



Apprentice Handbook

Level 4 Oral Health Practitioner 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 25 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 99.8%.



Benefits of apprenticeships



Nationally
recognised
qualification



Earn while
you learn



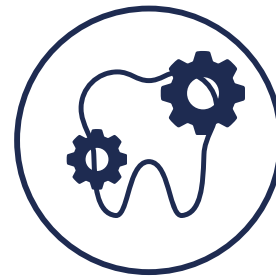
Clear
progression
routes



Build
confidence
in your role



Network
across your
wider business



Gain
transferrable
skills



Eligibility

For you to be eligible for a Tempdent apprenticeship, the following must apply:

- Must be 16+ years of age.
- Be employed as a Dental Nurse 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. As a qualified Dental Hygienist or Dental Therapist, they will guide you through to successfully complete your apprenticeship.

Functional Skills

If you do not hold valid Maths or English qualifications, you must achieve Level 2 Functional Skills. We run dedicated workshops for each subject to guide you to completion of your Functional Skills, before and during the apprenticeship.

On-programme

Throughout the apprenticeship, you will complete an e-portfolio via e-learning, collaborative workshops, Skills Labs, and consolidation activities.

Gateway

You, your 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, your e-portfolio will be quality assured, you will also sit an exam, an observation and a professional discussion.

Final Results

You will become a qualified Oral Health Practitioner and receive a certificate. 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 GDC qualification - we have a 99.8% pass rate! They are here to fully support you alongside your manager, and are on hand if you have any questions.

We provide four Skills Labs throughout the course, where you will undergo practical training in pairs, at purpose built labs across the country.

 London
Manchester
Somerset



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



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 workplace manager will also meet with you and your Tutor Assessor every 8-10 weeks for progress reviews. This is an ESFA requirement.



Your Tutor Assessor will maintain weekly contact with you via phone, email, videos calls and our online learning system, Bud.

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

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.



Watch the video

How to use Microsoft Office 365 for Tempdent Learners

To help keep your Tempdent account secure, we use a Multi-Factor Authentication (MFA) app for all learners. The app is free and only takes a few minutes to install.

Microsoft has provided a simple guide and short video explaining the process: [View the guide and video here](#)

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@appointedd.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

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

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

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 workshops, Skills Labs, progress reviews and monthly calls with your Tutor Assessor.
- 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 workshop by accessing the relevant learning material.
- Complete Functional Skills, Maths and English if you do not have an equivalent qualification.
- Commit to the apprenticeship and achieve the qualification.

Your manager's commitment

Your manager will 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 live workshops 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 treatments 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 Bud 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 - Bud



We want every apprentice to have a fantastic experience. Our online learning platform, Bud, allows you to access all of the resources that you will need and more.

- Progress tracking.
- Update your learner journal.
- Easy to access by phone, laptop, tablet or desktop.
- Contact your Tutor Assessor.
- Upload your work.
- Access videos, audio and other educational material.
- Bite-size learning for you.

Additional support - Functional Skills



All apprentices who are not exempt from Functional Skills must attend weekly Maths and/or English webinars, along with additional support sessions if needed, beyond your off-the-job training.

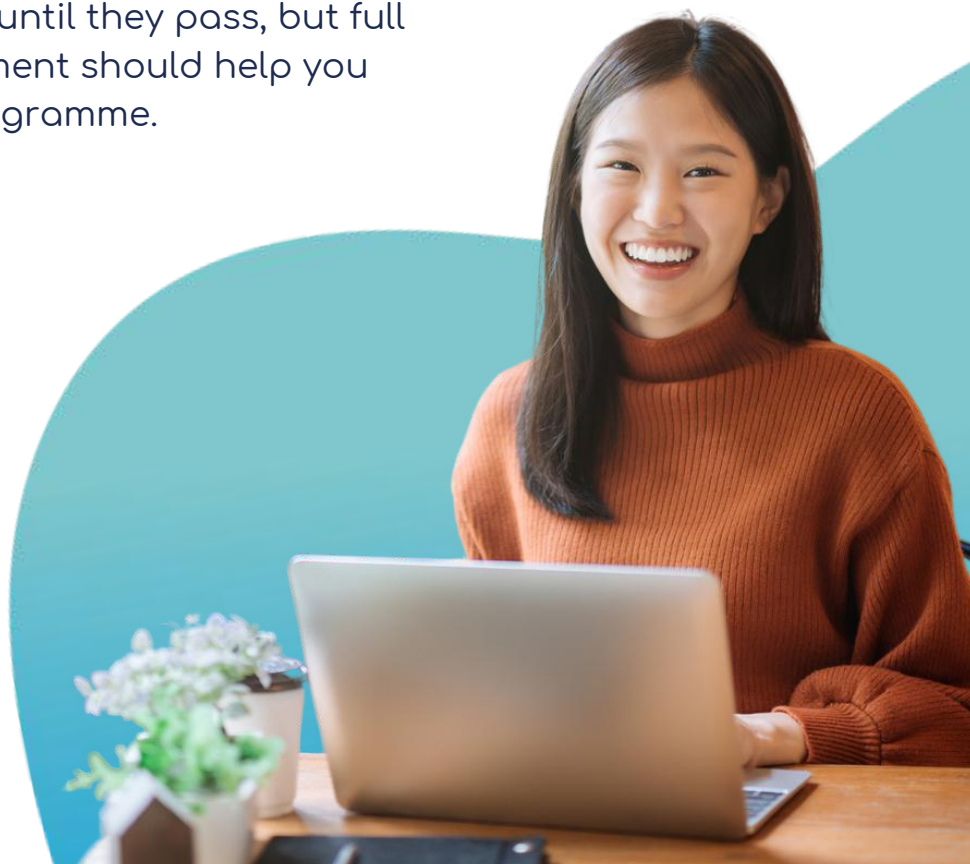
Attendance at these sessions is mandatory and prepares you for your assessments, leading up to the exam.

Apprentices required to complete Functional Skills Maths and/or English must attend 15 live webinar sessions per subject.

Functional Skills training requires you to be released from surgery for at least two sessions per week (one session if only taking one subject), in addition to your six hours of off-the-job training, as Functional Skills cannot be counted towards this requirement per ESFA funding rules.

Your employer will receive an email with the specific dates you must attend, which are also included in the course timetable. Apprentices who do not pass their Functional Skills exams will need to attend further support sessions until they pass, but full attendance and engagement should help you succeed early in your programme.

If you require additional support for any exams, please speak with your tutor to arrange the necessary assistance.



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”

6.3
hours
per week

How much protected apprenticeship time is needed?

A minimum of 6.3 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 of 326 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 blended learning.
- Practical skills taught within the Skills Labs.

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

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