



Employer Handbook

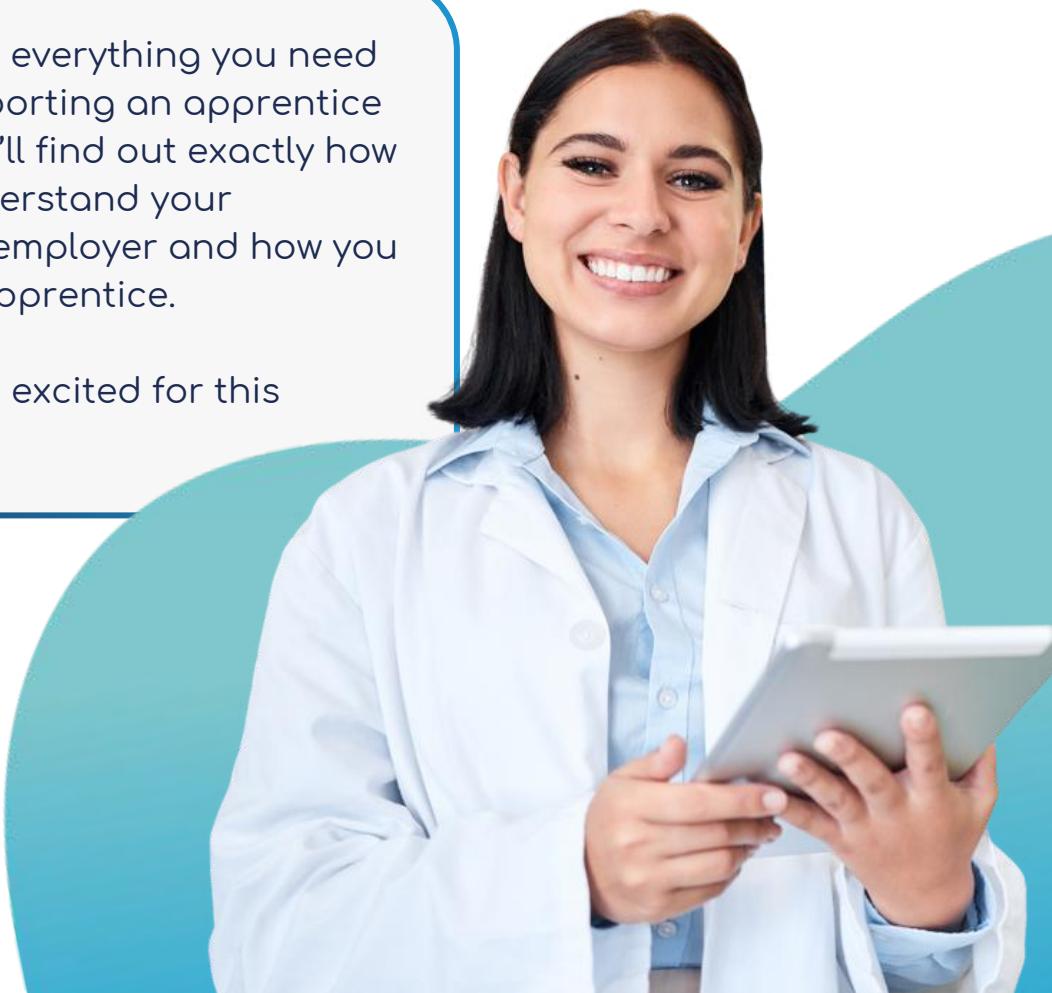
Level 4 Dental Practice Manager Apprenticeship

In this handbook

Introduction to apprenticeships	3
Who is Tempdent?	3
Benefits of apprenticeships	4
Eligibility	4
The learner journey	5
Supporting your learner	6
Commitment	7
Additional support	9
Protected apprenticeship time	9
Here to help you	10

This guide contains everything you need to know about supporting an apprentice with Tempdent. You'll find out exactly how it all works and understand your commitment as an employer and how you can support your apprentice.

We hope you are as excited for this journey as we are!



Introduction to apprenticeships

An apprenticeship is a paid job where an employee learns and gains valuable experiences. Alongside on-the-job training, apprentices complete Tutor and self-led learning with a training provider like Tempdent, a college or university, which leads to a nationally recognised qualification.



Learning
on-the-job



Developing
skills,
knowledge and
behaviours



Minimum of
12 months



Includes
End-Point
Assessment

Who is Tempdent

Tempdent is the UK's leading dental training provider and recruitment agency, with over 28 years of expertise. Our industry-leading apprenticeships and qualifications continue to shape the future of the dental profession. Our team of dedicated and experienced Tutors guide thousands of Apprentices through to successful qualification each year, leaning into learners' individual needs to consistently achieve the highest pass rates across the UK at 99.6%.



Benefits of apprenticeships



Nationally recognised qualification



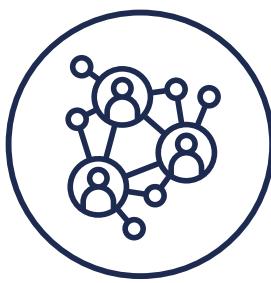
Earn while you learn



Clear progression routes



Build confidence in your role



Network across your wider business



Gain transferrable skills



Eligibility

For a learner to be eligible for the Tempdent Level 4 Dental Practice Manager apprenticeship, they should:

- Be 16+ years of age.
- Be employed as a Dental Practice Manager for a minimum of 30 hours per week.
- Not currently in another form of education.

