



Dental Practice Manager Course

Blended Learning Programme

 **tempdent**
RECRUITMENT AND TRAINING
www.tempdent.co.uk



Dental Practice Manager Course

Course Overview

The **Dental Practice Manager Course** is a 15-18-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, regional workshops and workplace based assessments.

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

They will be supported by a Tempdent portfolio assessor.

They must also be supported by a **mentor in the practice (their line manager)** who will be responsible for undertaking observations, monthly reviews with the learner and completing reporting to support learner progress

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.

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

They 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

The course commences biannually in January & July. Please register your interest in the course with one of our course administrators now, and we will contact you with enrolment details.

Course Fees

This course is government funded. For Levy Paying employers the course will be funded through the Employer Levy.

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 (95%) by government with the remaining 5% funded by the employer.

Apprentice Age	Non-levy SME (under 50 employees)	Non-levy SME (50 plus employees)	Levy (payroll of £3M plus per year)
16-18	Fully government funded (no fee)	£450 plus VAT	£9,000 when using digital account Or £450 plus VAT when digital accounts funds have run out
19+	£450 plus VAT	£450 plus VAT	£9,000 when using digital account Or £450 plus VAT when digital accounts funds have run out

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

Syllabus

- Module 1 – Recruitment and Selection
- Module 2 – Understanding Performance Management
- Module 3 – Managing Equality and Diversity
- Module 4 - Developing People in the workplace
- Module 5 Clinical- Dental Diseases/GDC Standards/Dental Audits & terminology
- Module 6 – Risk Management
- Module 7 – Patient Care & CQC Standards
- Module 8 – Finance

- Module 9 - Marketing
- Module 10 – Quality Assurance
- Module 11 – Dental Industry – Service delivery and remuneration for NHS and private dental care. Local and national changes in dental service delivery.
- Module 12 – Leadership skills
- Module 13 – Preparation for End Point Assessment.
- Completing the Scenario for End Point Assessment.

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



Facebook/tempdent



Twitter/tempdent



LinkedIn/Tempdent recruitment & training



Head Office
4 Cadbury Close
Whetstone
London
N20 9BD

Tel: 020 8371 6700
Email: info@tempdent.co.uk
Web: www.tempdent.co.uk