



Dental Practice Manager Course

Blended Learning Programmes

www.tempdent.co.uk

Dental Practice Manager Course

Course Overview

The **Dental Practice Manager Course** is a 18-24-month government funded course and is comprised of 4 main components:

- The level 4 ILM Certificate in Leadership and Management
- Portfolio of workplace activity
- End Point Assessment – consisting on a synoptic project and interview
- Functional Skills English & Maths level 2 qualifications (unless exempt. Typical exemptions include Maths and English GCSEs grade A-C)

This qualification was created by the dental Trailblazer group and is accredited by the Institute of Leadership and Management and is delivered via our online blended learning platform via a combination of classroom/webinar training and workplace based assessments.

Candidates must be employed as a dental practice manager before enrolling onto this course.

Entry Requirements

No formal previous qualifications are required, however you should have sound knowledge of English and mathematics.

Applicants with GCSE qualifications in mathematics and English (grades A-C) will be exempt from the Functional Skills components.

You need to be employed as a dental practice manager for a minimum of 30 hours per week.

You must have regular access to a computer or laptop with speakers as you will be required to attend live webinars, access online material and prepare coursework.

Start Date

We will be launching this course in the latter part of 2017. Please register your interest in the course with one of our course administrators now, and we will contact you with enrolment details very soon.

Course Fees

This course will be government funded either through the Employer Levy (for larger employers.)

For practice managers working for non levy paying companies the course will be fully government funded for 16-18 year old students. For students 19 years and over the fees will be part funded (90%) by government with the remaining 10% funded by the employer.

Benefits

- Formal qualification for dental practice managers
- Gain knowledge and experience for progression into operations, integrations and senior management
- Gain the ability to use systems, prioritise and be adaptable to change
- Learn about delivering excellent customer service and developing effective relationships
- Learn about human resources, patient care, marketing, quality assurance and risk management

Some Learning Outcomes Include

- Demonstrate effective communication skills to build rapport with customers, responding in a timely and accurate fashion openly and honestly
- Deliver effective team management taking ownership of issues, agreeing actions, providing progress reports and flagging concerns.
- Communicate consistently, accurately and appropriately through all relevant media.
- Show enthusiasm and acts as a positive team member, sharing knowledge, ideas and experiences with the team for continuous improvement
- Manage own prioritising of time, resources and activities demonstrating integrity and ethical behaviour with flexibility and positively to change
- Utilise systems accurately, appropriately and consistently demonstrating efficient use of IT systems and ensuring all regulatory requirements are met.
- Demonstrate integrity and ethical behaviour and act in an open and honest way
- Demonstrate a flexible approach
- Respond positively to change and show willingness to refocus priorities when required
- Consistently demonstrate a positive approach to work and suggest ways to improve how work is done
- Take ownership and seek ways in which to develop own knowledge and skills within the role
- Share knowledge and experiences with others to assist in their learning journey
- Progressively develop own career

How do I apply?

You can apply for this course by;

- Apply through our website <https://www.tempdent.co.uk/training/dental-practice-manager-courses.html>
- Email us at info@tempdent.co.uk
- Phone our course admin team on 020 8371 6700

Get in Touch



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