



Dental Nurse Network Academy

DNN Proposal Plan

Course Title

Level 3 Certificate in Dental Practice Management

Accreditation

Level 3 Certificate accredited by Advantage Accreditation (specialise in CPD and Health and Social Care accreditations, including dentistry)

Proposed Start Date

Tuesday 5th May 2026

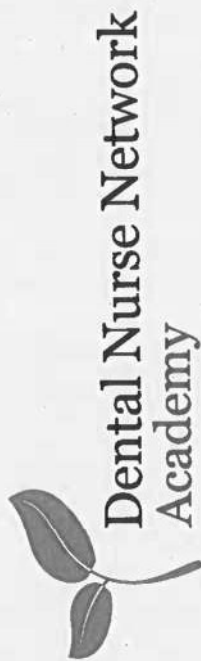
Duration of Course 3 - 6 months (dependent on individual)

Final Completion Date

Tuesday 3rd November 2026

Tutor Details

Miss Stephanie Carter, RDHT



NEBDN Certificate in Dental Nursing, NEBDN Certificate in Radiography, RCS Diploma in Dental Hygiene and Therapy
CAVA, Level 5 Diploma in Education and Training, Level 4 Internal Quality Assurance, Level 4 Coaching and Mentoring
Level 7 ILM Strategic Leadership and Management. Member of the Faculty of General Dental Trainers

Course Structure, Aims and Objectives

Modules and Units

Module 1 Leadership and Management: Staff Engagement, Culture and Retention		
Unit 1 Introduction to Leadership and Leadership Styles	Aim	Objectives and Learning Outcomes
	To provide students with an understanding of leadership and management within the dental practice and consider their own characters and styles of leadership.	• Define the terms 'leadership' and 'management' and understand the difference between them. • Explain the benefits of effective leadership and management within a dental team. • Identify different leadership styles and explain the advantages and disadvantages of each style. • Look at how different leadership styles can influence team dynamics and overall performance of the team. • Understand how to adapt leadership style in different situations with the dental team. • Understand the importance of developing leadership character.



Dental Nurse Network Academy

		Consider the importance of ethics within your leadership style. GDC Development Outcomes: B
Unit 2: Team Engagement	Aim To provide an insight into the influence of team engagement within the dental practice, and to consider the key factors that dental practice managers should weigh when assessing current levels of team engagement and when planning for enhancement.	Objectives and Learning Outcomes - List the benefits of team engagement, such as improved patient care, increased productivity, and reduced stress levels. - Identify the factors that contribute to team engagement, such as clear communication, shared goals, and opportunities for professional development. - Understand how to improve team engagement, such as by holding regular team meetings, providing positive feedback, and recognising employee achievements. GDC Development Outcomes: B
Unit 3: Staff Development and Training	Aim To consider the benefits of mentorship within the dental team and ways to support and promote team development and training for the benefit of the practice and patients.	Objectives and Learning Outcomes - Define the terms mentor, mentorship, motivation and team development. - Explain the benefits of mentorship to the dental team



Dental Nurse Network Academy

		and to the overall smooth running of the dental practice. • Explain the role of a mentor. • Describe how to set up mentoring within the dental team to promote team development. • Describe ways to motivate the team and individuals. GDC Development Outcomes: A and B
Unit 4: Personal Development and Reflective Practice	Aim: Identify areas for personal development as a leader and manager and create a comprehensive personal development plan that is tailored to meet the unique needs of the individual and to guide ongoing professional development training.	Objectives and Learning Outcomes • Understand different learning styles. • Be able to identify your own learning styles. • Understand the theory of experiential learning. • Understand the theory of reflection in learning and personal development. • Understand the importance of feedback in personal development. • Know how to create a Personal Development Plan. GDC Development Outcomes: C and D
Module 2 Standards for Patient Care		



Dental Nurse Network Academy

Unit 1: Care Quality Commission, Practice Compliance	Aim To consider the role of the Care Quality Commission (CQC) in the regulation of dental practices and explore the CQC's assessment framework for healthcare services and the evidence of practice procedures they may require.	Objectives and Learning Outcomes • Explain the role of the CQC in regulating the dental industry. • Explain the implications of non-compliance with CQC regulations, including potential legal and reputational risks. • Explain how to evidence compliance with the CQC regulations. • Create a schedule to help you create and maintain a culture of compliance within the dental practice. • Explain how AI can be used to help support practice compliance in relation to creation of policies and procedures. GDC Development Outcomes: B and D
Unit 2: Care Quality Commission	To provide an overview of the role of the registered manager in the dental practice and to consider the implications of the role and responsibilities on an individual.	Objectives and Learning Outcomes • Explain the role of the registered manager. • Explain the process for becoming a registered manager. • Explain the legal implications of being a registered manager. • Explain the consequences for the registered manager if a practice does not maintain compliance with CQC



Dental Nurse Network Academy

		regulation. GDC Development Outcomes: B
Unit 3: General Practice Compliance (Audits/IPC Compliance/RIDDOR/C OSHH etc)	Aim To provide an overview of other regulations that practices are required to comply with, to consider the impact of responsibility and accountability for the dental team and to understand the role of audits as a quality improvement tool that can be used to aid practice compliance.	Objectives and Learning Outcomes • Understand the roles, responsibilities and accountability of the dental practice with regard to compliance with health and safety, GDC Standards and infection control. • Understand the consequences of non-compliance and know best practice measures to avoid non-compliance situations. • Understand the importance of audits for quality monitoring and improvement purposes. • Know which audits should be undertaken on a regular basis and understand how to create action plans and implement them. GDC Development Outcomes: B
Module 3 Business Management		



