

**Additional guidelines for certification/accreditation of courses
in non-veterinary professional skills:
Business administration, human resources management, communication and
social skills (formerly generic term "commercial-economic practice management")**

Introduction:

Since March 1, 2009 ATF accreditation of courses with contents on non-veterinary professional skills is possible. According to § 7 (4) of the model professional code of conduct [Musterberufsordnung] of the Federal Chamber of Veterinary Surgeons [Bundestierärztekammer – BTK] **further training in non-veterinary professional skills** can be accredited with a **maximum of 25 percent** of the total time of continuing education per year.

Please note that according to § 7 (2) of the model professional code of conduct [Musterberufsordnung] of the BTK veterinarians in Germany have to fulfil 20 hours of continuing education per year (veterinarians with an additional qualification: 24 hours per year, a minimum of 6 hours thereof concerning the subject of the additional qualification; specialised veterinarian: 30 hours per year, a minimum of 15 hours thereof concerning the subject of their specialization; veterinarians authorised to provide advanced veterinary training: 40 hours, a minimum of 20 hours thereof concerning the subject of their authorization).

The rules of professional code of conduct of the Chambers of Veterinary Surgeons of federals states [Landestierärztekammern] are mandatory and might be slightly different.

Criteria for ATF certification:— **Participants:**

The training is aimed at veterinarians, in exceptional cases veterinary nurses as well as other persons with verifiable activity in practice management (in cooperation with veterinarians in the clinic/practice), e.g. "practice manager" are also allowed to participate.

— **Contents:**

Further training may be accredited if it provides knowledge of practice organisation and management, business administration, marketing, personnel management, communication and social skills, incl. the associated legal basis.

This includes, according to a resolution of the ATF Executive Board [ATF-Vorstand], the following contents:

- ☞ Practice organization, human resources, staff management
e.g. legal foundations (labour law, maternity protection, data protection), working time and remuneration models, staff development, conflict management etc.
- ☞ Type of practice, practice purchase and sale
e.g. regulations under professional law including telemedicine, possibilities of partnership, valuation of the practice, practice as retirement provision etc.
- ☞ Accounting and practice controlling, business development, quality management, digitalization,
e.g. tax law, insurances, bookkeeping structure, cost types, cost and activity accounting, application of the veterinary fee schedule, profit and loss control, etc.
- ☞ Marketing
e.g. customer loyalty, public relations incl. social media, (therapeutic products) advertising and competition law etc.
- ☞ Communication
e.g. communication with employees, communication with pet owners to increase compliance
- ☞ Social skills
e.g. professional conflict and de-escalation management, professional time and self-management, mental health, burnout prevention, etc.

— **Qualification of speakers:**

- ☞ Academic degree (university or university of applied sciences / college) in the area of the content presented in the course (proven subject-related qualification)
Veterinarians with proven additional qualification for the content presented