



# Apprentice Handbook

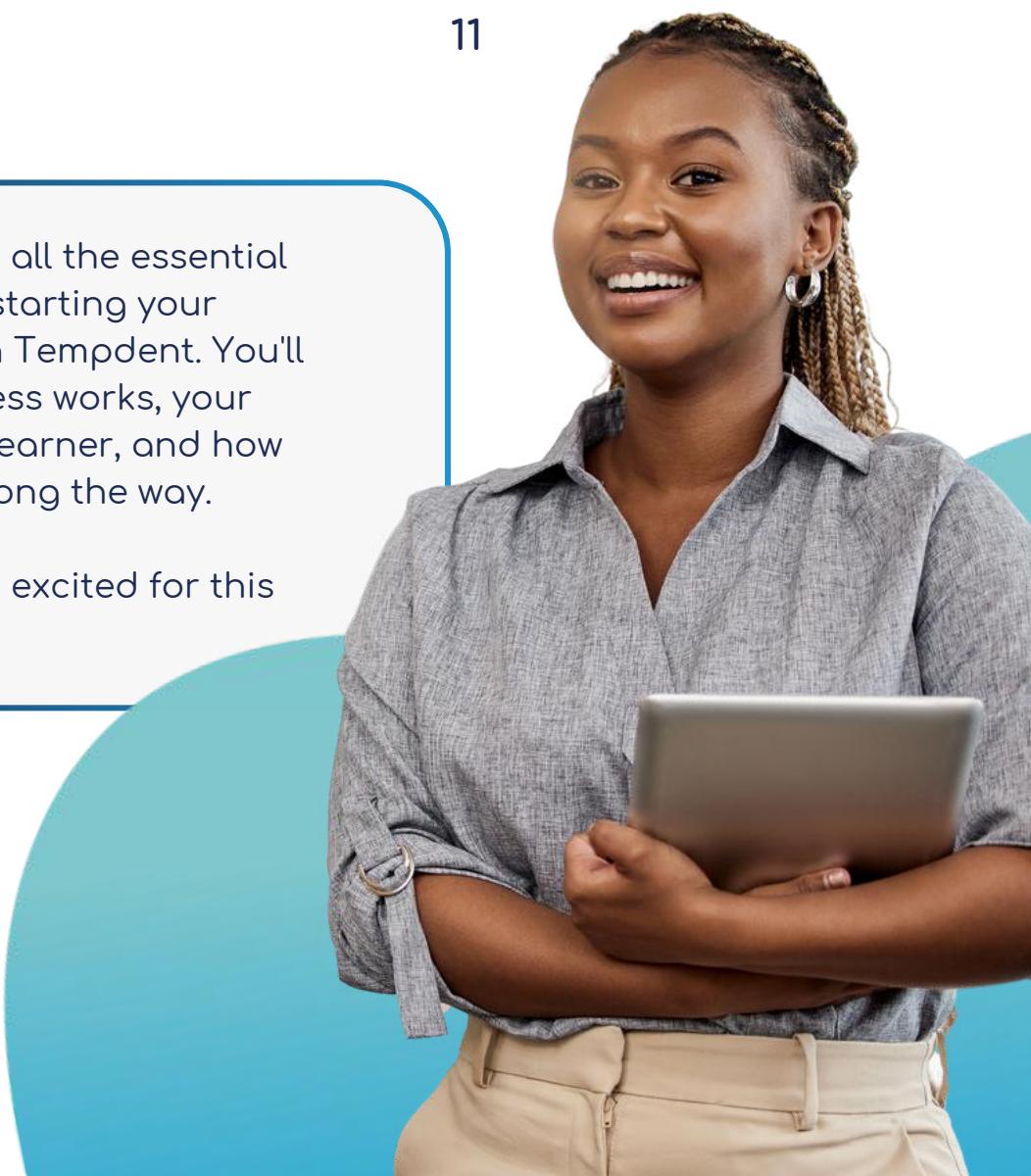
Level 4 Dental Practice Manager Apprenticeship

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This guide provides all the essential information about starting your apprenticeship with Tempdent. You'll learn how the process works, your commitments as a learner, and how we'll support you along the way.

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



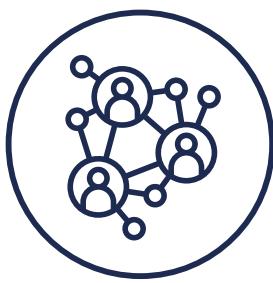
Earn while you learn



Clear progression routes



Build confidence in your role



Network across your wider business



Gain transferrable skills



## Eligibility

To be eligible for the Tempdent Level 4 Dental Practice Manager apprenticeship, you 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 learning journey will look like:

## Tutor Assessor

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

## On-programme

Throughout the apprenticeship, you will build up an e-portfolio via webinars and assignments. You will be in regular contact with your 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 workplace manager and your Tutor Assessor will meet for a 'gateway discussion' to decide whether you are ready for your End Point Assessment.

## End Point Assessment

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

## Final Results

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



# Supporting you

## 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 like you through their dental apprenticeships to qualification - we have a 99.6% pass rate! They are here to fully support you alongside your manager, and are on hand if you have any questions.



You'll have access to our learning platform, Bud, where you can access your learning materials, learning plan, upload work, progress review and much more!



Your Tutor Assessor will maintain regular contact with you via phone, email and videos calls.

Your workplace manager will also meet with you and your Tutor Assessor every 8-10 weeks for progress reviews.

Tutor Assessors have sector experience and knowledge to support the delivery of the apprenticeship through 1-2-1 sessions and live webinars.

# Accessing your workshops

To get the most out of your learning journey, you have been provided with a Tempdent student Office 365 account.

