

EDUCATIONAL PROGRAMME
13 MARCH 2010
6 BSHAA CPDs

Hilton London Stansted Airport Hotel,
 Round Coppice Road, Stansted CM24 ISF
 (Telephone: 01279 680800 www.hilton.com)
on Saturday 13 March 2010

Professional Development Day

6 BSHAA CPDs

- 9.00 **Registration and coffee/tea**
- 9.25 **Welcome, Opening Remarks** Ian Croft: Chair for the day
- Your Technicolor Future**
 This forum will give members an opportunity to get the very latest updates
- | | | |
|-----------------------|---|---|
| Michael Guthrie | - | 10 mins -The journey to HPC - update |
| Peter Ince | - | 10 mins - Customer Care Scheme |
| Barry Downes | - | 15 mins - Scope and Standards of Practice |
| Alan Torbet | - | 15 mins - BSHAA's Hearing Care Assistant and Quality Pilots |
| John Wenn | - | 10 mins - Career Development Pathways |
| Martin Paterson-Brown | - | 5 mins - My experience as an MSc student |
| Barry Downes | - | 30 mins - Your CPD your PDP - hands on exercise |
| Q and A | - | 15 mins |
- 11.20 Coffee/tea
- 11.50 **The Relevance of Materials Science in Modern Day Dispensing**
 Henry Nmai
- 12.20 **Do we hear what our clients are telling us?**
 Christine De Placido
 The patient journey is not just about tests and procedures; it is also about how clients experience our services. This talk will present data from a series of in depth interviews, in which participants discussed their expectations and experiences of aural rehabilitation services in both the NHS and the private sector. The talk also outlines clients views of what makes a good service
- 13.00 Lunch
- 14.00 **Making the Internet work for your business**
 Dean Watmough, Orca
- 14.40 **Technology Forum - Product features that help to secure a YES decision in the sale of hearing aids**
 Wendy Davies, Siemens; Paul Lamb, Starkey; Trevor Chapman, Bernafon
- 16.10 **Clinical Ear Care for Hearing Aid Audiologists**
 Rosemary Rogers
- 16.45 **Open Forum**
- 17.00 **Close, Coffee/tea**

DIRECTIONS: Exit the M11 at Junction 8, sign-posted Stansted Airport. Take the slip road signed 'Long-stay car park'. At the first roundabout turn left, continue straight over the second roundabout and you will see the Hilton Hotel sign on your left. A transfer bus service is available, offering guests a frequent half-hourly service to and from Stansted's airport terminal. Service is available from Bay 28 at Airport coach station.



BSHAA REGISTRATION FORM

at Hilton London Stansted Hotel
 Round Coppice Road, Stansted CM24 ISF

Name(s) For ALL Delegates:.....

BSHAA Membership No(s): RHAD No(s):.....

Business Name:

Address:.....

Postcode: Email:

Please reserve me place(s) at the BSHAA Seminar on Saturday 13 March 2010.

Cheques payable to BSHAA (Note the cost of the Study Day and travelling costs are deductible from personal or business tax).

	£
Members	88.00
Non-Members	176.00

Irish Diploma/BSc Students/HAC Trainees 50% Discount off above prices subject to availability.

Prices are per person and are inclusive of VAT. They cover the seminar, lunch and refreshments. If you require a vegetarian meal or have any special needs please advise.

Please send a SAE if a VAT invoice is required (no other receipt will be issued).

NOTE: No refunds will be given if notice of cancellation is received within 10 days of the seminar.

Please return the completed form together with your cheque payable to BSHAA by **5 March 2010** to:

Linda Peel
7 Kings Avenue, Stone, Staffordshire ST15 8HD

EMAIL ADDRESS WILL BE USED TO NOTIFY YOU OF IMPORTANT BSHAA UPDATES.