

2012 Melbourne Workshops

Fee includes:

- All course materials and assessment
- Full student support throughout your 18 months study period
- Complete study timetable
- Facilitation by industry experts
- Morning / afternoon tea and lunch
- Full qualification on successful completion

- Statement of Attainment for partial completion
- Online submission of assessment tasks

Benefits:

- ▶ Customised delivery
- ▶ Great networking opportunity
- ▶ Nationally accredited qualification
- ▶ Career and study pathway
- ▶ Study support groups

Workshop enrolment fee: \$4300 (AVBA members) • \$4700 (Non-members)

Payment plans now available. Deposit \$950 paid on enrolment and balance of 10 equal monthly instalments via Ezyway.

 unepartnerships



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Certificate IV in Professional Practice Management (91482NSW)

(customised for veterinary practices)

Venue: **Melbourne**

Time: **9am - 4pm each day**

Enrolment Final Date: **20 February 2012**

After this date, please call for availability as places are limited

PRESENTERS*	Colleen Sullivan	Marianna Kelly	Marion McKay	Gary Smith	Paul Boland
	Saturday 24 March	Sunday 25 March	Saturday 5 and Sunday 6 May	Saturday 16 and Sunday 17 June	Saturday 28 and Sunday 29 July
MODULE	Taking control of your career	Risk and compliance	Recruitment and team effectiveness	Customer service	Business management systems and operations
COMPETENCY	<ul style="list-style-type: none"> Develop work priorities 	<ul style="list-style-type: none"> Identify risk and apply risk management processes Organise and monitor the operation of compliance management system 	<ul style="list-style-type: none"> Recruit, select and induct staff Promote team effectiveness 	<ul style="list-style-type: none"> Coordinate, evaluate and improve customer service Implement a service support system Undertake marketing activities 	<ul style="list-style-type: none"> Report on financial activity Implement operational plan Implement continuous improvement

*Presenters subject to change

Please note: Workshops are dependent on minimum numbers of enrolments