



Level 4

# Dental Practice Management



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# FAQs

**Q: Who is the qualification for?**

**A:** The Level 4 Diploma in Dental Practice Management qualification delivered by Cavity Training has been designed as a standalone qualification or as an apprenticeship qualification for anyone wishing to become a qualified practice manager. Candidates are required to be in a work placement in order to be able to commence the qualification.

**Q: Is it part of an apprenticeship standard or initiative?**

**A:** Yes – Dental Practice Manager - ST0109

**Q: What does the qualification cover?**

**A:** This qualification allows candidates to learn, develop and practice the skills required for employment and a career in Dental Practice Management. The content covers all essential areas of Management and is mapped to the GDC Learning Outcomes for Dental Nurses and relevant National Occupational Standards. This qualification is approved by the GDC.

This qualification allows candidates to go on to higher level 5 management courses and expand their management career.

**Q: What is a Level 4 Dental Practice Management Apprenticeship?**

**A:** It's a work-based program combining on-the-job training with classroom learning, equipping you with the skills and knowledge to manage non-clinical aspects of a dental practice.

**Q: What level qualification is it equivalent to?**

**A:** It's equivalent to a Higher National Certificate (HNC).

# FAQs

**Q: What skills will I learn?**

**A:** Dental practice management principles, finance and budgeting, human resource management, marketing and communication, customer service, data analysis, IT skills, leadership, and quality improvement.

**Q: What are the benefits of doing this apprenticeship?**

**A:** Earn while you learn, gain valuable practical experience, develop specialized management skills, and become a qualified dental practice manager.

**Q: What qualifications will I receive?**

**A:** You'll earn a Level 4 Diploma in Dental Practice Management and a professional qualification from a recognised awarding body.

**Q: What are my career prospects after the apprenticeship?**

**A:** You can progress to more senior management roles within dental practices, specialise in areas like finance or HR, or start your own dental practice.

**Q: What industry sectors is it suitable for?**

**A:** Specifically for the dental healthcare sector.

**Q: What will I be responsible for?**

**A:** Managing budgets, staffing, administration, marketing, patient care, legal and regulatory compliance, and contributing to the practices overall success.

# Structure

## Entry Requirements

The minimum requirements are level 2 in English and Maths.

## Structure

To achieve the Level 4 Diploma in Dental Practice Management, candidates will need to also successfully complete a final online Knowledge Test.

This is a 24 month course, with a final end point assessment.

## Knowledge

Our course is delivered via live training webinars with specialist tutors.

## Skills and Behaviours

You will be appointed a designated Assessor, who will coach you through your qualification and complete regular assessments with you to support you to complete your qualification. You will have weekly contact from your Assessor.



Practice  
Management

# Course Contents

- What is the Role of a Practice Manager?
- What is a Registered Managers Responsibilities?
- Critical Core Skills
- Clinical Frameworks
- Patient Care
- Risk Management
- Requirements for the Dental Industry
- Finance
- Marketing

Completion of these units will produce a portfolio of evidence of your competency.





## What is the Role of a Practice Manager?

This unit will introduce the role and responsibilities of a practice manager and outline the essential attributes and behaviours required in regard to recruiting and managing staff.

Outline the legal requirements, policies and procedures required, performance management of staff and leadership skills, and business management.

Additionally, it will teach you leadership styles and techniques to use when dealing with challenging situations.

You will learn how to reflect on your own current professional practice and identify areas for ongoing improvement using a Personal Development Plan (PDP).

Understand how a Personal Development Plan (PDP) is used to continuously improve professional knowledge, skills, and behaviours.

# What are Registered Managers Responsibilities?

Learners to be able to able to establish standards for high quality care, through policies and procedures, and be able to train the team to meet those standards.

As well as manage staff, through effective appraisals, reviews and absence monitoring, including mental health awareness.

You will be able to create and implement continuous monitoring systems, like complaints handling and incidents and accidents - be able to learn from feedback.





## Critical Core Skills

Learners will develop some of the most sought after soft skills now in Business.

When these specific skills are present, it makes the rest of the Management Processes so much easier, improving KPI's alongside helping employees excel in the Dental Practice.

Here we would be looking at focusing on areas such as communication, teamwork, and adaptability, often termed as transferable or interpersonal skills, these are essential for professional success.



## Clinical Frameworks

This will introduce you to the roles and responsibilities of the whole practice team, and the essential attributes and behaviours required to work within the legislative framework.

Additionally, it will enable you to develop reflective practice, communication and patient centred care, skills that are required.

You will learn about dental disease and terminology, helping you be able to lead, motivate and communicate with your team with a clinical understanding.





## Patient Care

Understand and manage the patient's journey to ensure high standards and exceptional customer service.

You will learn about managing patient records, governance, recalls, confidentiality.

# Risk Management

This will introduce learners to the health and safety legislation relevant to the dental setting. This includes the understanding of policies and procedures, and the application of safe working practices in the workplace.

You will learn about health and safety theory and be able to contribute to safe working practices in the dental setting by creating policies, risk assessments as well procedures for health and safety and, ensuring your practice, patients and staff are protected.





## The Dental Industry Requirements

This will enable the learner to develop the Knowledge and skills needed to carry out their duties relating. Service Delivery & Remuneration under NHS and Private dentistry.

# Finance

Gain the knowledge and skills required to create budgets and set targets.

You will learn how to meet the expectations of stakeholders as well as compliance.





## Marketing

Develop the knowledge and skills to be able to create strategies for attracting and retaining patients.

You will learn how to use various forms marketing media such as face book and websites as well as improving your practice profile.

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