These programmes are accredited by

Nurse Certificate Programmes
New programmes commencing in November 2013 to January 2014

NCerts awarded by ESVPS to qualified veterinary nurses in the following subjects;
• Anaesthesia
• Animal Behaviour
• Emergency and Critical Care Nursing

Plus a Certificate in;
• Practice Management and Administration (available to nurses, practice managers and vets)

• Gain a European Certificate
• Stepping stone to University qualifications*
• NEW Emergency and Critical Care course
• Flexible attendance and payment options

*See page three for details

These programmes are accredited by

ESVPS
European School of Veterinary Postgraduate Studies

Harper Adams University

Swindon, St Albans, Cranage
Welcome

Welcome to the 2013-14 series of modular training programmes for veterinary nurses and accompanying Nurses Certificate qualifications.

This year there are two exciting developments - A BRAND NEW COURSE- Emergency and Critical Care Nursing which starts in January 2014 in Swindon and in Cranage. Full details are available on pages 15 – 18.

AND A BRAND NEW QUALIFICATION!
In collaboration with Harper Adams University, the Nurses Certificates (NCerts) in Anaesthesia, Animal Behaviour and Emergency & Critical Care Nursing awarded to successful candidates by ESVPS will shortly provide a route to the award of a Graduate Certificate in Professional Studies. This carries 40 academic credits which may be used towards a higher future award.

You can find out more about these qualifications and the exams on pages 10 to 13.

Why choose one of these courses?
• Enhance your clinical skills and knowledge
• Increase your confidence and job satisfaction
• Gain an achievable and recognised qualification and University awarded academic credits
• Flexible attendance options - you can choose one or two modules or book the entire course and spread your attendance over 3 years if you’re working towards the Certificate.
• Easy payment options

There is no better time to get on board- call us on 01793 759159 to talk to one of our team and book your place!

P.S. Don’t forget to look out for Protexin vouchers in your practice – you can use them towards any of the courses.

David Babington BVetMed MRCVS
Managing Director Improve International
Nurses Certificate Programmes

Starting November 2013 - January 2014

“J have always been interested in Animal Behaviour but lacked the confidence and knowledge to take on behaviour cases. The Improve course seemed to be good value for money and was half the price of an alternative behaviour qualification I’d been considering. I liked the practical emphasis and was encouraged to start taking on behaviour cases quite quickly. Since completing the course I have continued to carry out behaviour consultations and have found this gives me a professional advantage, not to mention the real satisfaction I get from a successful outcome.”

Amy Miele
BVM&S Cert(AnBeh) MRCVS

“I came back to nursing after a break of ten years, and one of my biggest fears was being able to monitor anaesthetics. I was given the opportunity to do the anaesthesia course and I was reluctant at first with the thought of doing ‘school work’ and exams, but I needn’t have worried! The lecturers were first class and so patient, I felt comfortable enough to ask even the most basic of questions without feeling embarrassed. The work was easily manageable, even with having children, and I really enjoyed learning new things again. I still refer to my notes and use something learnt on the course every day!”

Sally Betterton
RVN NCert(A&CC)

4 – 7 Anaesthesia
(Available as one and two-day courses as well as a modular course)
- The anaesthetic machine and monitoring equipment
- Pre-anaesthetic assessment and premedication
- Intravenous and inhalant anaesthetics
- Fluid therapy in the perioperative period
- Nutrition in critical care
- Analgesia and pain assessment
- Cardio-pulmonary resuscitation, accidents and emergencies
- Anaesthesia of equine and exotic species
- Anaesthetic considerations for specific conditions I
- Anaesthetic considerations for specific conditions II

8 – 10 Animal Behaviour
(comprising four two-day courses that can be attended in sequence as well as a modular course)
- An introduction to animal behaviour
- Clinical causes of behavioural problems
- Aggression in companion animals I and II
- Anxiety and conflict in companion animals I and II
- Behaviour modifying medication nutraceuticals, pheromone therapy and complementary therapies for behaviour problems
- Case discussions

11 Exam information
12 What are my options?
13 Route to a Graduate Certificate in Professional Studies
14 Frequently asked questions

15 – 18 Emergency and Critical Care Nursing
- Triage, monitoring and stabilisation
- Fluid therapy in the emergency patient
- Medical emergencies
- Surgical emergency procedures
- Analgesia and anaesthesia
- Nursing the critical patient
- The trauma patient
- Practical day

19 – 22 Practice Management and Administration
(Available as one and two-day courses as well as a modular course)
- The confidence to manage my team
- Effective communication for managers in practice
- Getting the right staff
- Keeping the right staff
- Statutory and ethical requirements
- Marketing 1 – Online
- Marketing 2 – Getting and keeping the right clients
- Getting to grips with the figures

23 Save a place for me
24 Registration form

www.improvecpd.com
Course summary
Veterinary anaesthesia and analgesia have advanced significantly during recent years. This course will review the latest anaesthetic and monitoring equipment, the selection of key anaesthetic and analgesic agents, techniques for safe anaesthesia and effective analgesia in dogs, cats, equines and exotics. The course will help increase confidence in this vital area of veterinary nursing.

Course fees
Whole course
£1,995.00 plus VAT (£2,394.00 in total)
Attend one day only
£274.31 plus VAT (£329.18 in total)
Attend two days back to back
£523.69 plus VAT (£628.43 in total)

This includes tuition, course notes, access to notes online before and after the course, all refreshments, a buffet meal and use of the leisure facilities at the venue.

Course times
Registration and coffee 9.15am.
Modules start at 9.30am and finish at 5.00pm

Nurses Certificate Programmes
Nurses Certificate in Anaesthesia
NCert(Aneas)

Venues
Swindon, Wiltshire
St Albans, Hertfordshire

Course Speakers

Emma Love
BVMS CertVA DipECVAA DVA PhD FHEA MRCVS
Emma graduated from the University of Glasgow Veterinary School in July 2000 and completed a residency in veterinary anaesthesia at the University of Bristol. She holds RCVS and European College of Veterinary Anaesthesia and Analgesia Diplomas and is an RCVS Specialist in Veterinary Anaesthesia. Emma completed a PhD in 2009 “Advances in the Objective Evaluation of Pain and Analgesic Efficacy in Horses” and her clinical and research interests include pain assessment and analgesia in animals. Emma is currently a Senior Teaching Fellow in Veterinary Anaesthesia at the University of Bristol.

Pamela Murison
BVMS CertVA DipECVAA DVA MRCVS FHEA
Pamela Murison is Senior Lecturer in Veterinary Anaesthesia at the University of Bristol where she teaches on both veterinary and veterinary nursing degree programmes. Her interests include assessing efficacy of novel analgesics and factors which might affect ventilation during anaesthesia.

Nicola Grint
BVSc PhD DVA CertVA DipIECVAA MRCVS
Nicki graduated from Bristol Vet School in 2000, and stayed on to undertake an internship and then residency in veterinary anaesthesia. In 2005, she moved to Liverpool Vet School to undertake a three year lectureship post, becoming head of division in 2007. After leaving Liverpool, Nicki locumed at the Animal Health Trust, the Royal Veterinary College, and Ross University School of Veterinary Medicine. She has just completed her PhD at Bristol University and holds the RCVS certificate and diploma in veterinary anaesthesia, and is also a European diplomate in veterinary anaesthesia and analgesia. She currently runs the anaesthesia service at Cave Veterinary Specialists near Wellington.
Module 1
The anaesthetic machine and monitoring equipment

Course Content
The anaesthetic machine is an essential tool for inhalation anaesthesia. A good working knowledge of both the machine and breathing circuit is essential to ensure the safety of the patient. This session will cover the different types of machines available and will review available breathing circuits. The range of monitoring equipment in veterinary practice has increased significantly over the last few years and the latest thinking on this topic will be presented.

