



**Exam code:** EC 2 – 1 version Oct. 2010

**Title:** Professional attitude within a team

**Description of the task:**

**The veterinary nurse / technician is capable of developing professional competences and to develop effective working relationships.**

You work as a veterinary nurse / technician and you just started your shift at the beginning of the afternoon. You will be working together with Jacky the rest of the day. Mary has worked this morning and needs to rush home. She leaves you a list of all the things you and Jacky need to do in the next 2 hours. Jacky will be working mainly at the reception desk, while you will be working in the back.

The tasks that need to be done are displayed on the yellow cards. Place them in the order you are going to do them and explain your choices. The cards show an estimation of the time needed to do them.

If you need Jacky's help, place a green card next to your yellow card. Make sure you don't interrupt her unnecessarily.

If you need advice from your superior place a blue card next to your yellow card and explain your choice. Your supervisor is also very busy this afternoon. She does not appreciate being bothered more than needed.

Please note that you need to select the tasks you can do in two hours, as your shift will end after that time.

The time you have to complete this task is 6 minutes.



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## METHODOLOGY

<b>You will be expected to:</b>
1. Choose the tasks that can be done in 2 hours time
2. Choose the tasks that cannot be postponed
3. Explain why you chose these tasks
4. Order the tasks in a logical timeline
5. Explain why you place them in that order
6. Place a green card next to each task that you need your colleague for
7. Explain why you need her for these tasks
8. Place a blue card next to each task that you need your supervisor for
9. Explain why you need her for these tasks

*The highlighted steps are critical: if not performed correctly, you will fail the exam.*

