



DENTAL PRACTICE MANAGER Apprenticeship

STUDENT FACTSHEET

YOUR FUTURE STARTS HERE

Managing all non-clinical aspects of a dental surgery, leading the practice team and achieving excellent patient care and cost efficiency.

Key Information

Level	4
Duration	24 months months (this does not include EPA period)
Entry requirements	- 16 years or over. - Please contact our Apprenticeship team for further entry requirements.
Delivery	A minimum of 30 hours of on the job training at work place, 1 day per week including a day to study theory at our Uxbridge campus
Role profile	The Practice Manager is responsible for managing all non-clinical aspects within a specified practice/s to achieve excellent patient care, quality, cost and delivery performance in line with practice strategy, goals and values. The Practice Manager leads the team by providing support and direction to enhance performance, skills and knowledge of all practice staff.
Qualifications	Our approach to ensuring that the apprentice is on track is based on a combination of an externally validated qualification and an in house Performance Management (PM) process. Level 4 Qualification – Certificate in Leadership & Management Alternatively where employers feel that there is evidence of higher academic aptitude, the apprentice could opt for a more demanding higher level qualification that would enable fast tracking through the progression routes available on completion of this apprenticeship.

Choose a Trusted Provider

	We are a top provider in London with consistently high success rates
	We are the largest college group providers of apprenticeships in west London
	We work with major companies including British Airways, Brunel University London & Menzies etc.
	Most of our apprentices secure employment at the end of their apprenticeship
Discounted travel with an Apprentice Oyster card	Discounts on shopping with an NUS Apprentice Extra Card

Employers involved in creating this standard:

Genix Healthcare, 211 Dental – Ravi Rattan, 543 Dental, Bupa Dental Services, Den Dental, Integrated Dental Holdings (IDH), Oasis Healthcare, Rodericks Dental, Smile Care Group, Smile Impressions Ltd, Association of Dental Groups, Aesthetic Dental Laboratory, Accident Dental Laboratory, CosTech Elite, Knight Dental Design, Optimum Dental Laboratories, PDS Dental Laboratory Leeds Ltd, S4S Dental Laboratory, SB Dental Laboratory Limited, Sparkle Dental Labs Ltd, Dental Technologists' Association, Kings College Hospital NHS Foundation Trust

Progression

This is an entry level role which provides the foundation knowledge, skills and experience for progression into a number of career paths including Practice Manager, Area Manager and Regional Manager leading to Senior Management roles.

Sample Modules and Content

Knowledge	The practice manager will have knowledge of:
Human Resources	Policies, procedures and processes for: <ul style="list-style-type: none">- recruitment, selection, contracts- personal/professional development planning (induction and training)- performance management (supervision and appraisal)- equality, diversity, grievance, discipline, whistleblowing- rota management and absence management
Skills	The practice Manager will be able to:
Leadership skills	Lead (in non-clinical matters) and motivate the practice team effectively by: <ul style="list-style-type: none">- Understanding the role and responsibilities of a manager- Communicating the organisation's vision and strategy- Clarifying & supporting company policies- Setting clear goals and expectations- Supporting individual personal and professional development- Providing mentoring & coaching for individual team members- Being able to seek feedback on workplace performance- Leading by example- Strategic thinking at a local/practice level

Frequently Asked Questions

What is new apprenticeship standard?

Apprenticeships in England are changing. Because of government reforms, a new style of apprenticeships has been designed to meet the needs of employers, learners and providers.

How will I be assessed?

You will be assessed continually in knowledge, skills and behaviour areas at work. Towards the end of the apprenticeship, employers and providers will 'sign-off' the apprentice as ready for the end-point assessment (EPA).

Signing-off an apprentice indicates the employer and providers believe their knowledge, skills and behaviours are the level required to gain an apprenticeship. This sign-off is called the 'gateway'.

An end-point assessment (EPA) is a collection of assessments that offers confirmation of knowledge, skills and behaviours for a particular role. The EPA must be achieved before an apprenticeship certificate can be issued. The assessment organisation and the assessor must be independent of, and separate from the training provided by the provider and employer.

Do I already need to have a job to start an apprenticeship?

You should be working a minimum of 30 hours per week in a job. If you are unemployed, view our vacancies to apply for a job:

www.hruc.ac.uk/apprenticeships

Can I start an apprenticeship after Year 11?

Yes, you can! Young people in England must stay in education or training until they turn 18. If you're looking for a different option after Year 11, an apprenticeship could be the answer for you!

How much does an apprenticeship cost?

There is no cost for you to do an apprenticeship if you are 16 years old or over and you will be paid a wage.

[View our vacancies to apply](#)

www.hruc.ac.uk/apprenticeships



Already working? Upskill!

Turn your job into an apprenticeship. Call us on **01895 853622 / 0208 909 6328** to get you started.