Key Learning Objectives
At the end of the course the delegates should:
• Understand the anaesthetic machine
• Know how anaesthetic breathing circuits work and how to choose them
• Understand the use of low flow anaesthesia with circle circuits
• Be able to fill in the anaesthetic record correctly
• Have an overview from basic through to advanced monitoring
• Understand equipment - how it works and what to choose
• Be able to anticipate potential problems and avoid pitfalls
• Adopt minimal monitoring in ‘general practice’
• Have an overview of ventilators and artificial ventilation

Course Tutor
Emma Love BVMS CertVA DipECVAA
DVA PhD FHEA MRCVS

Venues and Dates
Swindon, Wiltshire
Wednesday 27th November 2013
St Albans, Hertfordshire
Tuesday 3rd December 2013

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the following day (Pre-anaesthetic assessment and premedication. Intravenous and inhalant anaesthetics) for £523.69 plus VAT (£628.43 in total)

Module 2
Pre-anaesthetic assessment and premedication. Intravenous and inhalant anaesthetics

Course Content
This session will cover how to assess the patient before anaesthesia and the different drugs available for premedication. General anaesthesia may be induced by injectable drugs or inhalational agents. These will be reviewed along with methods of maintaining anaesthesia.

Key Learning Objectives
At the end of the course the delegates should:
• Understand the role of pre-anaesthetic assessment
• Understand the reasons and ways to use premedication and sedation
• Have an overview of injectable anaesthetics
• Have an overview of the inhalation anaesthetics
• Be able to review the principles and practical use of the newer agents

Course Tutor
Emma Love BVMS CertVA DipECVAA
DVA PhD FHEA MRCVS

Venue and Date
Swindon, Wiltshire
Thursday 28th November 2013
St Albans, Hertfordshire
Wednesday 4th December 2013

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the previous day (The anaesthetic machine and monitoring equipment) for £523.69 plus VAT (£628.43 in total)

Module 3
Cardio-pulmonary resuscitation, accidents and emergencies

Course Content
The causes of cardio-pulmonary arrest (CPA) will be covered as will how to recognise ‘at risk’ patients. The aim of cardiopulmonary resuscitation (CPR) is to support ventilation and circulation until natural functions can be restored and maintained. Equipment and resources needed for CPR will be included and a step-by-step ‘how to’ guide.

Key Learning Objectives
At the end of the course the delegates should:
• Be able to identify common complications in anaesthesia
• Know causes and identification and treatment of arrest
• Know what to do: A practical step-by-step guide as to:
  • How to manage an arrest
  • Basic CPR
  • Ventilation
  • Artificial circulation

Course Tutor
Pamela Murison BVMS CertVA DipECVAA
DVA MRCVS FHEA

Venues and Dates
Swindon, Wiltshire
Wednesday 18th December 2013
St Albans, Hertfordshire
Wednesday 29th January 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the following day (Anaesthesia of equine and exotic species) for £523.69 plus VAT (£628.43 in total)
Module 4
Anesthesia of equine and exotic species

Course Content
There are naturally some important differences when planning anesthesia in both equine and exotic species. This session will cover the different drugs and techniques available for both the horse and also common 'exotic' species.

Key Learning Objectives
At the end of the course the delegates should:

- Have an overview of equine anesthesia: the horse as an anesthetic candidate
- Understand drugs and anesthetic techniques including monitoring and complications in equine anesthesia
- Know of special considerations, techniques and advice for anesthesia in other species including: birds, reptiles, ferrets, rabbits and other small mammals
- Have an awareness of some considerations specific to farm animal anesthesia

Course Tutor
Pamela Murison BVMS CertVA DipECVAA DVA MRCVS FHEA

Venues and Dates
Swindon, Wiltshire
Thursday 19th December 2013
St Albans, Hertfordshire
Thursday 30th January 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the previous day (Cardio-pulmonary resuscitation, accident and emergencies) for £523.69 plus VAT (£628.43 in total)

Module 5
Fluid therapy in the perioperative period. Nutrition in critical care

Course Content
Fluid therapy is often seen as complicated by both nurses and vets. This session aims to demystify the subject and explain the reasons why every nurse should understand the basics of fluid balance, fluid therapy and fluid administration. How to calculate fluid requirements, rates of administration and monitoring techniques will be covered. Nutritional support for the anaesthetised patient will also be included.

Key Learning Objectives
At the end of the course the delegates should:

- Know about the types and uses of different fluids, including colloids, HBOCS
- Be able to devise a fluid therapy plan and monitor patients
- Understand the principles of transfusion medicine
- Understand the importance of nutrition in the critical patient

Course Tutor
Nicola Grint BVSc PhD DVA CertVA DipIECVAA MRCVS

Venues and Dates
Swindon, Wiltshire
Tuesday 1st April 2014
St Albans, Hertfordshire
Tuesday 29th April 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the following day (Analgesia and pain assessment) for £523.69 plus VAT (£628.43 in total)

Module 6
Analgesia and pain assessment

Course Content
This important session will cover the pathophysiology of pain and how to recognise and assess pain in the different species. The different types of drugs available for analgesia will be reviewed for both short, medium and long term use. The concept of pre-emptive analgesia will be covered along with multimodal analgesia.

Key Learning Objectives
At the end of the course the delegates should:

- Have an overview of the pathophysiology of pain
- Recognise pain in different species
- Have an understanding of pain scoring
- Understand there are many analgesia options, including opioids, non-steroidal anti-inflammatory agents, local anaesthesia and other agents (e.g. ketamine) and alpha 2 agonists
- Know about local blocks and epidurals
- Know how to use constant rate infusions
- Consider long term pain management & chronic pain
- Be aware of adjuncts to pain control, new and novel drugs

Course Tutor
Nicola Grint BVSc PhD DVA CertVA DipIECVAA MRCVS

Venues and Dates
Swindon, Wiltshire
Wednesday 2nd April 2014
St Albans, Hertfordshire
Wednesday 30th April 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the previous day (Fluid therapy in the perioperative period. Nutrition in critical care) for £523.69 plus VAT (£628.43 in total)
Module 7
Anaesthetic considerations for specific conditions I

Course Content
Certain conditions require the anaesthetist to employ different techniques from those routinely used. The use of neuromuscular blocking agents will be covered in this session as well as planning anaesthesia for thoracic surgery, head and neck surgery, patients with cardio-pulmonary disease and those with neurological problems.

Key Learning Objectives
At the end of the course the delegates should:

- Know about muscle relaxants - indications, current use, new drugs, monitoring
- Understand how to plan an anaesthetic for thoracic surgery
- Understand how to plan an anaesthetic for head and neck surgery
- Understand how to plan an anaesthetic for patients with cardiopulmonary disease
- Understand how to plan an anaesthetic for patients with neurological disease

Course Tutor
Nicola Grint BVSc PhD DVA CertVA DipIECVAA MRCVS

Venues and Dates
Swindon, Wiltshire
Tuesday 17th June 2014
St Albans, Hertfordshire
Tuesday 1st July 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the following day (Anaesthetic considerations for specific conditions II) for £523.69 plus VAT (£628.43 in total)

Module 8
Anaesthetic considerations for specific conditions II

Course Content
This session will cover how to plan an anaesthetic for both the patient undergoing a caesarean operation and the paediatric patient. Both of these situations place particular demands on the anaesthetist and the importance of patient assessment, drug selection, induction/maintenance techniques and monitoring will be covered as will how to deal with the post-surgical period.

