epaplus+

Level 4   £9,000   24 months

Dental Practice Manager

① What the role entails

The Dental Practice Manager is responsible for managing all non-clinical aspects within a specified practice 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.

② On-programme assessment

The apprentice must achieve the following on-programme assessment requirements prior to Gateway:

- Level 2 English and maths
- Level 4 Certificate in Leadership and Management

③ Gateway requirements

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, including the following:

- Completion of a Project Proposal (max. 500 words)
- Completion of a Portfolio of Evidence (10-20 pieces of evidence)

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④ End-Point Assessment

The EPA for Dental Practice Manager contains 2 methods of assessment as outlined below:

Project and Presentation with Question and Answer Session

Apprentices will complete a Project, Project Report and Presentation based on an agreed proposal that demonstrates their competence against the KSBs assigned to this method of assessment. The apprentice and their employer will identify a scope for the Project which will be submitted at Gateway. Once agreed, the apprentice has 60 days to complete the Project and submit a Project Report (1500-2000 words) along with the Presentation and any supporting evidence. The Presentation will last 60 minutes (+/-10%), including the delivery of the Presentation and a Question and Answer session.

Grade Weighting - The Observation is graded as Fail, Pass or Distinction by the Independent End-Point Assessor (IEPA)

Professional Discussion underpinned by Portfolio of Evidence

The Professional Discussion is a structured discussion of 60 minutes (+10% at the discretion of the IEPA) which must be appropriately structured to draw out the apprentice's competence and coverage of the KSBs assigned to this method. It is underpinned by a Portfolio of Evidence, which is compulsory and must be submitted at Gateway. The Portfolio will typically contain between 10 and 20 pieces of evidence, and though they are not assessed, they are to be reviewed by the IEPA prior to the Discussion.

Grade Weighting - The Observation is graded as Fail, Pass or Distinction by the IEPA.

⑤ Grade aggregation table

Project and Presentation	Professional Discussion underpinned by Portfolio	Overall grading
Fail	Fail	Fail
Fail	Pass	Fail
Pass	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

⑥ Completion and certification

Once the IEPA verifies the apprentice has successfully completed all EPAs, CACHE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice received their certificate.

⑦ What next?

This is an entry level management 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.

Why choose EPA Plus?

We are an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across Health, Education & Care and Business apprenticeship standards. EPA Plus offers a flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.

https://www.instituteforapprenticeships.org/apprenticeship-standards/dental-practice-manager/