

ProSkills Online Courses

Flexible online training for you and your practice

Technical Topics

Customer Service and Personal Effectiveness Topics

Management and Human Resources Topics

Self-paced

When you see this symbol it means you can log on and off as you like. Forums, movies, animations, interactive content, and image galleries give you a broad spectrum of interactive learning materials.

Focus Topics

When you see this symbol it means you can enjoy pre-recorded lectures of around 45-60 minutes. They are presented on a specific area by noted industry professionals. Your 3 day access allows you to review the material as often as you wish during that time.

Technical Topics

Self-paced

Cardiopulmonary Cerebral Resuscitation

CPCR is an online course designed specifically for those wishing to gain exceptional knowledge to achieve optimal resuscitation techniques and understanding. The course makes extensive use of rich media, including images, video demonstrations and animations, to engage and teach practical skills. Covering areas ranging from task allocation, drug use and administration through to the latest cardiac massage techniques. Be prepared for the next arrest!

Self-paced

The Essentials of Pathology

This course will give you a comprehensive introduction to basic in-house veterinary pathology procedure. On-going assessment ensures you understand as you go. Topics covered include the use of the microscope and refractometer, understanding blood collection and storage, PCV and TPP, making blood smears, recognising normal and abnormal red blood cells, recognising white blood cells, performing differential white cell counts, understanding common biochemical and electrolyte tests, biopsies, skin, urine and faecal tests.

Self-paced

Understanding Preventative Health: Diseases, Parasites and Nutrition

Answering the curly questions from your clients like "Why isn't this treatment working?" or "How did my cat catch this?" can be very challenging for the veterinary nurse. This course thoroughly explores the conditions we work hard to prevent. It covers the basis of disease, viral and parasitic conditions, how they are spread and the effects they have on pets as well as people. It looks at basic nutrition and the diets we can recommend to our clients.

Self-paced

Urinary Catheter Placement and Care

Urinary catheter placement and care are a common part of the veterinary practice, therefore it is important that the veterinary nurse understands the reasons why they may be used. This course covers the reasons for their placement and type of catheters available for use in the veterinary field. Patient preparation and techniques for male and female dog and cat catheterisations, in-dwelling catheter care and maintenance will be discussed.

Self-paced

Vascular Access via Veins, Arteries and Bones

Venous Access catheters are an integral part of everyday veterinary medicine. It is important that the veterinary nurse understands the reasons for use, type, placement and monitoring of intravenous catheters. Learn how to manage intravenous catheters (including central lines), arterial access, intraosseous catheterisation and parenteral nutrition.

Self-paced

Breath of Life: The Ventilated Patient

This course focuses on intensive and critical care nursing with emphasis on the ventilated patient. Using video footage from a snake envenomation ventilated patient, the nursing actions will be explored and discussed in-depth. The course will equip experienced nurses to design and implement a thorough nursing plan to enhance patient care and a positive outcome.



Try a free course

Want to get a taste of our courses? Take this FREE COURSE: Head to Toe: The Patient Examination (self-paced)

Whether performing triage, in-patient or pre-consultation examinations; whether new to the industry or an experienced nurse, this media rich course will engage, teach and renew your patient examination skills.

Self-paced Foundation Skills for Veterinary Nurses

Veterinary nursing is a diverse and busy career path that can be overwhelming for those new to the profession. This self-paced online course is specifically designed for new nurses or those wishing to re-skill in general nursing, and takes attendees through the practical foundation skills all veterinary nurses need. Topics include examination techniques, TPR assessments and understanding basic animal behaviour and restraint techniques.

Customer Service and Personal Effectiveness Topics

Focus Topics Communication Excellence

We face a lot of challenges in practice every day and good communication is one of the important skills you can bring to your colleagues and clients. This presentation will give you insight and sound practical skills. Topics covered include understanding 'emotional intelligence', communication basics, cooperative communication, listening and assertiveness skills and communication to diffuse conflict.

Focus Topics Succeeding with Difficult Clients

Difficult clients can be a challenging and often emotional experience. However maintaining your poise and succeeding with difficult clients is truly rewarding. This online course covers the anatomy of difficult clients, understanding anger styles and the impact of body language and tone, personal skills and emotional intelligence, simple skills to manage the 'difficult client' experience and using practice standards to prevent common complaints.

Focus Topics Professional Telephone Techniques

Professional Telephone Techniques is vital for all veterinary personnel. Statistics show that over 80% of all new clients first make contact by phone. Topics covered in this course include understanding the importance of the telephone, telephone communication, placing calls on-hold and message taking, phone management, handling client complaints and your practice standards.

Management and Human Resources Topics

Self-paced Human Resource Essentials

In this course you will walk you through a series of checklists and exercises so you can "audit" yourself and assess the areas you implement well and areas that you may need to improve in your practice. You will focus on your skills and attributes as a manager or supervisor of staff.

Self-paced Inducting New Employees

Inducting New Employees is a course to guide employers through both the technical and cultural aspects of induction programs. Topics include creating induction plans, adult learning principles, designing training plans and coaching and performance issues in the induction phase.

Self-paced Managing and Developing Performance

Managing and Developing Performance looks at the structures you can put in place to build an effective performance management system. You will examine informal techniques such as reward and recognition, coaching, counselling and disciplinary action. Formal performance management techniques discussed include: performance appraisals, key performance objectives and development planning.

Focus Topics Motivating Staff

In this course you will gain very practical tips on motivating staff. It covers: what is motivation, types of individual motivators, the process of motivating, the importance of reward and recognition and the importance of having a framework – a system in which guidelines, parameters and communication can be used to maximise motivation.

Self-paced Recruiting: The Right Person in the Right Role

This course covers the recruitment process from start to finish. Topics include identifying and analysing the vacancy, preparing a job description and key selection criteria, advertising for the role, managing candidates, behavioural interviewing, reference checks, legal considerations and making the final decision.



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