Key Learning Objectives
At the end of the course the delegates should:

- Be able to plan an anaesthetic for Caesarean section
- Be able to plan an anaesthetic for paediatric patients
- Understand anaesthesia for patients with kidney, liver disease and endocrinopathies

Course Tutor
Nicola Grint BVSc PhD DVA CertVA DipIECVAA MRCVS

Venues and Dates
Swindon, Wiltshire
Wednesday 18th June 2014
St Albans, Hertfordshire
Wednesday 2nd July 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the previous day (Anaesthetic considerations for specific conditions I) for £523.69 plus VAT (£628.43 in total)

Claire Lynch
RVN MBVNA A1 NCert (A&CC)
Delegate on Anaesthesia and Critical Care

I studied for the nurses Certificate in Anaesthesia and Critical Care. I have thoroughly enjoyed the course. The content has been of an advanced level which I have found extremely useful and relevant to my role in practice. The lectures have been informative and in detail to match the speakers, which were of a high standard and very willing to answer any questions you may have.

I have completed the modules within a year but it is also nice that if that hadn’t been possible that I would have been able to stretch the course out over 2 or 3 years.

Originally I was worried about not being able to fit in study around a busy career but the course has been very motivating and being able to relate the content to my everyday job has made it possible.

The course has refreshed many areas for me but really feel that I have been able to get my teeth into the course and learn much more than I anticipated. I am really glad I took part in the certificate, I not only gained further knowledge but also new friends. I’m now looking forward to qualifying and gaining what I believe to be a really worthwhile qualification.
Nurses Certificate Programmes

Animal
Behaviour
NCert(AnBeh)

Venue
Swindon, Wiltshire

Course fee for the full course:
£1,995.00 plus VAT (£2,394.00 in total)
Two-day course fees:
£523.69 plus VAT (£628.43 in total)

This includes tuition, course notes, access to electronic notes where available before and after the course, all refreshments, buffet lunches and use of the leisure facilities at the venue.

Accommodation isn’t included, but is available at the venue at reduced rates (please book accommodation seven days in advance of the course dates and let them know you are an Improve delegate to get the discounted rate!)

This course fee can be paid in one go, or broken down into three, six or twelve staged payments. Please call us on 01793 759159 for a payment guide if you are interested in paying this way.

Exam fees are separate and will be payable to ESVPS.

Introduction

Cases showing inappropriate behaviour are commonly seen in veterinary practice and this is an area that is of great interest to many veterinary nurses. This fascinating course will lead delegates through the common causes, diagnostic methods and treatment regimes of the various types of behavioural problems encountered in general practice. The course will include case-based discussions and where possible the examination of actual behaviour cases. The course will be ideal for those nurses looking to enhance their skills in this area and who may wish to establish their own ‘in- practice’ service.

This modular programme is made up of four two-day courses. The course needs to be attended in order as the course builds on what has been learnt before, so if you fancy bite-sized Animal Behaviour, you will need to follow the order of the course. You have three years to attend each two-day course and still sit the exam, or you can spread it over a longer period and not sit the exam.

Course Speaker

Samantha Lindley
BVSc MRCVS

Samantha graduated from Bristol University Veterinary School in 1988 and after five years in practice developed an interest in behaviour therapy, pain management, acupuncture and the welfare of captive wild animals. She has been treating referral behaviour cases for 20 years and lectures to vets, students and nurses on this and related subjects.
Modules 1 & 2
An introduction to animal behaviour and clinical causes of behaviour problems

Course Content
The introductory session on day one will cover the development of behaviour and communication in cats and dogs. Stages of development and the different types of normal behaviour and communication will be included. Day two will go on to cover medical causes of behaviour problems plus the many social and environmental causes, and how to distinguish between them.

Delegates will learn the skill of history taking and how to relate past events in an animal’s life with the development of future behaviour problems.

Key Learning Objectives
At the end of the course the delegates should:

• Understand the origins of behaviour in the cat and dog
• Understand the domestication of the dog and cat
• Understand the normal behaviour of the dog and cat
• Understand the breadth of medical conditions causing or contributing to behaviour problems in the cat and dog
• Understand the range of social and environmental causes of behaviour problems in the cat and dog
• Understand how to relate events in the animal’s life with the development of behaviour problems
• Understand how to take a history and the meaning of each component of that history
• Be aware of how to make the distinction between clinical and social/environmental causes of behaviour problems

Course Tutor
Samantha Lindley BVSc MRCVS

Venue and Dates
Swindon Wednesday 11th and Thursday 12th December 2013

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm each day

Course Fees
£523.69 plus VAT (£628.43 in total)

Modules 3 & 4
Aggression in companion animals

Course Content
This two-day session will cover the subject of aggression in companion animals. The main causes of aggression and the general principles of dealing with aggression will be covered as will important safety aspects. The course will include a review of the different categories of aggression and will include case-based discussion sessions.

Key Learning Objectives
At the end of the course the delegates should:

• Understand the causes and principles of dealing with aggression in dogs and cats in all contexts.
• Be aware of safety aspects in aggression problems
• Be aware of general and specific approaches to aggression to owners, intraspecific aggression, barrier behaviours, aggression to children, predatory behaviour
• To engage in the practical examination of actual behaviour cases/discussion of cases and prepare plans for the patients
• Understand the causes and principles of dealing with aggression in dogs and cats in all contexts.
• Be aware of safety aspects in aggression problems
• Be aware of general and specific approaches to aggression to owners, intraspecific aggression, barrier behaviours, aggression to children, predatory behaviour
• To engage in the practical examination of actual behaviour cases/discussion of cases and prepare plans for the patients

Course Tutor
Samantha Lindley BVSc MRCVS

Venue and Dates
Swindon Wednesday 19th and Thursday 20th February 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm each day

Course Fees
£523.69 plus VAT (£628.43 in total)

www.improvecpd.com
Animal Behaviour
NCert(AnBeh)

Modules 5 & 6
Anxiety and conflict in companion animals

Course Content
This two-day session will cover the subject of anxiety and conflict in companion animals. The main causes of anxiety and conflict, and the general principles of dealing with these problems will be covered. The course will include a review of the different types of anxiety and conflict related problems including separation problems, noise phobias, desensitisation, tail chasing, self-mutilation, spraying and toileting problems. The topic of compulsive disorders will be discussed. The course will include case-based discussion sessions.

Key Learning Objectives
At the end of the course the delegates should:

- To understand the causes of fear, anxiety, phobias and compulsive disorders in dogs and cats.
- To understand and be able to apply the principles involved in dealing with fear, anxiety and phobia in dogs and cats.
- To understand specific approaches to problems such as separation problems, noise phobias, desensitisation, tail chasing, self-mutilation, spraying and toileting problems.
- To understand the development and complexity of compulsive disorders.
- To understand the principles involved in treating compulsive disorders.
- To engage in the practical examination of actual behaviour cases/discussion of cases.

