

Dental Reception Excellence Programme (Level 2)

“Designed with the Dental Sector,
for the Dental Sector.”



Dental Reception Excellence Programme Level 2

This programme focuses on delivering excellence in the day-to-day Dental Receptionist role, aligned to the Level 2 Customer Service Practitioner Apprenticeship Standard and enhanced with sector-specific dental content.

Based on extensive consultation with dental employers and sector experts, the programme develops confident, capable receptionists who can support patient care, navigate clinical pathways and contribute to practice performance.

This programme is brought to you by Tempdent, and delivered by Babington, a specialist provider of professional services training and apprenticeships for over 50 years. Babington works with employers across the UK to deliver high-quality apprenticeship programmes, with a strong track record in customer service and professional skills development.

The Dental Reception Excellence programme has been informed by insights from the dental sector to ensure it reflects real practice environments, patient interactions and industry expectations, to support the development of high performing dental reception teams.

Level
2

Start Date
Monthly

Duration
12 months
+ EPA

Delivery
Online

Cost
Government funded,
if eligible - Find out more
on page 4

Assessment
On-programme
& End-Point Assessment

Apprenticeship Standard
Level 2 Customer Service
Practitioner

Learning outcomes

Learners will gain the following learning outcomes:

- An understanding of organisational policies
- Awareness of internal procedures
- Understanding of complaints processes
- Understanding of digital media policies

View full details of the [Level 2 Customer Service Practitioner](#) [here](#).

Completion of this programme will also develop the following key, **dental-specific** skills that enable learners to confidently perform the role of a Dental Receptionist within your practice:

Delivering an outstanding patient experience

- Handling challenging conversations and complaints.
- Improving customer experience by managing expectations with clarity and confidence.
- Professional body language, call handling and email etiquette.

Confidently managing the dental patient journey

- Awareness of dental terminology and treatment pathways.
- Understanding referrals and clinical roles.
- Awareness of NHS, private and mixed practice models.

Commercial awareness (Ethical influencing)

- Protecting chair time utilisation and managing cancellations.
- Reinforcing clinician recommendations.
- Presenting membership plans, private options and elective treatments.
- Driving measurable benefits for practices.
- Promoting products, services, customer care and offering patient choice.

Operating with professionalism, compliance and confidence

- Workplace maturity and presentation.
- Confidentiality, consent and information governance.
- Effective upward communication with clinicians/managers.

Building confidence & resilience in a fast-paced reception environment

- Managing patient pressure and emotional demands.
- Strategies for resilience in fast-paced reception environments.
- Mental health awareness within the wider practice environment.

Entry Requirements

Apprentices will be required to have or achieve Level 1 English and maths and to have taken Level 2 English and maths Functional Skills qualifications prior to completion of their apprenticeship.

This requirement is mandatory for all apprentices aged 16-18; however, apprentices in this age group are exempt from completing Functional Skills qualifications if they already hold valid prior attainment, such as GCSEs or Functional Skills qualifications.

For apprentices aged 19 and over, there is the option to opt out of the Functional Skills qualifications, provided their employer agrees.

Protected Apprenticeship Time

Government-funded apprentices must complete a minimum of 278 hours of Protected Apprenticeship Time (also known as 'off-the-job training') across the duration of this apprenticeship standard. For ease of planning this equates to approximately 6 hours per week.

Employers may allocate this protected apprenticeship time in a way that best suits their business needs, provided the apprentice is supported to achieve the full 278 hours.



Why choose this programme?

This programme is designed to strengthen a critical role in your practice, your front of house.

A high performing Dental Receptionist shapes the patient experience, and supports the commercial performance of your practice.

Developed in partnership with dental employers, this programme directly addresses the most common capability gaps seen in dental reception teams today.

Fees and funding

This apprenticeship programme is supported by government funding, making it a cost-effective way to grow talent within your business.

Levy-paying employers
If your organisation has an annual payroll over £3 million:

The full £3,500 course fee will be funded directly from your apprenticeship levy pot via your digital account.

If your levy funds are fully used, you can access co-investment, with the government covering 95% of the course cost and your business contributing just 5% (£175).

Non-Levy Paying Employers (SMEs)
If your annual payroll is under £3 million:

Apprentices aged 16-21 are fully government funded - no cost to your business.

Apprentices aged 22 and over require a 5% employer contribution (£175), while the government funds the remaining 95% (£3,325).



Find out more online

020 8371 6700
tempdent.co.uk
hello@tempdent.co.uk

