



UP TO **£9k**
GOVERNMENT
FUNDING BAND

TYPICAL
DURATION **24mth**
APPRENTICESHIP
PROGRAMME

Level 4
FOUNDATION
DEGREE EQUIVALENT

Dental Practice Manager

Apprenticeship Standard CACHE Solution Brief

Overview

Responsible for the smooth running of your surgery, the Dental Practice Manager is vital to the operational and revenue performance of the practice. Your apprentice will lead traditional business functions like human resources, finance, marketing and risk management, as well as demonstrating industry-specific leadership in patient care, regulatory compliance and quality assurance. Managing teams of various sizes and delivering on revenue targets and performance objectives, your apprentice will gain all the knowledge, skills and behaviours required to manage non-clinical aspects within a specified practice.

Your apprentice will undergo a 24 month apprenticeship training programme at Level 4, gaining a Level 4 Certificate in Leadership and Management qualification. Throughout the apprenticeship CACHE will ensure a rigorous and professional assessment process to ensure that high standards of quality required by this sector are maintained.

Role profile

The Dental Practice Manager is responsible for managing all non-clinical aspects within a specified practice or practices to achieve excellence in patient care, quality, resource management and delivery performance in line with practice strategy, goals and values.



Apprenticeship journey



Mock Assessments

Ensuring everyone has the most accurate expectations of end-point assessment (EPA) is essential. Providing mock assessment materials and guidance for all of our assessment methodologies, we empower providers and apprentices to structure learning towards the EPA format to assure the best chance of success.



Gateway

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway. We provide a Gateway guide to all of our providers to support them with this process. This ensures that the apprentice is only put forward when they are ready and comfortable to take the EPA.

1

2

End-point assessments



Synoptic Project

65%

A multi-dimensional scenario-based project, undertaken over a 4 month period, gives apprentices the chance to demonstrate they can apply the knowledge, skills and behaviours they have learned in controlled conditions (an approach which eradicates the conflicting pressures often present in everyday work environments). This provides a relatively high degree of consistency and comparability that increases the accuracy of the assessment decision.

The project is reviewed and scored by the Independent End-point Assessor (IEPA), ahead of the final Interview. The project will cover 2 of the skills elements highlighted in the standard; communication and either leadership or management. CACHE hold a bank of tasks from which the employer can choose the most relevant to the apprentice's situation.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online platform.



GRADE WEIGHTING – graded as a Pass or a Distinction and carrying 65% of the final grading.



End-Point Assessment

Defined by the employer-led trailblazer action group, the assessment plan for Dental Practice Manager has 2 modes of assessment: a Synoptic Project and an Interview. CACHE will ensure the appropriate allocation of the Independent End-Point Assessor (IEPA) to see each apprentice through all modes of assessment and assure consistent quality of assessment.



Certification

Once the IEPA verifies that the apprentice has successfully completed all EPAs, CACHE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate – a worthy recognition of their hard work and achievement and the currency that can help further their career.

3

4



Interview

35%

Worth 35% of the final grade, the final Interview with an IEPA allows apprentices to demonstrate how they have carried out their work. This increases accuracy and validity by providing an opportunity to assess the depth and breadth of the apprentice's application of underlying knowledge, skills and behaviours.

The IEPA will use a series of structured questions to assess behaviours and soft skills, while allowing apprentices to demonstrate their style. Taking the form of a structured discussion between the apprentice and IEPA, the Interview is focused on the Synoptic Project results and performance during the apprenticeship. In this way the assessment covers a range of knowledge, skills and behaviours - including how the apprentice has demonstrated behaviours, approaches and responses to scenarios. It also provides the IEPA with an opportunity to clarify points from the Synoptic Project results.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online video conference platform.



GRADE WEIGHTING – graded as a Pass or a Distinction and carrying 35% of the final grading.

Grading

The apprentice must achieve at least a Pass in both elements of their EPA or their overall result will be 'fail'. To achieve a Distinction apprentices must achieve a Distinction in both assessments.

Progression

Once the Level 4 Dental Practice Manager Apprenticeship is complete, the learning doesn't stop. A suggested apprenticeship pathway is illustrated below.



Delivery and pricing

CACHE is committed to offer value for money, high quality EPAs. Our 'digital first' approach provides flexible assessment methods for apprentices that limit the impact on the productivity of their working day. This enables us to provide the EPA for Dental Practice Manager at a highly competitive rate. For levy payers within their digital account limit, 100% of this price is covered by government funding. For non-levy payers, 90% is covered and just 10% requires an employer contribution.

100%

of the price is covered with government funding for levy payers within their limit.

10%

employer contribution for non-levy payers.

Why CACHE?

With over 70 years of assessment experience, we are a 'digital first' apprenticeship assessment organisation, making use of innovative new technology approaches to enhance the delivery and management of assessment. As the UK's leading sector specialist, our expertise and continued investment in high quality qualifications has enabled us to maintain and build our deserved reputation for excellence and leadership.

CACHE; Council for Awards in Care, Health and Education; and NNEB are registered trademarks owned by NCFE. Any reference to CACHE or Council for Awards in Care, Health and Education registered address, company or charity numbers should be deemed to mean NCFE. NCFE is a charity registered in England and Wales with registration number 1034808. NCFE is a private company limited by guarantee in England & Wales with Registered Company Number: 02896700.

Let's get to work.

Visit: cache.org.uk/epa | Call: 0191 240 8950 | Email: epa@ncfe.org.uk