Course Tutor
Samantha Lindley BVSc MRCVS

Venue and Dates
Swindon Wednesday 9th and Thursday 10th April 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm each day

Course Fees
£523.69 plus VAT (£628.43 in total)

Modules 7 & 8
Behaviour modifying medication nutraceuticals, pheremone therapy and complementary therapies for behaviour problems. Case discussions in animal behaviour.

Course Content
The session on day one will cover the different drugs and agents used to alter animal behaviour in the course of treatment. The mode of action of these agents will be discussed as will potential side effects and problems. The use of complementary therapies will also be covered and important safety and welfare aspects.

The interactive and fun session on day two will review a lot of areas covered in the animal behaviour course. It will be an opportunity for delegates to discuss and review their own cases and help to consolidate the different subject areas. Advice will be given on further learning and some interesting ethical and political issues will be debated.

Key Learning Objectives
At the end of the course the delegates should:

- Be aware of the range of behaviour modifying drugs available to the veterinary profession.
- Understand the principles involved in using these drugs.
- Understand some specifics about these medications.
- Understand how and when they should be used.
- Be aware of alternative and complementary treatments for behaviour problems.
- Understand the range of ways in which these may work.
- Understand the safety and welfare implications of using both behaviour modifying drugs and alternatives.

And be able to:

- Review the progress of cases seen and previously discussed.
- Review the delegates own cases.
- Discuss case scenarios.
- Ensure an understanding of the issues covered, where to go for further help.
- Air and discuss some ethical and practical issues.

Course Tutor
Samantha Lindley BVSc MRCVS

Venue and Dates
Swindon Wednesday 21st and Thursday 22nd May 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm each day

Course Fees
£523.69 plus VAT (£628.43 in total)
Our accrediting partners

From the Managing Director of the European School of Veterinary Postgraduate Studies (ESVPS),

Kay Watson

The Nurses Certificates (NCerts) were designed to meet the needs of busy veterinary nurses who wished to gain a postgraduate qualification without having to take excessive time out of their busy working lives. The uniqueness of these Certificates is that through the Improve International modular training programmes, candidates receive structured taught sessions from experienced experts which provides excellent support towards achieving success in the final examination.

All the Improve International Nurses Certificate modular training programmes are accredited by ESVPS. The course syllabus, learning objectives and tutors on the course must meet the strict ESVPS accreditation guidelines before a course is launched.

This year, ESVPS is delighted to announce its collaboration with Harper Adams University (HAU). Through this collaboration registered veterinary nurses enrolled on the Improve International training programmes will have the option to sit a University supervised examination run by ESVPS as the Assessment Partner. Candidates will have the option of just completing an ESVPS NCert (plus gain 20 academic credits from HAU) or, on registration and completion of some additional course work through HAU, a Graduate Certificate (GradCert) awarded by HAU.

The Graduate Certificate qualification is positioned at a Level 6 within the University Quality Assurance Framework and carries 40 transferrable academic credits at this level. These credits may be used towards higher awards offered by HAU and other institutions.

This exciting development of three new Graduate Certificates in Professional Studies adds a further strand to CPD available for qualified veterinary nurses at Level 6 (undergraduate, an equivalent level to that delivered in the final year of a first degree e.g. BSc). These three new nursing modules will be delivered by Improve International and assessed by the European School of Veterinary Postgraduate Studies (ESVPS). The additional ‘Work-based Development’ module will be delivered by Harper Adams via blended learning, using workshops at Harper Adams Shropshire campus in combination with online and independent study. This additional module is required for those nurses wishing to gain the GradCert.

During this module, delegates will undertake work relevant learning activities which are negotiated with their tutor. The assessment focuses upon the demonstration of the acquisition of professional skills and knowledge commensurate with the module requirements.

There are also progression opportunities for Veterinary Nurses as the subject specific modules comprising the GradCert could be used as optional modules (with some excluded combinations) to the existing Harper Adams BSC (Hons) in Veterinary Nursing or PgC Veterinary Nursing.

Email: enquiries@esvps.org
Telephone: 01822 859233
Post: ESVPS, B6 Torlands Court, Yelverton Business Park, Devon, PL20 7PE, United Kingdom
Web: www.esvps.org

From the Business Development Manager at Harper Adams University,

Emily Chapman-Waterhouse
BSc (Hons), PgC TLHE

This exciting development of three new Graduate Certificates in Professional Studies adds a further strand to CPD available for qualified veterinary nurses at Level 6 (undergraduate, an equivalent level to that delivered in the final year of a first degree e.g. BSc).

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What are my options?

Your route to success

Taught course → NCert → Graduate Certificate

There are several ways you can approach these courses, and which route you chose depends on what you want to gain.

1. **Attend the eight modular programme and register with ESVPS in March 2014 to sit the NCert or CertPMA exams in February 2015.** You can also opt to spread the course over 3 years and sit the exam a year later.

2. **Register with Harper Adams University for the award of Graduate Certificate in Professional Studies any time up to June 2014 by completing an enrolment form.** The Graduate Certificate is awarded on successful completion of the NCert and a work based development module. Anaesthesia, Animal Behaviour and Emergency & Critical Care Nursing courses can lead to a GradCert and are subject to validation which should be received in October. The GradCert (ie. the nurse’s Certificates) is a level 6 qualification on the NQF, comprising 40 credits. The 20 credit subject specific module (the Improve course in either Anaesthesia, Animal Behaviour or Emergency and Critical Care Nursing) would be accompanied by a further 20 credit module, Work-based Development. The credits can be used towards further qualifications. These courses will fit as optional modules to the existing Harper Adams BSc (Hons) Veterinary Nursing with Advanced Standing or PgC Veterinary Nursing. Therefore, students could use 20 credits (50%) of their GradCert to step up to an honours degree or indeed PgC.

3. **Attend the whole course or the individual modules which appeal to you, benefit from the knowledge and skills that you will gain, and enjoy the learning experience without any exams.** Many people have attended the course to benefit from structured, progressive CPD. By the end of the course, delegates all experience an increase not only in knowledge, but also confidence and earning power. The practice also benefits from increased revenue when new skills are taking straight back to work the next day and put into practice.

Moving on to higher levels

and setting yourself apart

**Remember:**

You don’t have to decide which route is right for you straight away! You have until March 2014 to enrol for the first exam.
Route to Graduate Certificate in Professional Studies: Veterinary Practice Sciences

Animal Behaviour
20 credits, level 6
See pages 8-10 for full course information

Anaesthesia
20 credits, level 6
See pages 4-7 for full course information

Emergency and Critical Care Nursing
20 credits, level 6
See pages 15-18 for full course information

Work-based Development (20)
20 credits, level 6

Cumulative Credits
20
40

Timescale (Years)
0-1.5
1-1.5
1. Do I need to be a qualified VN to do the certificate, and if so how long should I have been qualified for?
   Yes, you do as it is a further qualification. The one exception is the Certificate in Practice Management and Administration course as this is open to practice managers and other members of staff too. It depends on the individual, but we would recommend people starting the courses a minimum of a year after qualifying. You do need to be in practice whilst studying for the exam as you will be asked to write some case studies. You can however attend the course before you’re qualified, and the courses are great to attend for aspiring veterinary nurses who are currently working in practice.

