

The Dental Practice Management Consultants

“ I would recommend this course not only for practice managers but also dentists that want to regain control of the day to day running of their practices.

Harvinder Singh Thiara BDS, Leicester ”

Level 7 - Postgraduate Certificate in Dental Practice Management

The Postgraduate Certificate is a University accredited course that guides Principals and experienced Practice Managers through a wide range of business issues. The course awards 60 postgraduate university credits and for the dentist, 60 credits for the management and “other” components of the FGDP Career Pathway leading to Fellowship.

- **Modular course; 9 full days over a 12 month period**
- **Uses a proven combination of exercises, case studies and direct experience**
- **Encourages participants to exchange knowledge, share in and learn from each other's success**
- **Accredited by The University of Chester**
- **Fulfils requirements for the Management component of FGDP Fellowship**

The Level 7 Postgraduate Certificate has proven highly beneficial to current and aspiring practice principals, who increasingly need to fulfil a management as well as a clinical role.

Cost

£2600 per place, including all assessment and administrative fees due to the University of Chester (£840), all course materials (excluding books on the reading list), unlimited email support between formal sessions, refreshments and lunch on training days.

The Postgraduate Certificate is divided into the following modules:

Module 1

Planning and controlling a dental practice

- Understanding the current state of dentistry
- Understanding the current legislative and regulatory framework
- Creating a practice vision and strategy
- Planning and basic control of practice operations and finances

Module 2

Managing people and developing teamwork in the dental practice

- Personnel - creating job descriptions and implementing evaluation procedures
- Recruitment - the process from creating an advert to offer letters and induction programmes
- Development - training, career structures, lifelong learning and motivation
- Teamwork - creating and leading a team, sharing ideas, assigning responsibilities, what to do when things go wrong

Module 3

Creating a service-led dental practice

- Identifying what makes the ideal patient for your practice
- Reshaping your patient base to meet your criteria
- Recruiting and retaining the patients you want
- Meeting and exceeding patient expectations
- Presenting and communicating with patients, staff and external agencies

Name:

Practice Address:

Postcode: Position:

Telephone:

Email:

Select your course location: London Manchester

thedentistrybusiness

THE DENTAL PRACTICE MANAGEMENT SPECIALISTS

The Dental Practice Management Consultants

2012 Course Dates:

Courses will be held in London and Manchester starting in May and October. Other locations may be available subject to demand.

How To Pay:

Use this form to pay by cheque, for other methods of payment please telephone 0161 928 5995. One cheque should be made payable to The Dentistry Business for £1760, the other made payable to The University of Chester for £840. Both cheques should be sent with the completed application form to: The Dentistry Business, Apartment D, Levenhurst, Delamer Road, Altrincham, WA14 2NQ.

Terms & Conditions:

All fees quoted are correct at the time of printing and apply to each individual booking. A discount on the Dentistry Business fee may be available for participants from the same practice, but no reduction is available on the University of Chester fees. All bookings will be considered to be confirmed when received by The Dentistry Business by phone, email or post and are subject to our cancellation policy from that date. Bookings will be confirmed within 1 week of receipt. Payment will be due prior to the start of the programme. 2 invoices will be issued - 1 for The Dentistry Business fee and one for the University of Chester.

Cancellation Policy: Cancellations must be made in writing. There may be a cancellation charge in line with the following policy:

- No charge - up to 6 weeks prior to the programme start
- 50% of TDB fee - between 3 and 6 weeks prior to the programme start
- 100% of TDB fee - less than 3 weeks prior to the programme start
- If The Dentistry Business cancels a programme prior to its start, all fees paid will be refunded. We reserve the right to cancel a programme for any reason but will always offer alternative dates or locations and may offer a refund or credit dependent on the circumstances. The Dentistry Business accepts no liability for any consequential or indirect loss arising from the cancellation.

FAQs

What is a University Accredited programme?

