



UMD PROFESSIONAL LTD

**VETERINARY FAST-TRACK
PRACTICE MANAGEMENT PROGRAMME**

**leading to the
Institute of Leadership and Management's
Level 5 Diploma in Leadership
and Management**

PROSPECTUS 2014

**UMD Professional Ltd.
SBC House
Restmor Way
Wallington
Surrey SM6 7AH**

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1 INTRODUCTION

The UMD Professional Veterinary Practice Management programme aims to provide a sound grounding in the major elements of management required by veterinary practice managers today. The course has been designed in conjunction with veterinary practices and aims to integrate with the demands of practice as well as providing sound learning of the principles of management. In addition it provides a fast-track option for achieving the ILM Level 5 Diploma in Leadership and Management, and helps to prepare candidates for the VPMA's Certificate in Veterinary Practice Management. The timing of the workshop programme has been designed to allow for enrolment for the 2014 CVPM examination.

2 THE QUALIFICATION

The programme can be taken as a comprehensive stand-alone management course providing 41 hours of CPD, but also leads to the Level 5 Diploma in Leadership and Management, awarded by the Institute of Leadership and Management (ILM). This qualification aims to give practising and potential veterinary practice managers the foundation for their formal development. It represents a highly practical way to gain a respected management qualification which also benefits the practice.

The programme has two primary objectives

- To assist participants in gaining the knowledge required by a manager in a veterinary practice
- To develop practice management skills relevant to veterinary practice

3 THE ILM

The ILM is a respected national management institute with a track record in the delivery of management training and qualifications, and the Level 5 Diploma in Leadership and Management represents a recognised management qualification.

4 ENTRY REQUIREMENTS

To undertake this programme you should be:

- An existing practice manager
- A member of the veterinary practice team aspiring to the role of a practice manager

Whilst there are no formal educational requirements, learners should have a background that will enable them to benefit from the programme. Participants will derive most benefit from the programme if they have some prior experience of management – possibly at team leader or first line manager level, though this is not absolutely essential.

Because this is a practically based qualification, ideally you should have some experience, or can gain experience during the programme of the following:

- You have people reporting to you in the practice, possibly including other managers
- You allocate resources within the practice, and are responsible for financial accountability in certain areas
- You may hold budgets for practice expenditure
- You recruit people and are responsible for their performance
- You have responsibility for the quality of goods and services
- You may negotiate with suppliers and/or clients
- You may have responsibility for establishing, maintaining and improving systems (e.g. quality, marketing, health and safety, etc) as well as operating them.

5 THE TUTORIAL AND TRAINING TEAM

The team comprises experienced UMD Professional trainers and qualified assessors, approved by the ILM. All of the team demonstrate a real understanding of issues within professional practice and all have significant practical management experience.

6 FEES

The fees for the course are (£2850 plus VAT (£3420 inc VAT)). Course fees are due in full at the start of the course, but as a concession can be paid in eight monthly instalments of £402.50 by Standing Order after the initial deposit of £200 has been paid.

There is a 5% discount on the fees, if these are paid in full at the beginning of the course, which means that the fees are reduced to £2707.50 plus VAT (£3249 inc VAT).

Part-funding of £500 towards the fees for the course is currently available for the course starting in London in January 2014. If you would like to take advantage of this please indicate this on your application form.

With the part funding fees are reduced to £2350 plus VAT (£2820 inc VAT) payable in eight monthly instalments of £327.50 after the initial deposit of £200 has been paid, or £2207.50 plus VAT (£2649 inc VAT) if the fees are paid in full at the beginning of the course.

The fees do not include the registration fee for the Diploma with the Institute of Leadership and Management which is payable separately; this is currently £161. This fee is due at the start of the course and must be paid in full at that time.

A deposit of £200 is required with each booking.

7 **BOOKING A PLACE**

To book a place on the programme, please complete the attached booking form and the agreement and terms and conditions and return both of them to UMD Professional at

**UMD Professional Ltd
SBC House
Restmor Way
Wallington
Surrey
SM6 7AH**

You can pay your deposit by cheque (please enclose this with your application form) or by BACS (we will send you an invoice for the deposit with payment details but please note your place is not confirmed until we have received your deposit payment). Numbers on each course are limited, and early application is advised in order to secure a place.

Please make sure that you read the terms and conditions carefully before you sign as they constitute a legally binding document and contact UMD Professional if you have any questions.

THE DIPLOMA PROGRAMME

What does the course involve?

This is a highly participative workshop programme which involves a combination of a webinar, six monthly webinars, six one-day workshops held monthly and guided home study. The workshops provide not just input from your tutor, but also involve management exercises, case studies, discussions and group work. They are highly practical and use practical examples and case studies of veterinary practices. During the workshops you will work in teams, and can expect a highly interactive approach to learning. Workshop groups are kept small to allow time for individual attention.