2. Is everything I need to know for the exam covered in the taught modules and how much work will I have to do in between modules if I want to take the exam?
   If you want to enrol for the exam then you will need to do some self study, as part of the syllabus is untought. How long this will take each month really depends on how much you already know and how much you want to learn, but on average per module it will be about an hour of pre-module preparation, an hour post-module and two or three hours self study. We give you guidance on the self study and even help you work out a study timetable, and are available every step of the way to give you any help or advice you need.

3. Will I have to pay for anything other than the course fee?
   The course fee covers the cost of attending the course, notes, hand-outs, information on further resources, refreshments and a buffet lunch.

4. If I decide to do the exam, what is involved in the assessment? Is it just an exam?
   The assessment comprises the submission of one 1,500 word case report, four 500 word cases studies to the exam which is held one location each February comprising 25 multiple choice questions.

5. For candidates who register for the Certificate in Practice Management and Administration two 1,500 word open essays are required and candidates also sit an exam.
   For all certificates full details will be issued to you by ESVPS.

You will also need to attend ALL modules over a period of up to 3 years and complete pre and post module evaluations online.

6. When do I need to sign up for the exam?
   If you want to sit the exam in February 2015 you need to let ESVPS know by March 2014. You need to complete the case studies and case report in the final year before taking the exam so if you start the course in 2013/14 but delay the exam until 2016 you will need to complete the case studies and case report in 2015.

7. I’m a veterinary surgeon but really like the sound of one of these courses. Can I attend?
   The business course is open to all regardless of role in the practice and is suitable for anyone working in, or with aspirations to be working in, a management role. We would be happy for you to attend any of the other courses too, but would just ask that you respect the fact they have been designed for veterinary nurses and any questions asked of the tutor above this level might make nurses feel uncomfortable, and also to be aware that time will be spent covering things at a level that you have already passed.

8. I’m quite shy and I’m worried the sessions will be a bit interactive. Also I’m not sure I have the confidence to go for the exam.
   Don’t worry, The speakers are all picked for their teaching skills as well as academic knowledge, and are sensitive to the needs of individuals within a group. If you don’t want to ask questions or join in a discussion then there is absolutely no pressure to do so. If you are REALLY worried about it then just have a quiet word with one of us before you come and we will discreetly let the tutor know. Having said that, people who have voiced concerns before have gone on to form close bonds with the group and they have felt more able to be an active part of the sessions. Everyone starts the course at different levels having had different experiences, and we find as the group dynamic grows then experiences are shared, cases discussed over dinner, and people start to talk to each other in between modules as both knowledge and confidence grow as a result of the course. If you are worried about the exam then we can offer you help with study (direction, timetabling and sourcing further resources), reading case reports and offering advice (from an academic standpoint – we can’t give you any indication of level from an assessment perspective). We are a friendly bunch who are always around during office hours to talk over any concerns you might have or answer any of your emails.

9. Is there a payment plan if I sign up for the full modular course?
   Yes, there are lots of flexible payment options. These have been designed to ensure the course fits with your budget as well as your rota! You can pay module-by-module, pay for two modules at a time, pay in one lump sum, or pay in installments. If you’re interested in these options we will send more information to you.

10. I am moving practice/getting married/ having a baby/not allowed much CPD time and want to do the course over three years. Should I register for the whole course now and let you know when I want to do each module?
   It really helps if you can let us know that you intend to do the course over three years, and which modules you think you would like to attend in year one. That way we can make sure we book the right sized conference rooms and order enough food! You can pick modules off across the three years and register for each module as and when you want to attend, we just ask that you give us enough notice that you are attending so we can get everything ready for you. Let us know this is what you would like to do and we will make sure we send you the most up-to-date module list letting you know where and when each module is taking place over the next three years. Please note Animal Behaviour modules need to be attended in order.

11. How do I progress to the Graduate Certificate and what is involved?
   To progress to the Graduate Certificate in Professional Studies you need to register with Harper Adams University and complete an enrolment form. This can be done anytime up to June 2014. The Graduate Certificate is awarded on successful completion of the NCert and a work based development module delivered by Harper Adams University. This module typically comprises workshops such as:
   • CPD activities in the workplace; taught sessions by tutors, lecturers or guest speakers
   • Peer to peer interactions eg professional discussion
   • Online activities
   • Independent research and literature reviews
   • Practise of accruing practical skills in practice
   • Personal reflection to connect theory and practice.
   This module is typically delivered on a part-time basis across a period of five months (August 2014– January 2015).

Enrolment costs are £840.00 (no VAT) if you register with Harper Adams during the year of your course. If you register later the fees will be £1040.00 (no VAT)

12. Can I bring my dog?
   All of our venues are happy to accommodate dogs in the lecture rooms provided they are house trained and quiet throughout the lecture. Unfortunately, if a delegate’s dog disturbs the learning experience we do reserve the right to ask you to make alternative arrangements for pet care for the remaining modules. Please bring bedding, water bowls and poop scoops you might need. If you are staying at Alexandra House or Cranage Hall please mention that you would like to bring a dog with you when you make your reservation to ensure a dog friendly room is available.

13. Sign me up! What’s the easiest way to register?
   If you are paying by card the easiest way to register is online through our website or by phone. We can take all the details and process your card payment there and then. You can fill in the attached form and post or fax it to us - just give us a quick call first so we can hold your place for you.
Nurses Certificate in Emergency and Critical Care Nursing
NCert (E&CC)

Venues
Swindon, Wiltshire
Cranage, Cheshire

Introduction

Emergency cases can be some of the most challenging and rewarding patients to deal with in practice. This programme will increase your knowledge and confidence enabling you to act swiftly and calmly resulting in a positive impact on the clinical outcome of your emergency patients. The modules are delivered as four two-day courses with the emphasis throughout being on the practical approach to cases in practice, using day-to-day equipment and resources found in the majority of small animal practices. The final module enables nurses to practise some of the techniques in the safe environment of our excellently equipped labs.

The course will follow and expand on the recently published textbook - Practical Emergency and Critical Care Veterinary Nursing written by the course tutors.

Course fees
Whole course £1,995.00 plus VAT (£2,394.00 in total)
Attend one day only £274.31 plus VAT (£329.18 in total)
Attend two days back to back £523.69 plus VAT (£628.43 in total)

This includes tuition, course notes, access to notes online before and after the course, all refreshments, a buffet meal and use of the leisure facilities at the venue.

Accommodation isn’t included, but is available at the venue at reduced rates (please book 7 days in advance of the course dates and let them know you are an Improve delegate to get the discounted rate!)

Course Speakers

Paul Aldridge
BVSc CertSAS MRCVS

Paul Aldridge qualified from Liverpool University in 1995, and for the past 13 years has been involved in Emergency Veterinary Medicine. He gained his RCVS certificate in Surgery in 2007, and is currently senior surgeon at PetMedics Veterinary Hospital in Manchester.

Louise O’Dwyer
MBA BSc (Hons) VTS (ECC) DipAVN (Medical & Surgical) RVN

Louise O’Dwyer qualified in 1999, gaining her Diploma in Advanced Veterinary Nursing (Surgical) in 2004 followed by her Diploma in Advanced Veterinary Nursing (Medical) in 2007 and the Veterinary Technician Specialist (Emergency and Critical Care) in 2012. Louise is currently Clinical Director at PetMedics Veterinary Hospital in Manchester.

