

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.

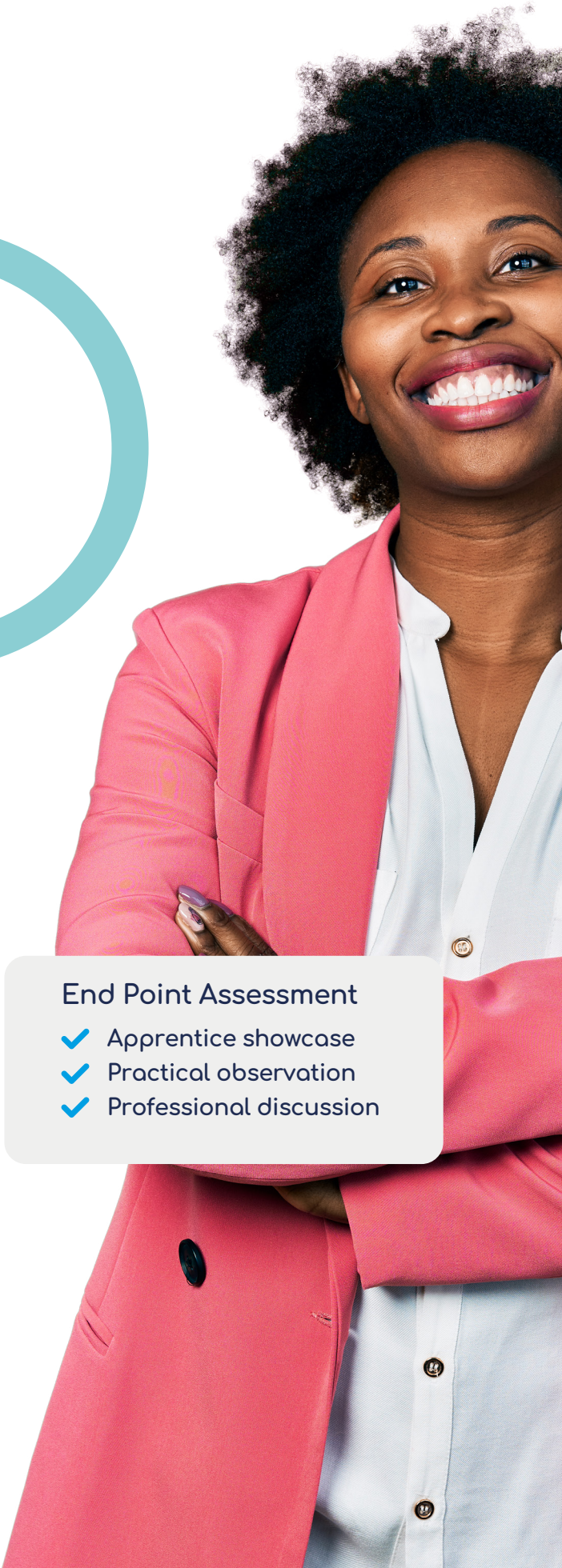
The Apprenticeship Journey



End Point Assessment

- ✓ Apprentice showcase
- ✓ Practical observation
- ✓ Professional discussion

This 12-month apprenticeship combines the core foundations of the Level 2 Customer Service Practitioner standard with additional, tailored learning specifically designed for the dental sector. Alongside developing strong customer service capabilities, learners gain focused dental-reception skills that reflect the real needs of modern practices. Shaped with industry specialists, the programme equips learners to support patient care, understand clinical processes, and contribute effectively to the smooth running of your practice.



Transform your reception into a driver of practice success

In today's dental landscape, reception teams do far more than manage appointments. They drive patient experience, retention, and revenue. This apprenticeship equips your team with the skills, confidence, and commercial awareness to become a powerful asset to your practice, delivering measurable impact from day one.

Improved practice performance

Dental reception teams gain **commercial awareness and confidence**, supporting your practice's treatment uptake, patient retention and revenue growth.

Increased operational efficiency

- More effective appointment management and chair-time utilisation.
- Reduced errors through improved systems understanding and processes.
- Greater ability to manage high-pressure front-of-house environments.
- Receptionists who actively reduce operational pressure, not add to it.

Enhanced workforce capability

Communication is strengthened between the reception team, clinicians and management through **increased confidence, professionalism and an understanding of dental terminology and patient journeys**.

Stronger compliance and risk awareness

Risk is reduced and your practice's reputation is enhanced through your apprentice's knowledge of **confidentiality and information governance, complaints handling, consent and professional standards**.

Support for wellbeing and resilience

Reduce staff burnout and turnover, and gain a more resilient front-of-house team as apprentices are trained and equipped to manage stressful and emotional situations and patient frustrations.

Seamless integration with your practice

Designed to complement existing onboarding, not duplicate it.

Aligns with:

- Mentoring
- Shadowing
- On-the-job training

Flexible and manageable within busy practice environments.

Clear return on investment

Employers can expect measurable impact in:

- ✓ Patient experience
- ✓ Operational efficiency
- ✓ Staff confidence and competence
- ✓ Treatment uptake and revenue performance
- ✓ Long-term team stability

A smarter investment in your front-of-house team

Receptionists are no longer just administrators - they are central to clinical pathways, patient relationships, and commercial success.

This apprenticeship equips them to deliver on all three.

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.

Flexible 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; however, we support you with flexibility in this and can help you plan this in at the best time to suit your busy practice.

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

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