

Listening skills

Dealing with upset clients

Positive Attitude

Organising Skills



Recognising and championing veterinary receptionists



The BVRA's
Accredited
Veterinary
Receptionist
Award

Includes easy,
convenient,
FREE online CPD

Join as a practice
and sign up your
front of house team

www.bvra.co.uk

Initial launch price of

£150 for practice
membership

Includes first 5 members for FREE

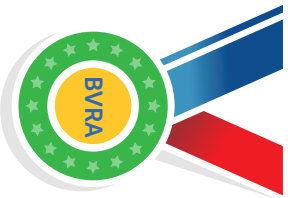
Key partners



Boehringer
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Professionals



The BVRA's Accredited Veterinary Receptionist Award

sponsored by
Petplan

The Accredited Veterinary Receptionist Award helps veterinary receptionists develop the skills, knowledge and attitudes required to master four crucial moments of contact receptionists have with clients whilst working in veterinary practice.

What material is covered

- Preventative Healthcare protocols
- Dealing with queries about symptoms
- What you need to know about dispensing veterinary products
- The art of registering clients and patients
- Giving estimates and quoting prices
- Mastering the Core-Four Diary entries
- The 8 principles of diary management
- How and when to keep your database up to date
- Facilitating payment and asking for money
- Access to hundreds of standard operating protocols templates

1 First contact

2 Diary entries

3 Arrival & waiting

4 Finish & follow up

BRONZE LEVEL

The AVR - BRONZE level

The bronze level of the award is free of charge to BVRA members. Each of the eight online webinars totalling 4 hours of CPD are followed by multiple choice questions. Participants will know immediately if they have achieved this level of the award.

SILVER LEVEL

The AVR - SILVER level

The silver level of the award is delivered via a Teach-Task-and-Tell format. Participants are taught various principles before completing tasks related to the subject matter. Receptionists are asked to express their opinion about how well they feel each subject area is working within their own practice and how it could be improved.

GOLD LEVEL

The AVR - GOLD level

The gold level of the award is delivered in the form of multiple online mini case reports whereby participants apply the principles they have covered in the bronze and silver modules to scenarios that are common within veterinary practice.

On successful completion for Bronze, Silver and Gold the participant will be awarded with the Accredited Veterinary Receptionist certificate.



1st Annual Congress

EARLY BIRD DISCOUNT

Only £99 if you register before 31st December 2017

The BVRA Annual Congress

Wednesday 28th February 2018

Lea Marston, Hotel & Spa, Works B76 0BY

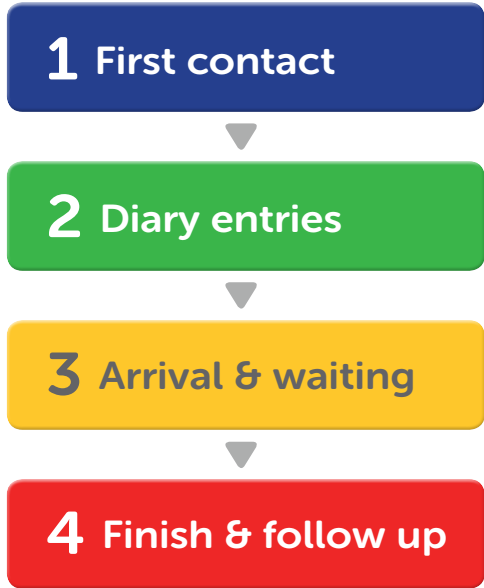
Keynote speaker The inspirational story of Allen Parton, Founder of Hounds for Heroes

The BVRA Regional Roadshow

The BVRA Regional CPD roadshow is based around mastering the following 4-core contact times with clients:

Only £49
for members

Run in partnership with **ROYAL CANIN**



Roadshow dates and locations in 2018

March 8th	▶	NORTHUMBERLAND	July 17th	▶	CHATHAM
May 3rd	▶	GLASGOW	August 11th	▶	DAVENTRY
June 7th	▶	BASINGSTOKE	October 16th	▶	BARNSELY

Sign-up and pay online at www.bvra.co.uk