Both Paul and Louise work at the UK’s largest, and busiest emergency practice. They have recently published “Practical Emergency and Critical Care Nursing” with Wiley-Blackwell. Paul and Louise are widely involved in CPD in Britain and abroad, and are enthusiastic about passing on their tips for emergency work in a practical, case based style.
Nurses Certificate in Emergency and Critical Care Nursing NCert (E&CC)

Module 1
Triage, Monitoring and Stabilisation

Course Content
The aim of this session is to give nurses increased confidence in the triage and assessment of emergency patient on presentation to their clinics. The session will focus on how to deal with dyspnoeic patients and techniques involved in their treatment such as oxygen supplementation, thoracocentesis and acid-base/blood gas interpretation.

Key Learning Objectives
At the end of the course the delegates should:
- Understand the concept of triage, and the nurse’s role.
- Know what signs to look for, and why they matter.
- Gain an overview of common presentations and their emergency management.
- Monitoring skills
- Learn how to stabilise dyspnoeic patients.
- Basic understanding of blood gases and their application in respiratory emergencies

Course Tutors
Paul Aldridge BVSc CertSAS MRCVS
Louise O’Dwyer MBA BSc (Hons) VTS (ECC) DipAVN (Medical & Surgical) RVN

Venue and Dates
Cranage, Cheshire Wednesday 8th January 2014
Swindon, Wiltshire Wednesday 15th January 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm each day

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the following day (Fluid Therapy in the Emergency Patient) for £523.69 plus VAT (£628.43 in total)

Module 2
Fluid Therapy in the Emergency Patient

Course Content
This module aims to give nurses confidence in obtaining vascular access in critical patients. The course will focus on fluid therapy, looking at the difference between dehydration and hypovolaemia and what are the best fluids to use in specific patients with particular presentations. The practical use of blood products and transfusion within practice will also be covered to give delegates more confidence in this aspect of fluid therapy.

Key Learning Objectives
At the end of the course the delegates should:
- Gain confidence in standard and advanced vascular access techniques
- Dehydration versus hypovolaemia – what’s the difference?
- Crystalloids, colloids and beyond
- Improve your fluid therapy calculations
- Understand the practical application of blood transfusions and products

Course Tutors
Paul Aldridge BVSc CertSAS MRCVS
Louise O’Dwyer MBA BSc (Hons) VTS (ECC) DipAVN (Medical & Surgical) RVN

Venue and Dates
Cranage, Cheshire Thursday 9th January 2014
Swindon, Wiltshire Thursday 16th January 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm each day

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the previous day (Triage, Monitoring and Stabilisation) for £523.69 plus VAT (£628.43 in total)
## Module 3
### Medical emergencies

**Course Content**
This session will look at the varied medical presentations we may be faced with as emergencies. Presenting signs can be varied and confusing. The common symptoms of these conditions, and the techniques used to stabilise these patients will be outlined. The use of laboratory and diagnostic tests and imaging will be discussed where appropriate.

**Key Learning Objectives**
At the end of this module delegates should be able to understand ways of:

- How medical emergencies present and why
- Practical ECGs – arrhythmias and dysrhythmias – what’s the difference?
- Diagnosis and treatment of common endocrine emergencies including the diabetic crisis
- Appreciate the principles of managing poisoned patients
- Common poisonings; their presentation and treatment

**Course Tutor**
Paul Aldridge BVSc CertSAS MRCVS

**Venues and Dates**
Cranage, Cheshire Wednesday 12th March 2014
Swindon, Wiltshire Wednesday 5th March 2014

**Course Times**
Registration and coffee 9.15am. Course starts at 9.30am and finishes at 5.00pm

**Course Fees**
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the following day (Surgical emergency procedures) for £523.69 plus VAT (£628.43 in total)

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## Module 4
### Surgical emergency procedures

**Course Content**
Emergency patients often need life saving surgical procedures carried out once they are stabilised. This module will look at the operations we commonly perform as emergencies; why, how and when. The indications for surgery will be discussed, along with the nurse’s role during surgery, and the need for intensive post-operative care to obtain the best outcomes.

**Key Learning Objectives**
At the end of this module delegates should be able to understand ways of managing:

- Learn the importance of correct asepsis when prepping patients for surgery
- Ensure an understanding of the commonly used instruments for emergency surgery
- What diagnostic tests indicate emergency surgery is required.
- Gain an understanding of what is required in the emergency surgical patient

**Course Tutor**
Paul Aldridge BVSc CertSAS MRCVS

**Venues and Dates**
Cranage, Cheshire Thursday 13th March 2014
Swindon, Wiltshire Thursday 6th March 2014

**Course Times**
Registration and coffee 9.15am. Course starts at 9.30am and finishes at 5.00pm

**Course Fees**
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the previous day (Medical emergencies) for £523.69 plus VAT (£628.43 in total)

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## Module 5
### Analgesia and Anaesthesia

**Course Content**
This session will look at the anaesthesia of the critical patient; during the day we will consider which drugs are useful for emergency patients and why, and provide useful protocols to use in these patients. Monitoring techniques for patients under anaesthesia will also be covered along with how to deal with cardiovascular and respiratory emergencies. The module will also look at pain assessment and scoring systems, and the types of analgesics available.

**Key Learning Objectives**
At the end of this module delegates should be able to understand:

- What analgesics are suitable for emergency patients and why
- Anaesthetic protocols for emergency patients
- Safe anaesthetic monitoring
- Cardiovascular and respiratory emergencies during anaesthesia

**Course Tutor**
Louise O’Dwyer MBA BSc (Hons) VTS (ECG) DipAVN (Medical & Surgical) RVN

**Venues and Dates**
Cranage, Cheshire Wednesday 21st May 2014
Swindon, Wiltshire Wednesday 28th May 2014

**Course Times**
Registration and coffee 9.15am. Course starts at 9.30am and finishes at 5.00pm

**Course Fees**
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the following day (Nursing the critical patient) for £523.69 plus VAT (£628.43 in total)
Module 6
Nursing the Critical Patient

Course Content
Focussed inpatient care is a vital aspect of veterinary nursing. This session will look at useful techniques and aspects of nursing care when dealing with recumbent patients, which can be difficult cases to manage. The day will also focus on providing adequate and appropriate nutrition to patients, and will look at how this can be performed. Practical aspects of patient care will also be covered including, urinary catheters, chest drains and tracheostomy tube maintenance and care.

Key Learning Objectives
At the end of this module delegates should be able to:

- Learn nursing techniques to improve the care of recumbent patients
- The importance of early enteral nutrition and techniques which are available to achieve this
- Management of the common tubes and drains in the critical patient
- Infection control considerations for the critical patient – prevention of HAIs

Course Tutor
Louise O’Dwyer MBA BSc (Hons) VTS (ECC) DipAVN (Medical & Surgical) RVN

Venues and Dates
Cranage, Cheshire Thursday 22nd May 2014
Swindon, Wiltshire Thursday 29th May 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the previous day (Analgesia and Anaesthesia) for £523.69 plus VAT (£628.43 in total)

Module 7
The Trauma Patient

Course Content
This session will deal with the care of the trauma patient, and will include the management of wounds and fractures, urinary tract trauma and obstruction, dealing with head trauma and thoracic trauma patients. Delegates will have an improved understanding in how to deal with these patients and effective nursing techniques which can be used to achieve a positive outcome.

