



2018 Training Planner July to December 2018

To book email training@bvrla.co.uk or call 01494 545713

The vehicle rental and leasing industry is unique in many ways and it is difficult to find relevant training and development for our people so that they can be the best there is. Look no further – here is a schedule of BVRLA training for the rest of 2018. Plan your course or accreditation now!

Professional Fleet Consultant Development Programme

Dates	Venues	Price
(M1) 26-27 September 2018	BVRLA, Amersham	£1800 + VAT (Member Rate)
(M2) 17-18 October 2018		Members can pay in two instalments: £1000 + VAT (Module One) £800 + VAT (Module Two)

Rental Operator Skills Certificate

Exam Dates	Venues	Price
8 November 2018	Choice of: BVRLA Amersham GTG Wolverhampton GTG Glasgow	£150 + VAT (Member Rate) £170 + VAT (Non-Member Rate)

Introduction to Daily Rental Training Course

Dates	Venues	Price
2-3 October 2018	Bromsgrove, Birmingham	£500 + VAT (Member Rate) £600 + VAT (Non-Member Rate)

Customer Service Webinar for Rental Operators

Dates - to suit!	Price
4 x 1 hour trainer-led sessions over 8 weeks	£300 + VAT

BVRLA e-Learning Platform – Rental Members

Personal Effectiveness Pack- 11 Modules: Acting Professionally, Business Writing, Electronic Communications, Emotional Intelligence, Handling Angry Customers, Influencing & Motivating others, Presentations that Impress, Self-Appraisal, Time Management, Awareness, Data Protection (GDPR) ACT Counter Terrorism Awareness.

Price £150 + VAT – annual accreditation per learner

Management & Leadership Pack – 10 Modules: Coaching, Conducting a Performance Review, Conducting Effective Interviews, Delegating Effectively, Leadership Essentials, Managing Performance, Project Management, Running Effective Meetings, Successful Recruiting, Equality & Diversity for Managers

Price £150 + VAT – annual accreditation per learner

Selling Contract Hire

Updated 19 July 2018



Dates	Venue	Price
10-11 October 2018	BVRLA, Amersham	£500 + VAT (Member Rate)

Designed for sales professionals in the Leasing and Fleet Management sectors, who have a knowledge of vehicle acquisition methods, the course explores vehicle funding methods and effective sales techniques.

NLP Skills for Effective Selling

Dates	Venues	Price
20 November 2018	Bromsgrove, Worcestershire B60 4JE	£300 + VAT

Selling Regulation & Compliance for Leasing Brokers

Dates	Venues	Price
4 October 2018	Amersham HP7 0DD	£250 + VAT (Member Rate) £300 + VAT (Non-member Rate)

BVRLA Fair Wear & Tear Training

Dates	Venues	Price
15 August 2018	Atlanta House, Sutton Coldfield	£195 + VAT (Member Rate)
17 October 2018		£225 + VAT (Non-member Rate)
12 December 2018		

IMI - BVRLA Driver Support Customer Service Advisors & Technical Support Accreditation & Senior Customer Service Advisor Accreditation

Dates	Venues	Price
Dates are agreed with members to suit their needs	Assessments are conducted on member premises	Level 2 - £350 Level 3 - £450

Assessment for accreditation is conducted at the member organisation's premises, with a qualified and experienced assessor facilitating. Candidates are rigorously tested through a series of industry specific assessments aimed at stretching candidates' abilities and knowledge to the highest standard. The accreditation is a benchmark of industry excellence in professional, technical and skill competencies. All assessments have been designed to be relevant to candidates' day jobs, testing their understanding and skill in handling customer needs, advising on vehicle servicing, accident management, safety standards, warranties and other vital matters.

- Level 2 candidates are assessed in four ways, with two written and two discussion-based assessment criteria to pass;
- Level 3 candidates are assessed in six ways, with three written and three discussion-based assessment criteria to pass.

For full details of the what a candidate can expect from their assessment experience, please see the [Candidate Guide](#).

Benefits of Accreditation

Following accreditation, candidates and organisation can expect to be motivated and engaged, have enhanced customer relationships, better staff retention, high customer service standards, enhanced credibility through registration on the IMI Professional Register.