Dental Nurse Network Academy

Unit 1: Strategic Management in Dentistry	Aim To provide an overview of strategic business plans, of the process involved in creating one for a dental practice, and of how the development and implementation of such a plan can substantially enhance the overall success of the dental practice. To consider the potential impact that a well-constructed strategic business plan can have in creating a more engaged and motivated team.	Objectives and Learning Outcomes • Understand the concept of strategic management in dentistry and its relevance to improving dental practice performance. • Be able to explain the key components of strategic management, including setting objectives, formulating and implementing strategies, and monitoring and evaluating progress. • Understand the benefits of strategic management in dental practice, such as improved patient outcomes, increased profitability, and sustainable growth. • Be able to demonstrate how to help dental practices develop a strategic management plan tailored to their unique needs and goals, using tools such as SWOT analysis • Understand how AI can be used to help create strategic objectives and goals suitable to your practice. GDC Development Outcomes: A, B and D
Unit 2: Finances in the Dental Practice	Aim To provide an overview of the knowledge and skills required in financial management to enable efficient running of the dental practice, performance monitoring, and the	Objectives and Learning Outcomes • Be able to identify the sources of finance and funding available to dental practices. • Be able to identify ways of mitigating the main financial



Dental Nurse Network Academy

	management of financial challenges.	challenges facing dental practices. • Know how to confidently analyse and set fee structures. • Understand how to review and monitor team salaries and pay rises. • Be able to confidently set and monitor KPIs as part of the financial management of the dental practice. GDC Development Outcomes: B
Unit 3: Human Resources Management in Dentistry	Aim To provide an overview of aspects of human resources management relevant to the dental practice manager.	Objectives and Learning Outcomes • Understand the appropriate procedures for handling staff grievances. • Understand the proper protocols for conducting disciplinary proceedings. • Be confident in their ability to create induction programmes for new staff, taking into account the different guidance and regulations required for the different roles in dentistry. • Be confident in their ability to maintain staff paperwork. • Understand when to seek further advice on issues relating to staff, and know where to gain appropriate advice. GDC Development Outcomes: B



Dental Nurse Network Academy

Unit 4: Marketing Management	Aim To provide an introduction to the different types of marketing that can be employed by a dental practice and to explain the importance of marketing in dental practice growth and development.	Objectives and Learning Outcomes • Understand the basic principles of marketing, including branding, advertising and patient relationship management. • Understand various marketing techniques and tools such as search engine optimisation, social media and email marketing to reach and engage with patients. • Know how to measure marketing performance and how to evaluate successful marketing initiatives using key performance indicators. • Understand the importance of team working and consistent messages to support marketing strategies and improve the success of marketing methods. • Understand how AI can be used to create relevant content for marketing appropriate to their practice. GDC Development Outcomes: B and D
Unit 5: Business Continuity	Aim The aim of this unit is to consider the importance of the practice of business continuity planning for the sustainability of dental practices.	Objectives and Learning Outcomes • Explain the purpose of the business continuity plan (BCP) • Describe the information that should be included in the BCP • Gain guidance when handling external influences affecting the dental industry



Dental Nurse Network Academy

			GDC Development Outcomes: B
Module 4 Operational Management			
Unit 1: Planning Meetings	Aim To provide an overview of the benefits of regular team meetings, the information that they should include, and how to prepare and plan for them.	Objectives and Learning Outcomes ● Explain the benefits of team meetings. ● Identify the types of information to include in team meetings. ● Plan a team meeting.	GDC Development Outcomes: B
Unit 2: Planning Rotas and Work Allocation/Delegation	Aim To provide an overview of the importance of delegation and work allocation for effective team working and of effective ways of creating work rotas.	Objectives and Learning Outcomes ● Describe the benefits of delegation. ● Explain how to allocate work to individuals. ● Create a work rota.	GDC Development Outcomes: B



Dental Nurse Network Academy

Unit 3: Everyday Leadership Skills	Aim To provide an overview of communication methods, to look at how stress and anxiety can be managed in the dental practice, and to consider the role of the dental practice manager in problem-solving and conflict resolution.	Objectives and Learning Outcomes • Explain types of communication and the barriers they may face in effective communication. • Explain ways to overcome communication barriers. • List signs and symptoms of stress and anxiety. • Consider causes of stress and anxiety and ways in which to manage stress and anxiety. • List causes of conflicts and problems in the dental practice. • Explain ways to manage conflict and problems in the dental practice. GDC Development Outcomes: A and B
---	---	---

An online live group induction will be held on the 5th May 2026 at 7pm and it will be expected all students will attend Learning will be through online pre-recorded presentations on our online learning platform This will be supported with monthly peer-review sessions on a Tuesday evening at 7pm There will be the ability to book one-to-one sessions with tutor if required

Assessments

Online multiple choice quizzes after each unit of online learning (this MUST be passed in order to submit the final assessment)
 Essay based questions for final assessment



Dental Nurse Network
Academy