Key Learning Objectives
At the end of this module delegates should be able to:

- Stabilisation and initial treatment of traumatic wounds and fractures
- Effective assessment, lavage and debridement of wounds
- What’s new in wound dressings
- How urinary trauma presents, and what we can do to stabilise the patient prior to surgery
- How the prognosis for head trauma can be determined by effective nursing

Course Tutor
Paul Aldridge BVSc CertSAS MRCVS
Louise O’Dwyer MBA BSc (Hons) VTS (ECC) DipAVN (Medical & Surgical) RVN

Venues and Dates
Cranage, Cheshire Monday 28th July 2014
Swindon, Wiltshire Wednesday 30th July 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the following day (Practical Day) for £523.69 plus VAT (£628.43 in total)

Module 8
Practical Day

Course Content
This session will give delegates an update on veterinary CPR, and will include a practical dry lab. Case studies will be used to focus on topics already covered during the course to ensure delegates have a good understanding of the course content. The session will include practical sessions allowing delegates to cover practical skills already covered in theory, such as vascular access, feeding tube placement and oxygen supplementation.

Practical Exercises
At the end of this module delegates should be able to understand:

- Suturing & dressings
- Tracheostomy, chest drains
- Oxygen supplementation
- Vascular access - jugular, cut-downs, intraosseus – dry lab
- Feeding tubes – dry lab

Course Tutor
Paul Aldridge BVSc CertSAS MRCVS
Louise O’Dwyer MBA BSc (Hons) VTS (ECC) DipAVN (Medical & Surgical) RVN

Venues and Dates
Cranage, Cheshire Tuesday 29th July 2014
Swindon, Wiltshire Thursday 31st July 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the previous day (Trauma Patient) for £523.69 plus VAT (£628.43 in total)
Certificate in Practice Management and Administration
Cert(PM&A)

Venue
Swindon, Wiltshire

Introduction
This 8 module state-of-the-art programme, will be a valuable resource for any member of staff who wishes to obtain the skills in order to be promoted into the management and administration of their practice.
This course is suitable for anyone currently working in or wishing to move into veterinary practice management. See page 20 for proof!
The interactive sessions will give you the confidence to understand and manage the key systems within veterinary practice. In particular you will learn essential knowledge about marketing, finance and managing people. You will have lots of ideas to take back to your practice from the very first session!
All the modules are presented in a highly fun and engaging format with plenty of time for the valuable exchange of information between attendees as well as time for the topic presenter to address your questions.

Course fees
Whole course £1,995.00 plus VAT (£2,394.00 in total)
Attend one day only £274.31 plus VAT (£329.18 in total)
Attend two days back to back £523.69 plus VAT (£628.43 in total)
This includes tuition, course notes, access to notes online before and after the course, all refreshments, a buffet meal and use of the Leisure Facilities at the venue.
Accommodation isn’t included, but is available at the venue at reduced rates (please book 7 days in advance of the course dates and let them know you are an Improve delegate to get the discounted rate!)
This course fee can be paid in one go, or broken down into three, six or twelve staged payments. Please call us on 01793 759159 for a payment guide if you are interested in paying this way. Exam fees are separate and will be payable to ESVPS.

Please note:
This course is suitable for veterinary surgeons. Please pass on this brochure if you know someone who may be interested.

Course Speakers

Brian Faulkner
BSc(Hons) BVM&S MBA MSc (Psych) GPCert(SAM)(B&PS) MRCVS
Brian Faulkner has worked in over 100 veterinary practices, both in corporate and independent practice, over the past 18 years. He set up, developed and sold a cluster of veterinary practices in the Woodbridge area of Suffolk between 2002 and 2009. He was voted the UK Vet of the Year in 2008. He holds a masters degree in business as well as psychology. He is particularly interested in the mindsets which foster confidence and mastery within veterinary practice.

Bob Moore
BVM&S DVM&S(hc) CVPM MRCVS
Bob qualified from Edinburgh Vet School in 1967. After three years in a mixed farm practice he moved to a farm animal practice in Somerset where he developed and grew his interest in dairy farm veterinary medicine, remaining there until he retired from clinical practice in 2007. Bob has been active in a number of veterinary organisations, including BCVA and BVA. Bob has been a long-time member of SPVS, an early member of VPMA and one of the first to gain the Certificate in Veterinary Practice Management, later acting as chairman of the examination board for three years.

Susie Samuel
MA VetMB MRCVS
Susie is a small animal vet with a special interest in helping the veterinary profession to connect with owners and farmers in their online environment. Susie now lectures on veterinary internet marketing whilst managing Vet Help Direct.
Module 1

The confidence to manage my team

Course Content
All good managers must have a clear understanding of what they are trying to achieve and why. Effective management training processes begin by helping managers understand the four crucial outcomes which all veterinary businesses must aim to achieve if they are to be successful. Even more critical however, is the manager’s ability to understand and run the systems which enable them to achieve these key outcomes. This module will show you how to develop the psychological tools and capacities which every manager needs to develop the confidence and the motivation required to persist in the face of the inevitable adversities, challenges and even failures that come with being a manager.

Key Learning Objectives
At the end of this module delegates should be able to understand:

- The four outcomes of all successful veterinary practices
- The four psychological capacities of effective people
- The psychology of confidence, achievement and success
- The psychology of motivation in relation to feedback
- Time management systems

Course Tutor
Brian Faulkner BSc(Hons) BVM&S MBA MSc (Psych) GPCert(SAM) (B&PS) MRCVS

Venue and Date
Swindon Wednesday 4th December 2013

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the following day (Effective communication for managers in practice) for £523.69 plus VAT (£628.43 in total)

Module 2

Effective communication for managers in practice

Course Content
Human beings are the only species with sophisticated speech yet we often hear that we don’t communicate very well. This module gives you the psychological basis of why and how human communication evolved and its inextricable link to our capacity of ‘emotional intelligence’. Four key channels of communication within veterinary practice will be discussed. The session will pay particular attention to how the psychology of assertiveness and persuasion can be applied to working in veterinary practice.

Key Learning Objectives
At the end of this module delegates should be able to:

- Understand and apply Emotional Intelligence
- Understand and apply the psychology of communication
- Understand the psychology of trust, respect and assertiveness

Course Tutor
Brian Faulkner BSc(Hons) BVM&S MBA MSc (Psych) GPCert(SAM) (B&PS) MRCVS

Venue and Dates
Swindon Thursday 5th December 2013

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)
Attend this day and the course on the previous day (The confidence to manage my team) for £523.69 plus VAT (£628.43 in total)

Richard Knight BVSc MRCVS
Currently working at Companion Care Stratford upon Avon.

I chose to complete the Practice Management and Administration Certificate with Improve CPD firstly for the course content that was offered, but also for the convenience of location, the cost and the availability of a postgraduate qualification.

The course has given me a firm foundation in management of a veterinary practice and further understanding of the principles of people management (both employees and clients), practice finances and marketing/promotion of the business.

I have had the opportunity to discuss different situations and events in a number of varied practices with members of their teams that are in different positions of employment to myself. That has enabled me to look at situations from a different perspective. I was given the basis in which to look at and critically analyse practice financial performance, which I feel is vital when...
Module 3
Getting the right staff

Course Content
A capable, qualified team of people is a crucial feature in the manager's arsenal yet so many of us struggle to confidently recruit the right members for their team. This module gives you the theory and teaches you how to apply it with respect to recruiting new members into your team.

