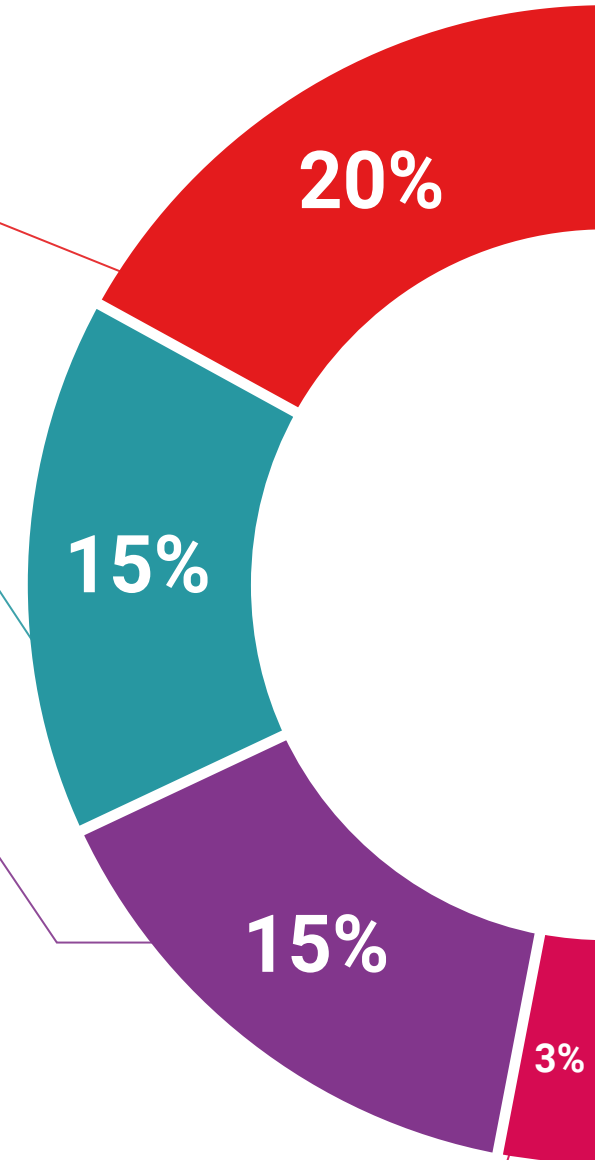
The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

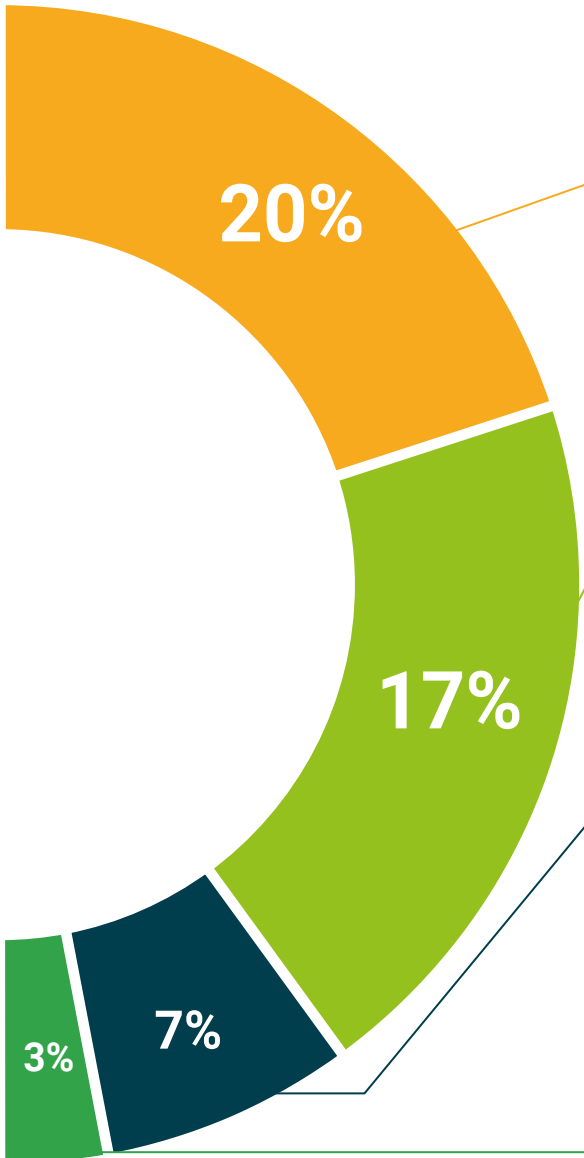
This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



### 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.





#### Expert-Led Case Studies and Case Analysis

Effective learning ought to be contextual. Therefore, TECH presents real cases in which the expert will guide students, focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



#### 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.



#### 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.



#### Quick Action Guides

TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help students progress in their learning.





# 06 Certificate

The Postgraduate Certificate in Legal Aspects and Administration in Veterinary Centers guarantees students, in addition to the most rigorous and up-to-date training, access to a Postgraduate Certificate issued by TECH Global University.



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*Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork”*

This program will allow you to obtain your **Postgraduate Certificate in Legal Aspects and Administration in Veterinary Centers** endorsed by **TECH Global University**, the world's largest online university.

**TECH Global University** is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

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

Modality: **online**

Duration: **6 weeks**

Accreditation: **6 ECTS**



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

future  
health confidence people  
education information tutors  
guarantee accreditation teaching  
institutions technology learning



**Postgraduate Certificate**  
Legal Aspects  
and Administration  
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