Both our L4 and L7 programmes have been accredited by the University of Chester as meeting the content, teaching methods and assessment criteria at their respective level.

Is the programme held at Chester University?

No, the programmes will be held at several locations around the country

Do we have to attend any events at Chester University?

No; all face-to-face workshops are held in independent locations.

Is the graduation ceremony at Chester University?

No, it will be held in a convenient location for as many participants as possible. Graduation is likely to take place twice a year, in September and February/March and will be communicated to all affected students as necessary.

What is the difference between a Level 4 (L4) and a Level 7 (L7) programme?

Our Level 4 programme is equivalent to a first year university degree programme; our level 7 programme is equivalent to a postgraduate/masters level degree programme.

Who are the ideal students for the programmes?

At Level 4, we expect most students to be current or aspiring Practice Managers, who want to gain their first specific Practice Management qualification, perhaps after achieving an NVQ 3 Nursing, Diploma or similar type of qualification.

At Level 7, we anticipate that students will either be dentists (principals or associates/performers) or experienced Practice Managers who may have a Level 4 or 5 Diploma and who want the benefits of a transferable University qualification

Are the L4 and L7 programmes held separately?

Most of the teaching is done simultaneously and this is very helpful when a Principal and Practice Manager attend together. There are occasions when we will provide the L7 students with additional material. The principal differences are in the assessment requirements.

How long does the programme last?

Each programme lasts approximately 1 year. The programme is divided into 3 modules and each module requires attendance at 3 full-day workshops – once a month. In addition, an assessment is completed at the end of each module, for which a 4-6 week period is allowed.

Where are the programmes held?

We are currently offering the programme in London, Manchester and Durham. We plan to add Leeds, Bristol, Oxford and Scotland from May 2011, depending upon demand. To maximize the interaction, learning and support within each group, we prefer each group to comprise 7-15 students.

How often do I have to meet the tutors?

Each programme requires attendance at each of the 9 workshops. If a student has to miss a workshop, they will be offered the opportunity to attend at another location, or to work on their own with the materials provided. Unlimited email support is provided between each workshop.

What do the fees include?

The fees for The Dentistry Business include all lecture notes and handouts (no charge for photocopies), lunch and refreshments at each workshop and unlimited email support. The University's fees cover the costs of administration, accreditation and assessment. All our students become students of the University of Chester, giving them access to university libraries and other student benefits.

What else do I have to pay for?

You will need to pay for your travel to/from each workshop, and for those books on the reading list which you choose to buy rather than borrow from a library.

How many people are on each course?

There will normally be between 4 and 15 on each course programme.

How much "work" is required?

In addition to the 9 workshops, the University expects students to study for 200 hours for each module. As the student's daily work deals with many of the issues covered in the workshops and the overall programme, the main study requirement is in reading the required books, journals and relevant websites and completing the assessment.

How is the programme structured?

The programme includes 3 modules, essentially – Planning and Control, Staff and Teamwork, and Patients. Each module has 3 workshops to explore the topics in detail.

Do we have "homework" as well as an assessment?

At the end of each workshop, suggestions are given as to tasks that reinforce the learning from the workshop and which can be applied to your practice. While these are neither marked or compulsory, they do provide significant benefit in building knowledge and practice prior to each of the module assessments.

What form does the assessment take?

The assessments are reports, projects or essays of 4000 (L4) and 5000 (L7) words. They are designed to help students apply what they have learned during the module to their practice. They are either proposed by the student or directed by the tutors.

How is the assessment marked?

Clear guidance is given to all students as to what is expected of them. The assessment is submitted in first draft to the tutors who provide comments and guidance as necessary. The second draft is marked by the tutors and then forwarded to the University for second marking. The University provides feedback from both sets of markers to each student.

What happens if I fail an assessment?

We do not plan that students will fail! However, in the unlikely event, the assessment can be re-submitted.

If your question is not answered here, please call Sim on

0161 928 5995