Key Learning Objectives
At the end of this module delegates should be able to understand ways of:

- Writing a job description
- Advertising a vacancy, reading CVs and selecting candidates
- Competency based interviewing

Course Tutor
Brian Faulkner BSc(Hons) BVM&S MBA MSc (Psych) GPCert(SAM)(B&PS) MRCVS

Venue and Date
Swindon Wednesday 19th March 2014

Course Times
Registration and coffee 9.15am. Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the following day (Keeping the right staff) for £523.69 plus VAT (£628.43 in total)

Module 4
Keeping the right staff

Course Content
A capable, qualified and motivated team of people is a crucial feature in the manager’s arsenal yet so many of us struggle to harness the potential power of this critical asset. This module gives you the basis of how to train and appraise your team in order that they contribute to the four critical outcomes of successful veterinary practice.

Key Learning Objectives
At the end of this module delegates should be able to understand ways of managing:

- The induction period
- Appraisal and feedback,
- Training and development

Course Tutor
Brian Faulkner BSc(Hons) BVM&S MBA MSc (Psych) GPCert(SAM)(B&PS) MRCVS

Venue and Date
Swindon Thursday 20th March 2014

Course Times
Registration and coffee 9.15am. Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the previous day (Getting the right staff) for £523.69 plus VAT (£628.43 in total)

Module 5
Statutory and ethical requirements

Course Content
This session will cover the key statutory and ethical requirements as they apply to managers within veterinary practice. The RCVS Code of Conduct, medicines and prescribing legislation, Health & Safety, financial services, waste disposal and key employment law will all be reviewed with a ‘what I need to know’ approach.

Key Learning Objectives
At the end of this module delegates should be able to understand:

- RCVS Code of Conduct
- Medicines and legislation
- Health and Safety
- FSA and pet insurance
- Waste disposal
- Employment law: contracts, PAYE, maternity leave / pay, sick leave / pay, grievance and discipline procedures

Course Tutor
Bob Moore BVM&S DVM&S(hc) CVPM MRCVS

Venue and Date
Swindon Wednesday 30th April 2014

Course Times
Registration and coffee 9.15am. Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day and the course on the following day (Marketing 1 – online) for £523.69 plus VAT (£628.43 in total)

Attend this day and the course on the following day (Marketing 1 – online) for £523.69 plus VAT (£628.43 in total)

I would recommend this course to the whole range of veterinary employees and prospective employers looking to go into a management role. It provides an excellent foundation that can be built upon through personal experience.

The course organiser, Brian Faulkner, inspires course delegates to look at all parts of veterinary management in a useful and practical way and provides invaluable insight through his vast experiences in both his career and life in general. He has given me the confidence to further my plans to open my own surgery, and to face and appropriately manage numerous situations that occur in veterinary practice.”
Module 6
Marketing 1 – online

Course Content
As the internet continues to evolve, an increasing range of exciting and powerful opportunities are available for vet practices to connect with their existing clients online and to reach out to local pet owners. 75% of UK internet users check services and products before purchase. Google keyword analysis shows that thousands of pet owners search for information about their pets’ health online. It is essential that the veterinary profession meets its clients in this online environment, answering questions, providing reliable information and reminding clients how essential we are for the health and wellbeing of their pet. There is a vast number of exciting tools available for internet marketing and with limited time and resources it can be difficult to know where to begin. This session will be based on developing an internet marketing strategy.

Key Learning Objectives
At the end of this module delegates should be able to:

• Understand how websites and social media can be used as marketing tools. Including
  • Websites, where to start and what to include
  • How to mobilise the powerful force of social media to promote your practice
  • Building followers and engagement on social media and your website

Course Tutor
Susie Samuel MA VetMB MRCVS

Venue and Date
Swindon Thursday 1st May 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the previous day (Statutory and ethical requirements) for £523.69 plus VAT (£628.43 in total)

Module 7
Marketing 2 - Getting and keeping the right clients

Course Content
Every veterinary business requires a stream of satisfied and ultimately active clients in order to be sustainable. Client satisfaction occurs when clients perceive they have received the ‘right’ thing for a ‘fair’ price. The knack to achieving this lies in realising that what clients and members of the practice consider ‘fair and right’ depends on their own values and point of view. Managing this potential conflict in order to achieve ‘consensus’ is the art of establishing value and delivering what the client perceives as excellent customer service. This module will help you train your team to understand and resolve the tension that receptionists, nurses and vets often struggle with if they are expected to please ‘all the people, all of the time’.

Key Learning Objectives
At the end of this module delegates should be able to:

• Understand the psychology of customer satisfaction
• Understand and teach the art of customer service
• Manage complaints
• Maximise the impact of social media
• Understand and use websites as a part of marketing

Course Tutor
Brian Faulkner BSc(Hons) BVM&S MBA
MSc (Psych) GPCert(SAM)(B&P) MRCVS

Venue and Date
Swindon Wednesday 16th July 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the following day (Getting to grips with the figures) for £523.69 plus VAT (£628.43 in total)

Module 8
Getting to grips with the figures

Course Content
The Profit and Loss (P&L) management accounts sheet is the single most important piece of paper you need to understand if you are being held in any way accountable for the financial performance of the business. This module will explain how to create and analyse the P&L in relation to the operating decisions that you make as a day-to-day manager. There is nothing more impressive than a manager who can know and recite the ‘differential diagnoses’ for the various symptoms and trends revealed within the P&L. This is no harder to do than reading a lab report when you understand the normal ‘form and function’ of the figures on the document and the behaviours that led to them.

Key Learning Objectives
At the end of this module delegates should be able to understand:

• Financial statements
• The basics of Microsoft Excel
• How to create a budget
• Book keeping
• Read and analyse the P&L

Course Tutor
Brian Faulkner BSc(Hons) BVM&S MBA
MSc (Psych) GPCert(SAM)(B&P) MRCVS

Venue and Date
Swindon Thursday 17th July 2014

Course Times
Registration and coffee 9.15am.
Course starts at 9.30am and finishes at 5.00pm

Course Fees
Attend this day only: £274.31 plus VAT (£329.18 in total)

Attend this day and the course on the previous day (Marketing 2 - Keeping the right clients) for £523.69 plus VAT (£628.43 in total)
It is important that you don’t miss out by delaying for too long, which is why we have created the save a place form.

We know that delegates need to organise a number of different things before they can register for a course. These may involve discussions with colleagues, practice rotas, holidays etc.

Simply fill out your details and post, fax or email the form to Improve. We will then reserve you a place on the course of your choice for up to a two week period on receipt of the form. There is no obligation on your part to take the reserved place although naturally we hope that you will want to do so.

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I wish to save a place on the following course/s and would like to provisionally reserve my place for a two week period. I understand that the place/s may be released after the two week period if payment has not been made, but that it involves no obligation on my part.

| Title of Course: | | |
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Returning your form...
Post your form to: Improve International Ltd, Alexandra House, Whittingham Drive, Wroughton, Swindon, Wiltshire SN4 0QJ
Fax: 01793 814401  Email: enquiries@improvecpd.com
Registration Form

Your details

Title:  
First name:  

Last name:  

Qualifications:  

Address:  

Post code:  

Practice name and address (if not detailed above):  

Post code:  

Home Telephone Number:  

Work Telephone Number:  

Fax Number:  

Mobile Number:  

Email:  

Registration:
I wish to register for the following complete courses/individual modules as ticked:

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<td>Animal Behaviour</td>
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<td>Emergency and Critical Care Nursing</td>
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<td>Practice Management and Administration</td>
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Preferred location of course
SWINDON  
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Harper Adams University

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These programmes are accredited by

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