

BHTA Retailers Day 2024

6th February 2024

Regional Driving Assessment Centre (RDAC), West Midlands

PROGRAMME

09.15 - 10.00	Registration and arrival refreshments
10.00 - 10.50	10 Steps to Retail Success Workshop <i>Clare Bailey - The Retail Champion</i>
10.50 - 11.00	Comfort Break
11.00 - 11.45	10 Steps to Retail Success Workshop <i>continued</i> <i>Clare Bailey - The Retail Champion</i>
11.45 - 12.30	How well do you know your customer? How accessible is your business? <i>Jade Wallace – Disability Expo and Mike Glyn – MG Retail Consulting</i>
12.30 - 12.40	BHTA and the Wheelchair Alliance <i>Andrew Stevenson – BHTA President and Wheelchair Alliance Board Member</i>
12.40 - 13.30	Lunch and member exhibition
13.30 - 14.00	Introduction to Powered Wheelchair and Mobility Scooter Retailer Training <i>Rebecca Houlden - Driving Mobility</i>
14.00 - 14.45	BHTA Trusted Assessor Training Launch <i>Clare Barber and Janet Seward - TACT</i>
14.45 - 15.00	Mobility Scooter Storage and DFGs <i>Rachel Russell – Foundations UK</i>
15.00 - 15.20	What is new with the BHTA Code of Practice? <i>Bill Lee – Head of Policy and Compliance, BHTA</i>
15.20 - 15.30	Feedback and close of meeting