

# University of Pretoria Yearbook 2020

## Veterinary professional life 511 (VPL 511)

**Qualification** Undergraduate

**Faculty** [Faculty of Veterinary Science](#)

**Module credits** 8.00

**Prerequisites** VPL 401.

**Contact time** 3 lectures per week over 14 weeks, 9 other contact sessions for 1 week

**Language of tuition** Module is presented in English

**Department** Veterinary Tropical Diseases

**Period of presentation** Semester 1

### Module content

This module deals with business management including basic financial reporting and development of a business plan. Marketing, promotion and sales are studied in terms of marketing oneself and one's business. Human resources management are approached from the perspective of staff recruitment and retention, work place discipline, as well as recognition and rewards for good work performance and application of the Labour Law in the work place. The module is concluded with strategic client service and management that will focus on client satisfaction and dissatisfaction, approaches to deal with different categories of clients and compassion fatigue and its components.

The information published here is subject to change and may be amended after the publication of this information. The [General Regulations \(G Regulations\)](#) apply to all faculties of the University of Pretoria. It is expected of students to familiarise themselves well with these regulations as well as with the information contained in the [General Rules](#) section. Ignorance concerning these regulations and rules will not be accepted as an excuse for any transgression.