The workshops are supported by a substantial reference manual which is downloaded from our website. This provides much of the theoretical background to the Diploma course and includes notes, reading and exercises for completion, and video material but also includes other practical activities (known as guided learning activities) for candidates to work on and complete in their practices between the workshops.

You will also have access to tutorial support via telephone and e-mail throughout the course.

The materials are downloaded from our website, and all assignments (see below) are submitted electronically. You will therefore need to have access to the internet and an e-mail address.

Alongside the workshops, candidates complete a number of assignments which form the assessment part of the qualification (see below).

How much time does it involve?

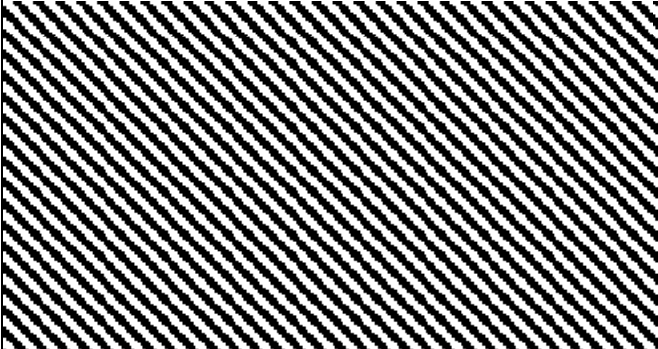
There is an online induction, and the six monthly full day workshops are held from 10 a.m. until 5 p.m.. Each of the monthly webinars lasts 45 minutes and these are recorded for later viewing.. On top of this, you should allow at least 6 – 7 hours a week for personal study.

What happens if I cannot attend a workshop?

If you cannot attend a workshop, you should download the materials for the workshop in the usual way and can use tutorial support to help you cover the workshop content.

What does the course cover?

The course covers the following subjects:

<p>SELF MANAGEMENT AND SKILLS</p> <p>Objectives and Targets Management Style Continuing Professional Development Grasping Opportunities for innovation and improvement</p>	<p>FINANCE AND NUMERACY</p> <p>Understanding Finance Making a Financial Case Managing by Budgets Presenting Numerical Data</p>
<p>OPERATING CONTEXT AND CHANGE</p> <p>Leadership and Management in Organisations Leading and Managing Change The Legal Framework Managing Ethically</p>	<p>PEOPLE MANAGEMENT</p> <p>Managing Individuals Developing & Leading Teams Addressing People Problems Identifying Individual Development Needs Recruitment and Selection</p>
<p>MEETING CUSTOMER NEEDS AND MARKETING</p> <p>Planning to Meet Customer Requirements Understanding the Organisation Managing Quality Marketing Understanding the Market</p>	<p>INFORMATION AND COMMUNICATION</p> <p>Gathering Information Communications Leading Meetings and Briefings Interviewing</p>
<p>PLANNING AND RESOURCES</p> <p>Planning for Efficiency Health, Safety and the Environment Managing Equipment Managing Materials</p>	

What is the workshop content?

A schedule of the workshops is set out below. The induction session is a one hour induction (also recorded for later viewing), and all of the workshops are of one day's duration, from 10.a.m. to 5 p.m.. The order of workshops may change from course to course. Each webinar is of 45 minutes duration.

Induction webinar	Introduction to the programme and learning and study skills
Workshop 1	The veterinary practice today, planning and understanding management; the role of the manager.
Webinar 1	Analysis, decision-making and problem-solving.
Workshop 2	Communications for the manager
Webinar 2	Dealing with people problems and managing conflict
Workshop 3	Recruitment and selection: developing and managing teams,
Webinar 3	Managing individual development
Workshop 4	Understanding and controlling finance
Webinar 4	Making a financial case
Workshop 5	Marketing, managing quality and meeting client requirements
Webinar 5	Managing efficiently and managing resources.
Workshop 6	Managing and leading change
Webinar 6	Leadership

What happens at the induction?

The first induction session is a webinar designed to introduce you to the requirements of the course and learn more about what is required for the Diploma.

Before the induction you will also be given contact details of your tutor/mentor and other members of the tutorial team. Should you have any particular special learning requirements, you should let the tutor know then.

How is the Diploma assessed? Is there an exam?

There is no exam. To achieve the qualification you will need to

- attend the workshops
- complete the activities set
- successfully complete a series of work-based assignments. **These need to be submitted strictly in line with the deadlines set**, and you will receive written feedback on your work. Assignments are submitted electronically by e-mail and all mark sheets are returned electronically

What support can I expect?