The learner journey

Here's an overview of what your apprentice's journey will look like:

Tutor Assessor

Your apprentice's Tutor Assessor will be their main point of contact at Tempdent. They will guide your apprentice to successful qualification through individual tutor sessions, live group webinars and will be available for any additional support.

On-programme

Throughout the apprenticeship, your learners will build up an e-portfolio via e-learning activities, collaborative live webinars, one-to-one tutor sessions and consolidation activities. They will be in regular contact with their Tutor Assessor to track progress and identify any areas where extra support may be required.

Gateway

Near the end of the apprenticeship programme, you, your apprentice and their Tutor Assessor will meet for a 'gateway discussion' to decide whether the apprentice is ready for their End Point Assessment.

End Point Assessment

During the EPA, the e-portfolio your apprentice has built throughout their apprenticeship will be quality assured, they will also take part in a professional discussion to gauge their understanding, and present a project followed by a question and answer session on their topic.

Final Results

Upon successful completion of the apprenticeship and passing their EPA, your apprentice will become a fully qualified Dental Practice Manager. Congratulations are in order!



Supporting your learners

We're proud of our incredible team

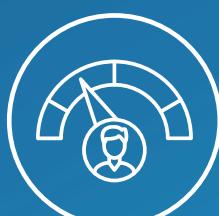
Our dedicated and expert Tutor Assessors are second to none! Every year, our Tutors guide thousands of apprentices through their dental apprenticeships to qualification - we have a 99.6% pass rate! They are here to fully support your apprentice alongside you, and are on hand if you or your apprentice have any questions.



As their manager, you have visibility of your learner's progress on the learning platform, Bud, enabling you to support and encourage them throughout their course.



Tutor Assessors have sector experience and knowledge to support the delivery of the apprenticeship through 1-2-1 sessions and collaborative teaching workshops.



The Tutor Assessor will maintain weekly contact with the learner through phone, email and video calls.

As a manager, you will be expected to meet with the Tutor Assessor and learner every 8-10 weeks for progress reviews.

Commitment

All apprentices must have access to a laptop or computer with speakers, a microphone and reliable internet connection.

Your commitment

Managers should be there to support learners throughout the apprenticeship and will be asked to:

- Assign a GDC registered mentor to your apprentice before the course starts.
- Attend and contribute to the learner's enrolment appointment.
- Ensure that your apprentice attends 100% of the webinars and exams and you put time aside on a regular basis for them to attend support sessions with their assessor.
- Take the time to regularly check their progress, so you can support them in achieving their qualification.
- Be available to speak to your apprentice's dedicated Tutor Assessor during working hours, to get feedback on their progress.
- Provide the opportunity for the apprentice to work within the full range of activities required in order to complete the course.
- Discuss the support the learner will require.

Learner's commitment

- Complete all enrolment tasks and attend all enrolment meetings.
- Complete work within the agreed timescales.
- Attend all progress reviews and monthly meetings.
- To provide at least 48 hours notice to postpone or cancel meetings.
- Commit to the entire apprenticeship and achieve the qualification.

Our commitment

We will be there to guide your learner through the apprenticeship as well as be on hand to answer any questions they might have.

We will:

- Support your apprentice through enrolment onto the apprenticeship.
- Meet regularly with the learner to ensure their progress and understanding of the course content.
- Provide 8- 10 weekly progress reviews.
- Provide you with your own personal Bud log-in to view your apprentice's progress at any time you choose.
- Ensure you and your apprentice receive information, advice and guidance throughout the learning process and receive the highest standard of support and expertise.
- Support your learner through the end point assessment and through to qualification.

Additional support - Protected Apprenticeship Time

Protected apprenticeship time is a statutory requirement for an apprenticeship. It's learning that your apprentice completes during their normal working hours, for the purpose of achieving new knowledge, skills and behaviours.



- ✓ Apprentices must use this time to complete activities that are outside of their usual working role.
- ✓ The activities must focus on teaching new skills and knowledge, not assessing existing skills.
- ! Protected apprenticeship time is also commonly referred to as "off-the-job training"

How much protected apprenticeship time is needed?

A minimum of 7.7 working hours should be spent on protected apprenticeship time per week. Please note, protected apprenticeship time must only take place during paid hours, not overtime. Importantly, these hours are flexible and do not need to be completed evenly each week. As long as the total minimum hours is met by the end of the programme, the distribution of hours is entirely within your control.

What activities count as protected apprenticeship time?

- The teaching of theory and knowledge.
- Practical skills training.
- Completing work-based projects.
- Building a portfolio.
- Learning support.
- Completing assessments or assignments.
- Shadowing and mentoring.
- Industry visits and exhibitions.
- Online learning.

We are here to help you

For general enquiries:
hello@tempdent.co.uk

For queries or support with your training:
training@tempdent.co.uk

For feedback or complaints:
support@tempdent.co.uk

Tel: 020 8371 6700
www.tempdent.co.uk

Kat Michaelis (Deputy Head Tutor & Educational Welfare Officer)

Tel: 020 8371 7209
Kat.michaelis@tempdent.co.uk

