



STARTS MAY 2017

LEVEL 3 DIPLOMA IN TREATMENT COORDINATION

3

- One year correspondence course
- No exam
- 4 units to complete
- Tutor support

THIS COURSE CONSISTS OF THE FOUR FOLLOWING UNITS:

- Roles and responsibilities of the Treatment Coordinator
- Effective Communication
- Marketing and Sales
- Expected Standards

AIMS:

- To understand the role and responsibilities of the TCO.
- To develop and use effective communication.
- To understand the marketing, sales and the structure of the TCO consultation.
- The legalities involved in working as a TCO and supporting your dentists.

OUTCOMES:

- Identify your strengths and weaknesses in relation to performing this role. Identify the opportunities for professional development.
- Principles of team working –

- identify each team member's role and responsibilities in the client journey.
- Legal and Ethical - principles of consent.
- Understanding patients' needs and wants – profiling of personalities, listening skills.
- Communicating options – knowing your treatments, presentation skills, creating portfolios of dental treatments.
- Understanding how patients make buying choices.
- Creating practice information packs.
- Define standards of record keeping - notes and images, treatment plans, consent forms.
- Measuring quality – use of audit (records, satisfaction, treatment plan acceptance).

FEES:
£835 per student

**CONTACT US TODAY
TO SECURE YOUR PLACE**

e. info@hortonhonours.co.uk
t. 01279 888 176