BTEC in Stoma & Continence Customer Support

BTEC Advanced Award – Level 3
Two day on-site course with pre-course learning and pre-course project work

Course Objective
To equip customer service staff with the skills to ensure best practice in the delivery of services to customers requiring Stoma and Continence products and services.

Learning outcomes
• Understand the complex needs of the patient and the role of the specialist nurse.
• Understand the Regulatory Standards relating to the provision of Stoma and Continence products and services.

This course, designed to meet the arrangements introduced in April 2010 for Dispensing Appliance Contractors, has given over 200 people the opportunity to gain a healthcare industry accredited qualification.

Who will benefit most?
All staff working within Dispensing Appliance Contractors who are in regular direct contact with customers, whether patients or Healthcare Professionals. This covers: reception staff, customer service staff, delivery drivers and Marketing Assistants

You will learn about:
• Anatomy and physiology of the well functioning alimentary canal and urinary tract, and what can happen when things go wrong?
• Pre & post operative care and discharge planning for stoma patients and associated products.
• Awareness of how to assess correct product usage in relation to individual bladder and bowel needs.
• Patient perspective on living with an appliance.
• Regulation and self regulation.
• Understanding prescription procedures.
• Service and delivery standards.

Pre-course information
To help you get the most out of the training, we will send you a comprehensive pre-course reading pack for you to read and complete before attending the course.

Course Fee
BHTA Member/ ATP Society Practitioner £399 + VAT
Non Member £512 + VAT
Edexcel BTEC Qualification Fee £110 + VAT

How to book:
Complete the attached booking form and return with full remittance to:
BHTA, Suite 4.06, New Loom House, 101 Back Church Lane, London E1 1LU
For further information, please visit www.bhta.com or email BHTA’s Professional Development & Events Co-ordinator – nigel.woods@bhta.com