



**DEPARTMENT OF ANIMAL HEALTH TECHNOLOGY**  
**COURSE OUTLINE – AH242**  
**ETHICS AND CLIENT RELATIONS – 2010/2011**

**INSTRUCTOR:** VARIES RAHT      **PHONE:** 780-835-6

**OFFICE:** FAS      **E-** @gprc.ab.ca

**MAIL:**

**OFFICE**

**HOURS:** 8:00-4:30 or as posted

**PREREQUISITE(S)/COREQUISITE:** Students must complete and pass AH 160 & AH 144 & AH 172

**REQUIRED TEXT/RESOURCE MATERIALS:**

None.

**CALENDAR DESCRIPTION:**

Skills in personal management, professionalism, and communications with clients, co-workers and employers will be taught. Students will learn to provide client education and grief counseling. The student is required to discuss relevant legislation and provisions with respect to ethics and jurisprudence

**CREDIT/CONTACT HOURS:**

**Course Code:** AH242

**Course Title:** Ethics and Client Relations

**Hours:** 32

**Credits:** 2

**DELIVERY MODE(S):**

Lectures and labs.

**OBJECTIVES:**

- A.** Stress Management
- B.** Conflict and Conflict Resolution
- C.** Team Building
- D.** Practice Philosophy/Client Relations
- E.** Euthanasia & Grief
- F.** Animal Welfare and Ethics

**TRANSFERABILITY:**

**\*\* Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

**GRADING CRITERIA:**

<b>GRANDE PRAIRIE REGIONAL COLLEGE</b>			
<b>GRADING CONVERSION CHART</b>			
<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A<sup>+</sup></b>	<b>4.0</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4.0</b>	<b>85 – 89</b>	
<b>A<sup>-</sup></b>	<b>3.7</b>	<b>80 – 84</b>	<b>FIRST CLASS STANDING</b>
<b>B<sup>+</sup></b>	<b>3.3</b>	<b>77 – 79</b>	
<b>B</b>	<b>3.0</b>	<b>73 – 76</b>	<b>GOOD</b>
<b>B<sup>-</sup></b>	<b>2.7</b>	<b>70 – 72</b>	
<b>C<sup>+</sup></b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2.0</b>	<b>63 – 66</b>	
<b>C<sup>-</sup></b>	<b>1.7</b>	<b>60 – 62</b>	<b>MINIMAL PASS*</b>
<b>F</b>	<b>1.3</b>	<b>55 – 59</b>	<b>FAIL</b>
	<b>1.0</b>	<b>50 – 54</b>	
	<b>0.0</b>	<b>0 – 49</b>	
<b>WF</b>	<b>0.0</b>	<b>0</b>	<b>FAIL, withdrawal after the deadline</b>

\*overall grade average has to be 2.0 or higher to be successful in the program.

## **EXAMINATIONS:**

<b>Mark Distribution</b>	
<b>A.</b> Quizzes/ Assignments	25%
<b>B.</b> Midterm Exam	20%
<b>C.</b> Final Exam	35%
<b>D.</b> Lab Participation	5%
<b>E.</b> Animal Care Related Duties	15%
	<b>100%</b>

A minimum of 60% must be obtained in the practical and theoretical components and a minimum of 70% must be obtained in the animal care related portion of the course in order to successfully pass AH242.

Attendance is mandatory for labs, guest speakers and animal care related duties. A 5% deduction of the overall course will occur for each unexcused absence in lab, for guest speakers and/or animal care duties. A 0% grade will be given for any unexcused missed assignments/projects/quizzes or exams given.

Missed labs/guest speakers are not available for make-up.

Three or more unexcused absences consecutive or otherwise, in animal care related duties will result in an automatic incompleteness of the course AH242.

Having a valid reason for missing a lecture, guest speaker, lab, quiz/exam does not change the student's responsibility to acquire the information dispensed during a lecture/lab, nor their obligation to finish required assignments/reports by the due date or quizzes/exams.

A 0% grade will be given for any unexcused late assignments.

## **STUDENT RESPONSIBILITIES:**

Enrolment at GPRC assumes that the student will become a responsible citizen of the College. As such, each student will display a positive work ethic, take pride in and assist in the maintenance and preservation of Institute property, and assume responsibility for his/her education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and

respecting instructor expectations concerning attendance, assignments, deadlines, and appointments.

### **STATEMENT ON PLAGIARISM AND CHEATING:**

Please refer to pages 49-50 of the College calendar regarding plagiarism, cheating and the resultant penalties. These are serious issues and will be dealt with severely.

### **COURSE SCHEDULE/TENTATIVE TIMELINE:**

#### **Learning Outcome Guides**

**A. Module 1: Stress Management**

Upon successful completion of this Learning Outcome Guide, you will be able to identify causes and symptoms of stress and develop stress management skills.

**B. Module 2: Conflict and Conflict Resolution**

Upon successful completion of this Learning Outcome Guide, you will be able to describe and demonstrate conflict and conflict resolution skills.

**C. Module 3: Team Building**

Upon successful completion of this Learning Outcome Guide, you will be able to describe and demonstrate team building.

**D. Module 4: Practice Philosophy/Client Relations**

Upon successful completion of this Learning Outcome Guide, you will be able to describe and demonstrate practice philosophy/client relations.

**E. Module 5: Euthanasia & Grief**

Upon successful completion of this Learning Outcome Guide, you will be able to identify and describe euthanasia and grief.

**F. Module 6: Animal Welfare and Ethics**

Upon successful completion of this Learning Outcome Guide, you will be able to discuss animal welfare and ethics.

## **Additional Information**

Animal Care Related Duties refer to the provision of essential care to our campus small animals (walking, behavior observation and documentation.) Students are required to participate based on a rotation schedule. Not doing so according to set guidelines can result in deductions. Schedule changes must be approved by the instructor **prior** to scheduled time.

In the case of known absences, the instructor is to be notified **prior** to the lab/guest speaker/animal care related duty in writing, followed by written documentation of absence. In the case of unexpected absences, the instructor must be notified as soon as possible and documentation submitted. If possible find a classmate to switch with and notify the instructor with written documentation to be approved.

For your safety, the safety of others and the safety of the animals there will be a zero tolerance for anybody showing up for lab sessions, or lectures/guest speakers etc., under the influence of alcohol or other medication that may cause physical impairment or disruptive behavior.

\*overall grade point average has to be 2.0 or higher to be successful in the AHT program.

Created by: <Instructor Name>

Date:

Signature:

Approved by: Trisha Holubowich

Date:

Signature: