

# Internship Program

## MBA in Veterinary Center Management and Administration





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university

Internship Program  
MBA in Veterinary Center  
Management and Administration

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# 01 Introduction

As any other company, veterinary centers need an adequate management and direction that includes organization, planning, strategy and measurement of results. All the steps to follow in order to generate a profitable business activity that is in line with the values of the sector it is aimed at: animal health. In this sense, the director of a veterinary center must consider ethics as the basis of the work model and ensure its application in each process. They must generate confidence in their workers and have the most up-to-date business management skills. For those who wish to learn all the latest news about the MBA in Veterinary Center Management and Administration, TECH has created this eminently practical program where the professional will be able to carry out activities typical of the position, in a prestigious center chosen by TECH's expert team. During 3 weeks the student will advance in all the procedures and handling of technical equipment involved with their function and will do so in the hands of the most experienced experts who will accompany them.



*With this Internship Program you will learn the tasks of the director of a Veterinary Center and you will do it in situ, for 3 weeks in a prestigious center next to the best experts"*





Veterinary medicine plays a fundamental role in society. The prevention of diseases in domestic or wild animals is necessary and increasingly taken into account by the population. Therefore, it is essential to put it at the service of the community and to create spaces that provide optimal conditions is the task of the professionals in charge of establishing guidelines in veterinary centers.

For this reason, it is not enough to have business management skills, the director of the veterinary center must be involved with a new management model. Social responsibility is here to stay and business ethics in this type of business is essential. In addition, knowing how to create a business plan according to the resources available to the center and the annual projections is another of the main tasks, as well as measuring the results of each of the actions established to evaluate the performance of the strategy.

In this sense, TECH at the forefront of education has developed a program where the veterinary specialist will be able to access an animal health care center, directly and in person, to learn about the management of its administration.

This will be done in about 120 hours of practice, where you will perform activities typical of the MBA in Veterinary Center Management and Administration with a tutor who will guide you at all times. You will closely verify the new economic and organizational challenges faced by this type of company. The management of personnel, finances, innovation through new technologies, marketing and communication. You will develop your leadership skills, analyze the production processes and the use of resources, as well as the legal and administrative aspects of veterinary centers.

# 02

## Why Study an Internship Program?

The best way to learn is by doing. For this reason, TECH, at the forefront of education, has created an innovative Internship Program that will allow the professionals to approach directly to the procedures of their careers. In this case, it is the MBA in Veterinary Center Management and Administration, where the students will be able to intervene in the tasks of the environment, join a multidisciplinary team and advance towards the improvement of their skills. During 3 weeks, the students will be able to live with the work team during the 8-hour working day from Monday to Friday and witness first-hand how a veterinary clinic is managed. Throughout the 120 hours of practical study, you will be guided by a tutor who will accompany you in the process and will verify the technical and human equipment that the space has to carry out your work. Undoubtedly, upon completion you will have a professional background updated on new trends and the forefront of the needs of the veterinary sector, with which you will be ready to take on new responsibilities in the sector.



*Only with TECH you have the opportunity to train in a practical way directly and without complications in a prestigious veterinary center"*

### 1. Updating from the latest technology available

Most veterinary centers have evolved along with technological and scientific advances. The professional who runs them must be up to date with all the possibilities and advantages that this evolution offers, both for administrative management and to provide the clinic with the specific resources to offer a better health service to the animals and care to those responsible for them, in a state-of-the-art environment.

### 2. Gaining In-Depth Knowledge from the Experience of Top Specialists

In order for the students to obtain the best knowledge, TECH has chosen centers specialized in veterinary medicine of high level and professional criteria to carry out these practical trainings. In addition, a specialist is appointed as a tutor to provide the necessary support and guidance to the professional during the course, which gives the appropriate support to achieve the learning process in an effective way.

### 3. Entering First-Class Clinical Environments

The selection of the veterinary center where the students will carry out the internship goes through a meticulous selection process that corresponds to the activities contemplated in the program. Learning is the goal and perfecting a high-level professional background will be possible, thanks to TECH's exclusive agreement with prestigious companies to learn by doing.



#### 4. Putting the acquired knowledge into daily practice from the very first moment

There is no other program like this one. TECH has done a great job of researching the educational market and the needs of today's professional, to develop this innovative program of Internship Program. Aware of the need of veterinary medicine professionals to strengthen their knowledge in administrative and business management matters, TECH has created this academic space where they can learn In situ alongside the most experienced specialists.

#### 5. Expanding the Boundaries of Knowledge

Thanks to globalization, the frontiers of education have been broken down and with TECH it is possible to access a new learning model, which involves practical activity to learn by doing and with real experts. Therefore, these trainings can be carried out in different parts of the world according to the agreements established with companies in the sector. This is an opportunity that only this institution, aware of the need to create new spaces for professional training, can offer you.



*You will have full practical immersion at the center of your choice"*

# 03

## Objectives

The objective of this complete Internship Program in MBA in Veterinary Center Management and Administration is to train competent management professionals who master all areas of work in the management and direction of veterinary clinics. The professional will acquire the business vision necessary to achieve success in this sector. A goal that, in only 3 weeks, can be considered achieved given the high intensity and precision of these practices. In this way, the professional will be equipped with greater competencies for the achievement of their work goals, in a center with great experience and the best medical equipment.



### General Objectives

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- ♦ Master the main management methodologies of a veterinary center, taking into account the digital transformation of companies, the administrative and financial structure of success based on new models of ecological and socially responsible business
- ♦ Develop leadership and talent management skills to generate trust within the work environment, under the development of values consolidated in ethics and good working environment
- ♦ Identify the different challenges faced by veterinary medicine and the possibilities offered by scientific and technological advances to provide specialized care to patients and clients





## Specific Objectives

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- ♦ Verify the existing methodology for the preparation of an annual business plan and design new proposals
- ♦ Master the financial tools for managing a veterinary center
- ♦ Identify and evaluate the behaviors and consumer trends of a veterinary center's clients
- ♦ Compile the data necessary to generate a financial scorecard
- ♦ Designing, generating and interpreting the results of a financial scorecard
- ♦ Propose useful and practical working tools for innovation research
- ♦ Propose a dynamic business model that allows the company to be able to adapt to the changing global environment
- ♦ Analyze and define the different types of clients/users of a veterinary center
- ♦ Identify and evaluate the communication skills needed to be successful with customers
- ♦ Propose a methodology to effectively deal with clients with distorted emotions
- ♦ Develop loyalty processes
- ♦ Management the different marketing tools used to sell products and services
- ♦ Propose a methodology for a good recruitment and integration process
- ♦ Propose a methodology to ensure the necessary efficiency and effectiveness of a manager
- ♦ Examine and develop the production processes of a veterinary center and identify bottlenecks
- ♦ Participate in the development and implementation of lean business management in a veterinary center
- ♦ Create a culture of continuous improvement in business management
- ♦ Verify the 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
- ♦ Recognized the civil liability that we is acquired by the fact of managing a veterinary health center, for our workers by applying the collective agreement and for the clients in general



*You will learn in a first class veterinary center at the forefront of medical equipment and with the best professionals how to manage a clinic"*

# 04 Educational Plan

The Internship Program in MBA in Veterinary Center Management and Administration consists of a practical stay of 3 weeks in a prestigious national or international veterinary center. It consists of practical training with an assistant veterinary specialist. This stay will allow the students to know how to use a veterinary clinic with a professional team of reference in the field, applying the most innovative procedures of last generation.

In this training proposal, completely practical in nature, the activities are aimed at developing and perfecting the skills necessary for the provision of veterinary care in areas and conditions that require a high level of qualification, and are oriented to the specific training for the exercise of the activity, in an environment of safety and high professional performance.

It is undoubtedly an opportunity to learn by working alongside real professionals in MBA in Veterinary Center Management and Administration. An ideal teaching scenario for this innovative experience in the improvement of professional veterinary competencies for the 21st century.

Practical teaching will be carried out with the active participation of the student performing the activities and procedures of each area of competence (learning to learn and learning to do), with the accompaniment and guidance of teachers and other training partners that facilitate teamwork and multidisciplinary integration as transversal competencies for the practice management of Veterinary Centers (learning to be and learning to relate).

The procedures described below will form the basis of the practical part of the training, and their implementation is subject to both the suitability of the patients and the availability of the center and its workload, with the proposed activities being as follows:



Module	Practical Activity
<b>Business Plan Applied to Veterinarian Centers</b>	Perform an internal analysis of a veterinary center: facilities and equipment, personnel, income/expenses, clients, prices, services, communication with clients, training, suppliers and competition
	Propose a SWOT and CAME analysis applied to veterinary centers
	Participate in the monitoring of the control plan and the business plan of a veterinary practice
	Verify the application of digital health in the veterinary sector
	Perform the analysis of uncertainty time, time to change and market trends
	Evaluate the contingency plan applied to the business plan of a veterinary practice
	Designing the value proposition for the veterinary center's customers
<b>Business Strategy and Innovation in Veterinary Centers</b>	Manage warehouse stock in a veterinary practice
	Determine the break-even point and generate the sales ratio test in a veterinary practice
	Verify the costs of services in a veterinary center in terms of technological investment
	Participate in cash flow control and budget management in a veterinary practice
	Analyze the financial scorecard applied to veterinary centers
	Research for Continuous Improvement in the Business Strategy of Veterinary Centers
	<b>Marketing applied in veterinary centers</b>
Improve Merchandising and cross-selling in veterinary centers	
Propose new digital marketing strategies used in the veterinary center	
Examine customer segmentation and characterization in a veterinary practice	
Evaluate customer experience (CX) and user experience (UX) in veterinary centers	
Handle customer loyalty tools for veterinary center customers	
Evaluate telephone communication with veterinary center customers	

Module	Practical Activity
<b>Leadership and Management Skills Applied in Veterinary Centers</b>	Practice management and leadership skills essential in a veterinary center manager and/or owner
	Controlling the time management of a veterinary center manager
	Verify the Strategic Planning of the Staff of a Veterinary Center
	Perform job analysis and job descriptions
	Designing internal communication proposals in a veterinary center
	Participate in the process of evaluation, retention and remuneration of the performance of the employees of a veterinary center
	Evaluate business productivity in the veterinary health center sector
<b>Production processes in veterinary centers</b>	Analyze the business management model applied to the veterinary health center industry
	Use tools for lean implementation applied to veterinary centers
	Verify the data protection systems in a veterinary practice
	Examine civil liability in the exercise of activity in veterinary health care centers
	Verify the management of purchases, debts and unpaid debts in the veterinary center



*Receive specialized education in an institution that can offer you all these possibilities, with an innovative academic program and a human team that will help you develop your full potential"*

# 05

## Where Can I Do the Internship Program?

In its maxim of offering a unique experience to the student in the development of their skills, TECH gives you the opportunity to put into practice the theoretical knowledge learned in a veterinary center of rigor where to undertake this Internship Program. In this way, you will specialize alongside the best in the MBA in Veterinary Center Management and Administration, propelling your career towards the highest level of responsibility in a veterinary clinic. In addition, our institution adapts to the needs and preferences of the student, allowing them to choose the destination that best suits their needs.



*Bet on your professional development alongside the veterinary elite with this Internship Program in MBA in Veterinary Center Management and Administration"*





The student will be able to do this program at the following centers:



Veterinary

### Centro Veterinario Pozuelo Estación

Country	City
Spain	Madrid

Address: calle Almansa 7, pozuelo de Alarcón

Veterinary Clinic specialized in canine skin health

#### Related internship programs:

-MBA in Veterinary Center Management and Administration



Veterinary

### Clínica Veterinaria El Escorial

Country	City
Spain	Madrid

Address: Avd. Felipe II N.º 1, Urb. Los Escoriales, 28280 – El Escorial

Veterinary Clinic specialized in Ophthalmology, Oncology, Surgery and Traumatology

#### Related internship programs:

-MBA in Veterinary Center Management and Administration



Veterinary

### Centro Veterinario La Caleta MiVet

Country	City
Spain	Malaga

Address: Av. de Andalucía, 126, 29751 Caleta de Vélez, Málaga

La Caleta Veterinary Center is a high level center specialized in general and integral care

#### Related internship programs:

-Small Animal Dermatology  
-Veterinary Emergencies in Small Animals



Veterinary

### Hospital Veterinario Málaga Este MiVet

Country	City
Spain	Malaga

Address: Avenida Infanta Elena, 29740 Torre del Mar, Málaga

The only veterinary hospital in the East zone of Malaga with 24 hours emergency attention

#### Related internship programs:

-MBA in Veterinary Center Management and Administration  
-Veterinary Emergencies in Small Animals



Veterinary

### Hospital Veterinario Alberto Alcocer

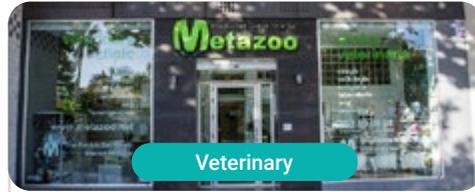
Country	City
Spain	Madrid

Address: Av. de Alberto Alcocer,  
45, 28016 Madrid

General and 24-hour veterinary hospital located  
in the center of Madrid.

**Related internship programs:**

- MBA in Veterinary Center Management and Administration
- Veterinary Radiology in Small Animals



Veterinary

### Metazoo

Country	City
Spain	Malaga

Address: Avda.General Lopez Dominguez,  
esquina Severo Ochoa ,Edf Puerto Azul, portal,  
2B, 29603 Marbella, Málaga

Preventive and general veterinary clinic

**Related internship programs:**

- MBA in Veterinary Center Management and Administration



Veterinary

### Clínica Veterinaria Rosa Luxemburgo

Country	City
Spain	Madrid

Address: Calle Seis de Diciembre SN, Local 29,  
Madrid Aravaca

Animal health care center

**Related internship programs:**

- MBA in Veterinary Center Management and Administration
- Small Animal Internal Medicine





Veterinary

### Clínica Veterinaria Don Bosco

Country: Argentina  
City: Buenos Aires

Address: Conquista de Desierto 662,  
Ezeiza, Bs. As

Clinic of general and specific specialties of Veterinary  
Medicine

**Related internship programs:**

- Veterinary Anesthesiology
- Veterinary Emergencies in Small Animals



Veterinary

### Veterinaria SUMMA

Country: Argentina  
City: Cordoba

Address: José Roque Funes 1660 cerro  
de las rosas - Córdoba Capital

High complexity veterinary center  
and product distribution

**Related internship programs:**

- MBA in Veterinary Center Management and Administration
- Veterinary Surgery in Small Animals



Veterinary

### Hospital Veterinario Reynoso

Country	City
Mexico	Mexico

Address: Guillermo roja No.201 Col. Federal Toluca Edomex

High specialty veterinary hospital

**Related internship programs:**

- Anesthesiology and Veterinary
- MBA in Veterinary Center Management and Administration



Veterinary

### Neuropets Veterinaria

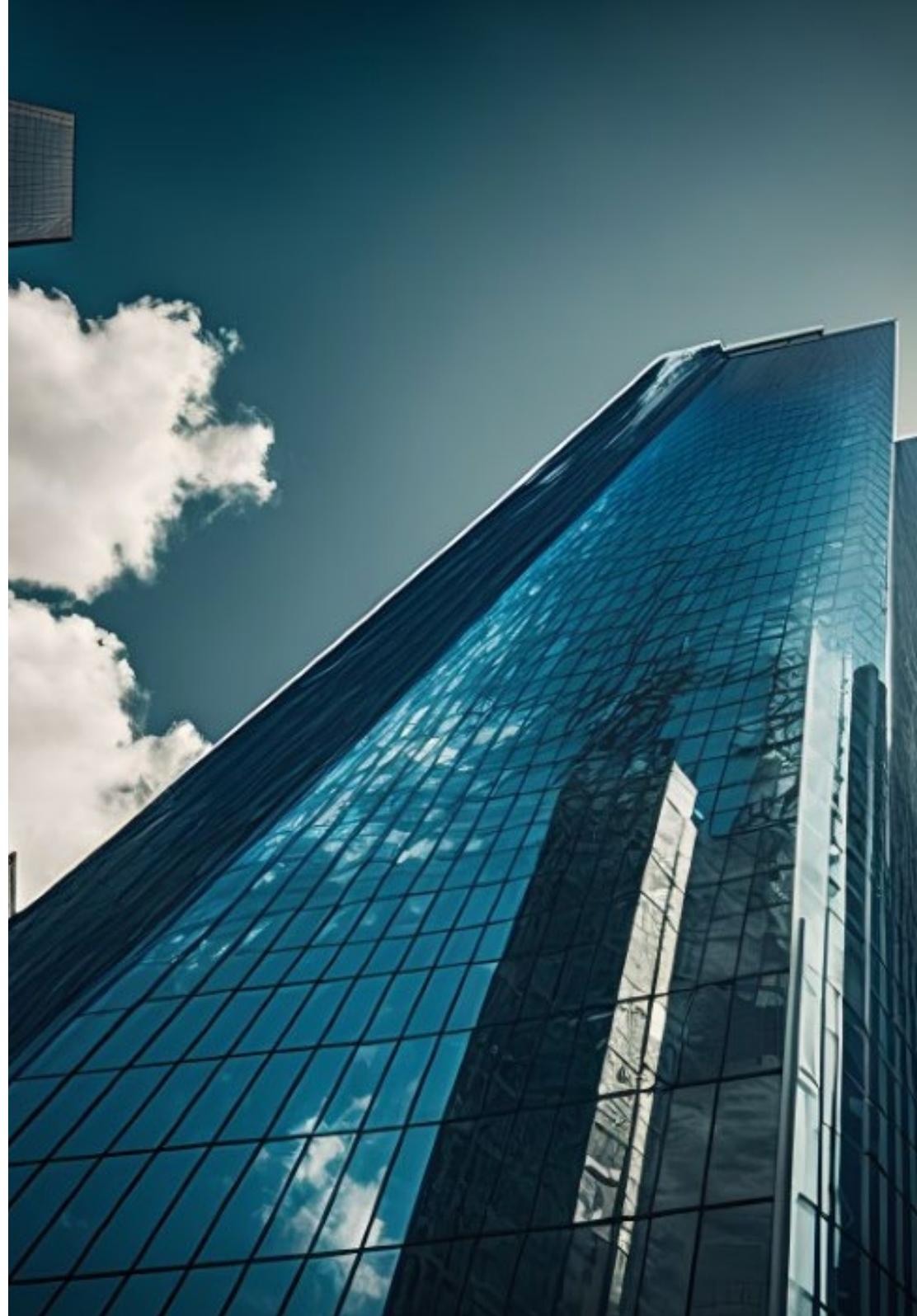
Country	City
Mexico	Mexico City

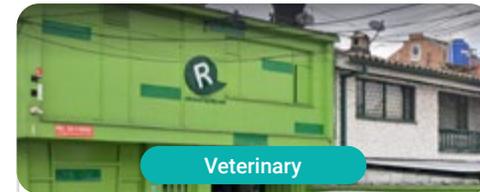
Address: Laguna Tamiahua #61, Anáhuac I Secc, Miguel Hidalgo, 11320 Del. Miguel Hidalgo, CDMX

Group of veterinarians with more than 10 years of experience in specialized veterinary medicine.

**Related internship programs:**

- MBA in Veterinary Center Management and Administration
- Physiotherapy and Rehabilitation of Small Animals





Veterinary

### Clínica Raza

Country	City
Colombia	Bogotá, Distrito Capital

Address: Av. la esperanza 81-38  
Bogotá, Colombia  
Center specialized in the care of veterinary clinic

- Related internship programs:**
- MBA in Veterinary Center Management and Administration
  - Veterinary Surgery in Small Animals

# 06

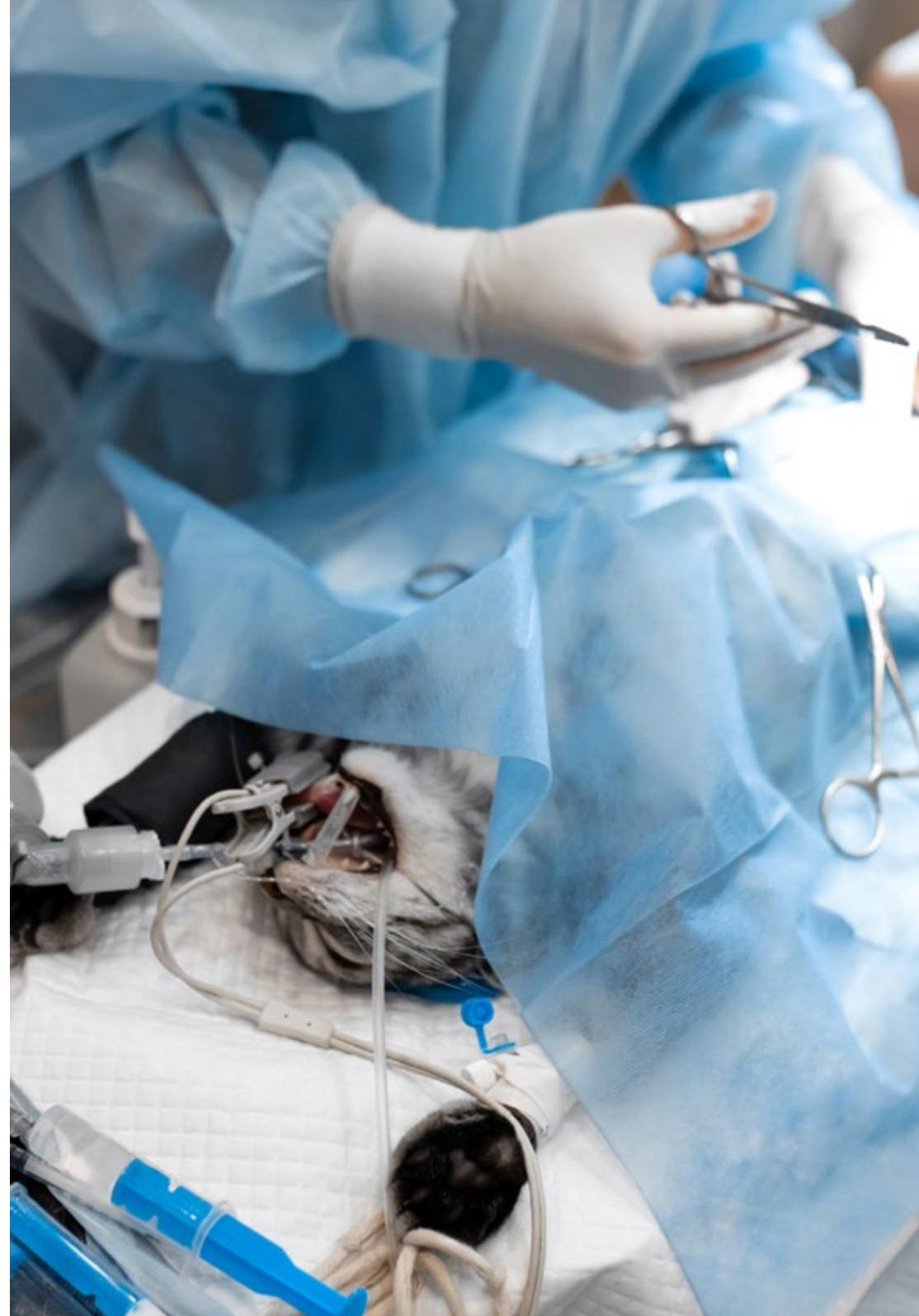
## General Conditions

### Civil Liability Insurance

This institution's main concern is to guarantee the safety of the trainees and other collaborating agents involved in the internship process at the company. Among the measures dedicated to achieve this is the response to any incident that may occur during the entire teaching-learning process.

To this end, this educational entity undertakes to take out civil liability insurance to cover any eventuality that may arise during the internship during the stay at the internship center.

This liability policy for interns will have broad coverage and will be taken out prior to the start of the practical training period. That way professionals will not have to worry in case of having to face an unexpected situation and will be covered until the end of the internship program at the center.



## General Conditions of the Internship Program

The general terms and conditions of the internship agreement for the program are as follows:

**1. TUTOR:** During the Internship Program, students will be assigned two tutors who will accompany them throughout the process, answering any doubts and questions that may arise. On the one hand, there will be a professional tutor belonging to the internship center who will have the purpose of guiding and supporting the student at all times. On the other hand, they will also be assigned an academic tutor, whose mission will be to coordinate and help the students during the whole process, solving doubts and facilitating everything they may need. In this way, the student will be accompanied and will be able to discuss any doubts that may arise, both clinical and academic.

**2. DURATION:** The internship program will have a duration of three continuous weeks, in 8-hour days, 5 days a week. The days of attendance and the schedule will be the responsibility of the center and the professional will be informed well in advance so that they can make the appropriate arrangements.

**3. ABSENCE:** If the student does not show up on the start date of the Internship Program, they will lose the right to it, without the possibility of reimbursement or change of dates. Absence for more than two days from the internship, without justification or a medical reason, will result in the professional's withdrawal from the internship, therefore, automatic termination of the internship. Any problems that may arise during the course of the internship must be urgently reported to the academic tutor.

**4. CERTIFICATION:** Professionals who pass the Internship Program will receive a certificate accrediting their stay at the center.

**5. EMPLOYMENT RELATIONSHIP:** The Internship Program shall not constitute an employment relationship of any kind.

**6. PRIOR EDUCATION:** Some centers may require a certificate of prior education for the Internship Program. In these cases, it will be necessary to submit it to the TECH internship department so that the assignment of the chosen center can be confirmed.

**7. NOT INCLUDED:** The Internship Program shall not include any element not described in these conditions. Therefore, it does not include accommodation, transportation to the city where the internship takes place, visas or any other items not listed.

However, students may consult with their academic tutor for any questions or recommendations in this regard. The academic tutor will provide the student with all the necessary information to facilitate the procedures in any case.

# 07 Certificate

This program will allow you to obtain your **Internship Program diploma in MBA in Veterinary Center Management and Administration** 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: **Internship Program in MBA in Veterinary Center Management and Administration**

Duration: **3 weeks**

Attendance: **Monday to Friday, 8-hour consecutive shifts**

Accreditation: **5 ECTS**





Internship Program  
MBA in Veterinary Center  
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# Internship Program

## MBA in Veterinary Center Management and Administration

