



IVC Leaders, Receptionists & Support Team Course Calendar 2019-20

You will find more information for all courses in the online brochure, available in the Learning and Development pages of the intranet, the IVC website, and the monthly bulletin. IVCL&D@independentvetcare.co.uk



The home of learning & development

OCTOBER 2019

Monday	Tuesday	Wednesday	Thursday	Friday
	1 Exceptional Receptionist - Grantham	2 Taking Payments with Confidence - Lisburn NI CD Leadership Spring 19 Day 7 - Manchester	3 CD Leadership Spring 19 Day 8 - Manchester	4
7	8 Exceptional Receptionist - Plymouth	9 CD Leadership Spring 19 Day 5 - Sutton Coldfield PMHN Leadership Level 1 - Bristol	10 CD Leadership Spring 19 Day 6 - Sutton Coldfield PMHN Leadership Level 1 - Bristol	11
14	15 Exceptional Receptionist - Preston	16 Exceptional Client Journey - Falkirk	17	18
21	22 Academy Coach Training - Edinburgh	23	24	25
28 CD Leadership Spring 19 Day 7 - Gatwick	29 CD Leadership Spring 19 Day 8 - Gatwick	30 Taking Payments with Confidence - Inverness	31	

NOVEMBER 2019

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4	5 Pet Bereavement & Client Support - Exeter Exceptional Receptionist - Inverness CD Leadership Spring 19 day 9 - Manchester	6 Exceptional Receptionist - Kilmamock	7 CD Leadership Spring 19 Day 7 - Sutton Coldfield	8 CD Leadership Spring 19 Day 8 - Sutton Coldfield
11	12 Exceptional Receptionist - Kings Lynn	13 CD Leadership Spring 19 Day 1 - Sutton Coldfield	14 London Vet Show CD Leadership Spring 19 Day 2 - Sutton Coldfield	15 London Vet Show
18	19 Pet Behaviour & Product Knowledge - Birmingham Introduction to Coaching - Birmingham	20	21 Exceptional Receptionist - Sittingbourne	22
25	26	27 Taking Payments with Confidence - Chester	28 CD Leadership Spring 19 Day 9 - Gatwick	29

DECEMBER 2019

Monday	Tuesday	Wednesday	Thursday	Friday
2	3 Exceptional Receptionist - Kendal CD Leadership Autumn 19 Day 1 - Gatwick	4 Exceptional Receptionist - Bristol CD Leadership Autumn 19 Day 2 - Gatwick	5 CD Leadership Spring 19 Day 9 - Sutton Coldfield	6
9	10	11	12	13
16	17	18	19 CD Leadership Autumn 19 Day 1 - Bristol	20 CD Leadership Autumn 19 Day 2 - Bristol
23	24	25	26	27
30	31			

JANUARY 2020

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2	3
6	7 Exceptional Receptionist - Birmingham	8	9 Taking payments with Confidence - Dartford CD Leadership Autumn 19 Day 3 - Gatwick	10 CD Leadership Autumn 19 Day 4 - Gatwick
13	14 Academy Coach Training - Bristol Improving Your Clients Experience - Walsall CD Leadership Autumn 19 Day 5 - Cumbernauld	15 CD Leadership Spring 19 Day 10 - Manchester	16 CD Leadership Spring 19 Day 10 - Gatwick	17
20	21	22	23 Improving Your Clients Experience - Plymouth CD Leadership Autumn 19 Day 3 - Sutton Coldfield	24 CD Leadership Autumn 19 Day 4 - Sutton Coldfield
27	28	29		

FEBRUARY 2020

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5 CD Leadership Autumn 19 Day 3 - Bristol	6 CD Leadership Autumn 19 Day 4 - Bristol	7
10	11 Resolving Challenging Situations - Knutsford CD Leadership Autumn 19 Day 5 - Gatwick	12 Academy Coaching Day - Manchester	13	14
17	18 PMHN Leadership Level 1 - Cumbernauld Improving Your Clients Experience - Norfolk PMHN Leadership Level 1 - Cumbernauld	19 CD Leadership Spring 19 Day 10 - Sutton Coldfield Improving Your Clients Experience - Reading PMHN Leadership Level 1 - Cumbernauld	20 CD Leadership Autumn 19 Day 5 - Sutton Coldfield	21
24	25	26 Exceptional Receptionist - Wrexham Academy Coaching Day (Advanced) - Reading CD Leadership Autumn 19 Day 6 - Cumbernauld	27 Resolving Challenging Situations - Bristol CD Leadership Autumn 19 Day 1 - Belfast	28 CD Leadership Spring 20 Day 2 - Belfast