To access this account, please visit [www.office.com](http://www.office.com).

Your log in details have/will be sent to you in your apprenticeship acceptance letter and there is a video tutorial on how to access this below.



[Watch the video](#)

How to use Microsoft Office 365 for Tempdent Learners

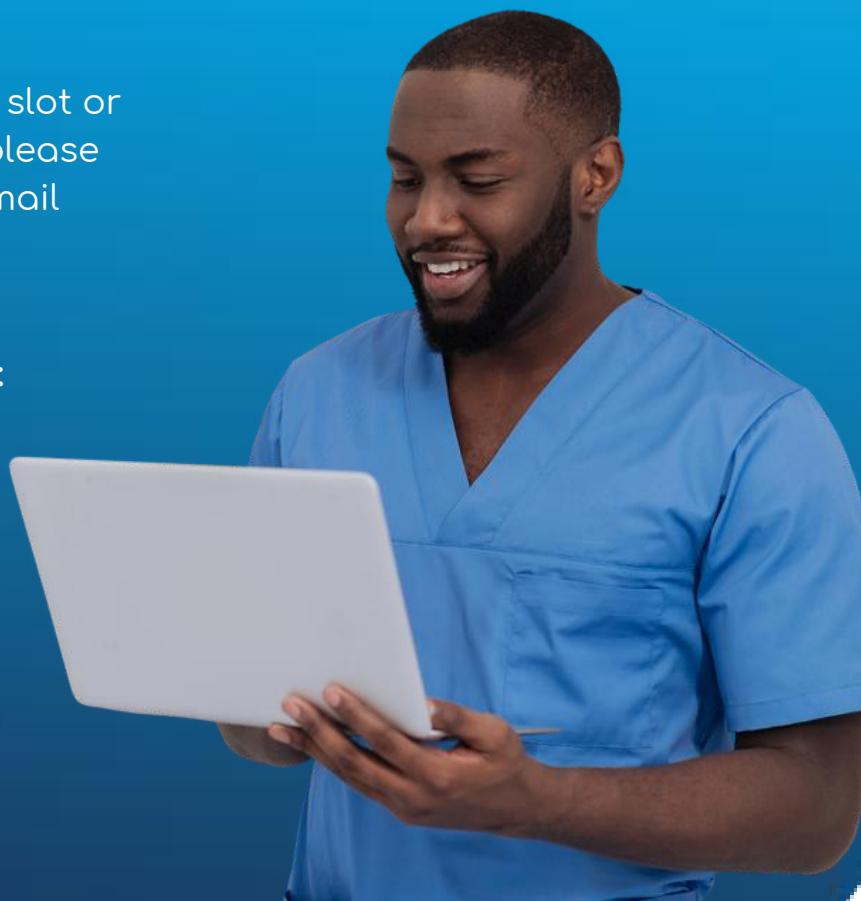
Your new account will be required to join our online workshops. Invitations to Teams meetings will be sent to your Tempdent student email address from [tempdent@appointeddd.com](mailto:tempdent@appointeddd.com). Each booking confirmation will include an attachment and simple step-by-step instructions to get started.

You can view scheduled sessions by checking your Tempdent Outlook calendar in Office 365, accessible either through Teams or directly via Outlook.

If you are unsure about your time slot or how to access the meeting links, please contact your Tutor Assessor or email [training@tempdent.co.uk](mailto:training@tempdent.co.uk)

**You can also utilise this log in for:**

- Online group chats to build a community of support
- Contacting your workshop tutor
- Accessing communications via mobile, laptop and computer



# Commitment

## Your commitment

We will be there to guide you through the apprenticeship but we also expect the following from you:

- Complete all enrolment tasks and attend all enrolment meetings.
- Complete work within the agreed timescales.
- Attend all webinars, progress reviews and monthly meetings.
- Provide 48 hours notice to postpone or cancel meetings.
- Be liable for missing a deadline and therefore not being able to complete an assessment or exam.
- Prepare for each webinar by accessing the relevant learning material.
- Commit to the entire apprenticeship and achieve the qualification.

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

## Your manager's commitment

Your manager should be there to support you throughout the apprenticeship and will be asked to:

- Assign you a GDC registered mentor before the course starts.
- Attend and contribute to your enrolment appointments.
- Ensure you attend 100% of the webinars and exams and put time aside on a regular basis for you to attend support sessions with your Tutor Assessor.
- Take the time to regularly check your progress.
- Be available to speak to your dedicated Tutor Assessor during working hours, to get feedback on your progress.
- Provide the opportunity for you to work within the full range of activities required in order to complete the course.
- Discuss the support you may require.

## Our commitment

We are here to ensure you are fully supported and achieve your qualification. We will:

- Support you through enrolment onto the apprenticeship.
- Meet with you regularly to ensure your progress and understanding of the course content.
- Provide 8 - 10 weekly progress reviews.
- Provide you with your personal log-in to access your learning materials, upload work, check your progress and contact us via the platform.
- Ensure you and your manager receive information, advice and guidance throughout the learning process and receive the highest standard of support and expertise.
- Support you 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 you complete during your 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"

7.7  
hours  
per week

## 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.
- Completing assessments or assignments.
- Learning support.
- Shadowing and mentoring.
- Industry visits and exhibitions.
- Online blended learning.

# We are here to help you

For general enquiries:  
[hello@tempdent.co.uk](mailto:hello@tempdent.co.uk)

For queries or support with your training:  
[training@tempdent.co.uk](mailto:training@tempdent.co.uk)

For feedback or complaints:  
[support@tempdent.co.uk](mailto:support@tempdent.co.uk)

Tel: 020 8371 6700  
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