You will be assigned a tutor/mentor, and will have access to that tutor for one-to-one support for up to **two hours** a month between workshops over the course of the programme. You can contact your tutor by e-mail or by telephone. You will also be able to download an extensive reference manual for each workshop, together with a reading list and guided learning activities to help you put into practice what you have learned.

Dates and venue

The workshops will be held on the following dates in Central London. Webinar dates will be advised with the joining instructions.

Workshop	Date (Thursdays) Central London (Victoria)
Workshop 1	23 January 2014
Workshop 2	20 February 2014
Workshop 3	20 March 2014
Workshop 4	10 April 2014
Workshop 5	15 May 2014
Workshop 6	12 June 2014

**APPLICATION FOR ENROLMENT
UMD PROFESSIONAL LTD
ILM Level 5 Diploma in Leadership and Management
VETERINARY PRACTICE FAST-TRACK MANAGEMENT COURSE
2014**

Delegate Name

Address

.....

Home Tel. No. Work Tel. No.

E-mail address.....

Date of Birth.....

Please enrol me on the Veterinary Practice Management Programme in London 2014

Please tick as appropriate:

I wish to take the ILM qualification. **Please register me with the ILM. I understand I will be invoiced for this separately.**

I wish to take advantage of the part-funding. Please arrange this for me.

Invoicing details

I am paying my own fees

My employer is paying my fees

Name and address for invoicing purposes if different from delegate name and address

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.....

I confirm that the practice is paying for this delegate named above. Please enrol the delegate on the programme indicated above

Authorised signatory for practice.....

I would like to pay for the course: in full by Standing Order (8 instalments)

I enclose the signed terms and conditions and my deposit cheque of £200 (cheque made payable to UMD Professional Ltd)

OR

I enclose the signed terms and conditions. I wish to pay the deposit by BACS; please invoice me with payment details.

Delegate signatureDate.....

AGREEMENT AND TERMS AND CONDITIONS OF BUSINESS

1. UMD Professional Ltd will be referred to as the Company from this point forward. **This agreement will refer to the practice or the individual responsible for paying the invoice as the client and the participant on the course as the delegate.**
2. Once a booking has been confirmed by the Company then the Company cannot accept any responsibility or liability if the client or delegate defaults from the booking. No fees will be refunded if the delegate does not complete the course, or the qualification element of the course, or attend the workshops, and fees will remain payable in full, unless point 10 applies.
3. The full course fee becomes due when the Company confirms the delegate's place on the course and can be paid in full on presentation of invoice by cheque or BACS transfer, or as a concession by monthly Standing Order over eight months. ILM registration fees are payable in full prior to the commencement of the course and no refund in respect of the ILM registration fees can be made if the delegate withdraws from the course or does not proceed to the full Diploma.
4. The Company cannot accept responsibility or liability if the delegate fails to complete the course because of an effect or omission on the part of the client or delegate. Therefore, the delegate must ensure that s/he is able to meet the requirements of the course before the commencement of the course.
5. The Company reserves the right to cancel courses that do not attract sufficient numbers of delegates to ensure viability. The Company reserves the right to make appropriate changes to the course timetable and content or to cancel a course due to circumstances beyond its control and liability shall be limited to the refund of fees paid in this instance.
6. The Company reserves the right to postpone a course or individual workshop within the course due to unforeseen circumstances or to offer alternative arrangements without liability for any consequential or indirect loss.
7. If the Company cancels the whole course all monies paid by the client to UMD Professional Ltd in respect of the course fees will be returned to the client.
8. Where the client applies to pay course fees by Standing Order the Company reserves the right to check the Client's credit worthiness prior to confirming the delegate's place, and to refuse the option of paying by Standing Order.
9. Where the client elects to pay for the course fees by Standing Order, if the client cancels the Standing Order or misses a Standing Order payment, the remainder of any fees outstanding will be payable in full within 30 days of the missed Standing Order payment date .
10. If a delegate withdraws from the course or cancels their place after their booking has been confirmed the client will be charged up to the full fee for the course depending on the length of notice given. All notifications of cancellation must be given in writing to the Company

Days notice of cancellation prior to the commencement of the course	% of fee to pay
More than 42 days prior to the start of the course	Deposit
28 – 41 days prior to the start of the course	50% of fee
14 – 27 days prior to the start of the course	75% of fee
Less than 14 days prior to the start of the course	100% of fee

Please read the above, sign this copy and return to UMD Professional Ltd, SBC House, Restmor Way, Hackbridge Road, Wallington, Surrey, SM6 7AH, together with your application form for enrolment and deposit cheque.

.....
 Delegate Name

.....
 Delegate signature or Client signature

.....
 Name and position of signatory

.....
 Date