MARCH 2020

Monday	Tuesday	Wednesday	Thursday	Friday
2	3 PMHN Leadership Level 1 - Gatwick	4 Taking Payments with Confidence - Newcastle PMHN Leadership Level 1 - Gatwick	5 CD Leadership Autumn 19 Day 5 - Bristol	6
9	10 Improving Your Clients Experience - Bristol PMHN Leadership Level 2 - Gatwick CD Leadership Autumn 19 Day 6 - Gatwick	11 Exceptional Receptionist - Reading PMHN Leadership Level 2 - Gatwick CD Leadership Autumn 19 Day 6 - Gatwick	12 Improving Your Clients Experience - Canterbury CD Leadership Autumn 19 Day 6 - Sutton Coldfield	13
16 PMHN Leadership Level 1 - Bristol	17 PMHN Leadership Level 1 - Bristol	18 Exceptional Receptionist - Newquay PMHN Leadership Level 1 - Sutton Coldfield	19 PMHN Leadership Level 1 - Sutton Coldfield	20
23	24 Exceptional Receptionist - Newport, Wales CD Leadership Autumn 19 day 3 - Belfast	25 Academy Coaching Day - Glasgow CD Leadership Autumn 19 Day 7 - Cumbernauld CD Leadership Autumn 19 Day 4 - Belfast	26 Resolving Challenging Situations - Cumbernauld CD Leadership Autumn 19 Day 6 - Bristol	27
30	31 Resolving Challenging Situations - Sutton Coldfield			

APRIL 2020

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2 BSAVA	3 BSAVA
6	7 PMHN Leadership Level 1 - Crieff Perth CD Leadership Autumn 19 Day 5 - Belfast	8 PMHN Leadership Level 1 - Crieff Perth CD Leadership Autumn 19 Day 7 - Sutton Coldfield	9 CD Leadership Autumn 19 day 8 - Sutton Coldfield	10
13	14	15	16	17
20 CD Leadership Autumn 19 Day 7 - Bristol	21 CD Leadership Autumn 19 Day 8 - Bristol	22 Taking Payments with Confidence - Manchester	23 Exceptional Receptionist - Peterborough	24
27 CD Leadership Spring 20 Day 1 - Manchester	28 Exceptional Receptionist - Lisburn CD Leadership Autumn 19 Day 7 - Gatwick CD Leadership Spring 20 Day 2 - Manchester	29 Academy Coaching Day - Bath CD Leadership Autumn 19 Day 8 - Gatwick PMHN Leadership Level 1 - Manchester	30 PMHN Leadership Level 1 - Manchester	

MAY 2020

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4	5	6 Academy Coaching Day (Advanced) - Leamington Spa	7 Introduction to Coaching - Sutton Coldfield	8
11 CD Leadership Autumn 19 Day 1 - Cumbernauld	12 PMHN Leadership Level 2 - Crieff Perth CD Leadership Autumn 19 Day 2 - Cumbernauld	13 Exceptional Receptionist - Newton Abbot PMHN Leadership Level 2 - Crieff Perth CD Leadership Autumn 19 Day 6 - Belfast CD Leadership Spring 20 Day 1 - Gatwick	14 Improving Your Clients Experience - Inverness CD Leadership Autumn 19 Day 9 - Sutton Coldfield CD Leadership Spring 20 Day 2 - Gatwick	15
18 CD Leadership Spring 20 Day 3 - Manchester	19 Exceptional Receptionist - Resolving Challenging Situations Canterbury CD Leadership Autumn 19 Day 9 - Bristol North CD Leadership Spring 20 Day 4 - Manchester	20 Introduction to Coaching - Manchester	21	22
25	26 Introduction to Leadership Day 1 - Bristol	27 Introduction to Leadership Day 2 - Bristol	28 Introduction to Coaching - Bristol	29

