

13-Week Graduation Checklist

Dedicate just 20 minutes a day, five days a week, to studying, and you can complete this program in just 13 weeks. Here's how it works:

Student Name:	
Start Date:	Graduation Date:

Getting Started	✓
Student Toolbox	
Locate & Visit the VRCE Study Group	
Download "IGNITE Veterinary" Mobile App	

You Are Important Module	✓
The Important Role of a CSR in the Practice	
The Benefits of Cross-Training and Career Advancement	
Mental Health	
Total Time to Complete @ 20 Min a Day	7 Days

Ethics and Safety Module	✓
Confidentiality and Accuracy: Records, Files, Computer Maintenance	
Professionalism in the Workplace	
Bullying in the Workplace	
The Disaster of Missed Details	
Occupational Safety Procedures	
Total Time to Complete @ 20 Min a Day	9 Days

Appointment Capture and New Client Acquisition Module	✓
Harness the Power of Your Practice's Phone – Inbound Calls	
Introduction to Appointment Capture	
Managing Rechecks, Reminders and Recalls	
New Client Acquisition	
Intermediate Appointment Capture	
Total Time to Complete @ 20 Min a Day	9 Days

Communication & The Client Experience	✓
Empathy and Helping Clients	
Foundations of the Client Experience	
Communicating Information to Clients	
Thriving During Conflict with Coworkers	
Reading Body Language	
Intermediate Client Experience	
Thriving During Conflict with Clients	
Managing Wait Times	
Admitting Patients to Your Hospital	
Discharging Patients from Your Hospital	
Total Time to Complete @ 20 Min a Day	24 Days

Your Role in Hospital Finances Module	✓
Basic Hospital Finance and Revenue Drivers for the CSR	
The Basics of Cash Handling	
Creative Financing, Wellness Packages & Pet Insurance	
Confident Financial Conversations	
Total Time to Complete @ 20 Min a Day	7 Days

Medical Moments Module	✓
Breed Identification	
Veterinary Terminology for CSRs	
Safe Animal Handling	
Home Collection of a Lab Sample: Coaching the Client	
Proper Prescription Handling	
Total Time to Complete @ 20 Min a Day	17 Days

Study Preparation with Final Exam Complete & Graded	14 Days
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Graduation Benefits



Free 12 Month Membership to [North American Association of Veterinary Receptionists \(NAAVR\)](#)
 Free Access to Fear Free Certification
 Claim and Share Your Digital Badge



Graduate in 13 Weeks or less and Get 500 Bonus Learn & Earn Coins and an IGNITE Hooded Sweatshirt!



Need Assistance? Contact Your Student Success Specialist

Email instructor@ignitevet.com or visit learn.ignitevet.com and use the live chat.

