

Free Training and Resources



A collection of free training materials for you

To support you and your practice, we have a range of free tools and resources available on our website.

Go to: www.provetccg.com.au/free

Short Courses

Simple Career Development Tools

This short course will walk you through simple tools for career discussions and planning with all employees.

Head to Toe: The Patient Examination

This lesson based online short course provides a comprehensive guide for the veterinary nurse on the 'how and why' of this important procedure. On the ProSkillsOnline website, either login with your existing account, or create a new account and enrol yourself to begin.

The Full Clinical Patient Examination

In this videocast online short course you will learn about what we examine and why, what are normal parameters and how to discover abnormal results, and the use of mechanical monitoring equipment. On the ProSkillsOnline website, either login with your existing account, or create a new account and enrol yourself to begin.

Training Videos

Visit our YouTube Channel for training videos you can use in your practice. Subscribe and be kept informed of updates.

eBooks

Compassion Fatigue and Stress

Building a Collaborative High Performing Team Environment

Policies and Documents

We have well over 130 policies and documents you can purchase in our online Document Shop, however we have these available online for free:

Telephone Answering Policy

Download and customise to suit your practice

Blank Policy Template

Use this as a starting point to create your own policies

Personnel File Checklist

Ensure all essential documentation is on file

Induction Checklist Template

An Induction check for new personnel



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Position:

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Practice:

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Please indicate the items you would like additional information on:

Team Development

- ProSkills Online Short Courses
- Customer Service Intelligence
- Leadership Intelligence
- In-practice training
- Practice Management School
- Customer Service Roadshow
- Healthy Pets, Healthy Practice
- Certificate level veterinary nurse and management courses (via AIRC)

Business Development

- Practice Health Check
- Business Coaching Programs
- Personal Coaching Programs
- Financial Solutions Package
- Strategic Planning and Partner Alignment

Resources

- Team Profiling Tools: DISC and Motivators
- Mystery Shopping Program
- Client and Staff Surveys
- Workplace Health and Safety Manual
- Individual Policies and Procedures
- Human Resource Tools and Templates
- Pet Protector Online Course

Please email to: ccgenquiries@provet.com.au or fax to +61 7 3621 6006

Our team will be in contact with you soon with additional information. In the meantime, please check out our website: www.provetccg.com.au