JUNE 2020

Monday	Tuesday	Wednesday	Thursday	Friday
1	2 Resolving Challenging Situations - Norfolk	3	4 Exceptional Receptionist - Cramlington CD Leadership Autumn 19 Day 9 - Gatwick	5
8 CD Leadership Spring 20 Day 1 - Crieff Perth	9 Exceptional Receptionist - Derby CD Leadership Spring 20 Day 5 - Manchester CD Leadership Spring 20 Day 2 - Crieff Perth	10 CD Leadership Autumn 19 Day 3 - Cumbernauld	11 CD Leadership Spring 20 Day 4 - Cumbernauld	12
15	16	17 Exceptional Receptionist - Southampton CD Leadership Spring 20 Day 3 - Gatwick	18 CD Leadership Spring 20 Day 4 - Gatwick	19
22 CD Leadership Spring 20 Day 1 - Sutton Coldfield	23 Improving Your Clients Experience - Manchester CD Leadership Spring 20 Day 2 - Sutton Coldfield	24 Academy Coaching Day - Newcastle CD Leadership Autumn 19 Day 7 - Belfast Introduction to Leadership Day 1 - Sutton Coldfield	25 CD Leadership Autumn 19 Day 8 - Belfast Introduction to Leadership Day 2 - Sutton Coldfield	26
29	30 Introduction to Coaching Cumbernauld			

JULY 2020

Monday	Tuesday	Wednesday	Thursday	Friday
		1 CD Leadership Spring 20 Day 3 - Crieff Perth	2 CD Leadership Spring 20 Day 4 - Crieff Perth CD Leadership Autumn 19 Day 9 - Cumbernauld	3
6 PMHN Leadership Level 1 - Gatwick	7 PMHN Leadership Level 1 - Gatwick	8 Academy Coaching Day - Crieff Exceptional Receptionist - Castle Cary	9	10
13 CD Leadership Autumn 19 Day 10 - Sutton Coldfield CD Leadership Spring 20 Day 5 - Gatwick CD Leadership Spring 20 Day 3 - Sutton Coldfield	14 Improving Your Clients Experience - Belfast CD Leadership Autumn 19 Day 9 - Belfast CD Leadership Spring 20 Day 4 - Sutton Coldfield	15 Exceptional Receptionist - Sittingbourne PMHN Leadership Level 1 - Sutton Coldfield CD Leadership Autumn 19 Day 10 - Bristol	16 Improving Your Clients Experience - Derby PMHN Leadership Level 1 - Sutton Coldfield CD Leadership Spring 20 Day 6 - Manchester	17
20	21 Taking Payments with Confidence - Walsall CD Leadership Autumn 19 Day 10 - Gatwick	22	23	24
27	28	29	30	31

AUGUST 2020

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28

SEPTEMBER 2020

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2 Exceptional Receptionist - Ipswich Academy Coaching Day - Belfast	3	4
7 Introduction to Leadership Day 1 - Gatwick	8 Introduction to Leadership Day 2 - Gatwick CD Leadership Spring 20 Day 6 - Gatwick	9 Exceptional Receptionist - Bristol Introduction to Coaching - Gatwick	10 CD Leadership Autumn 19 day 10 - Cumbernauld	11
14	15 PMHN Leadership Level 2 - Sutton Coldfield CD Leadership Autumn 19 Day 10 - Belfast CD Leadership Spring 20 Day 7 - Manchester	16 Exceptional Receptionist - Grantham PMHN Leadership Level 2 - Sutton Coldfield CD Leadership Spring 20 Day 8 - Manchester	17 CD Leadership Spring 20 Day 5 - Sutton Coldfield	18
21	22 Academy Coaching Day (Advanced) - Leeds Introduction to Coaching - Belfast	23 Exceptional Receptionist - Kendal PMHN Leadership Level 1 - Belfast	24 Taking Payments with Confidence - Plymouth PMHN Leadership Level 1 - Belfast	25
28 Introduction to Leadership Day 1 - Cumbernauld	29 Academy Coaching Day - Coventry Improving Your Clients Experience - Cumbernauld CD Leadership Spring 20 Day 5 - Crieff Perth Introduction to Leadership Day 2 - Cumbernauld	30		