

CERTIFICATE IN
DENTAL PRACTICE MANAGEMENT
DISTANCE LEARNING COURSE



Dental Nurse Network
Professional growth for dental nurses

Objective

Welcome to the Introduction to Practice Management Distance Learning Course. The six-week course is presented through a series of recorded video tutorials. Access to the course materials commences 23rd November 2020 and expires 23rd February 2021. You must complete the entire course before this date to qualify for the Certificate of Completion.

Throughout the six weeks, students have access to live classroom sessions (webinars). These are accessible from your computer, tablet or smartphone. You are not required to engage in the webinars although we do encourage it or recommend watching the recordings. The sessions are designed to enhance your learning by allowing you to interact directly with Nicki through the chat messaging box or microphone. Students who attend live classrooms report to having a greater learning experience.

Upon release of each tutorial (see course schedule), you can view the recorded webinars at your leisure by logging into dentalnursenetwork.com. You are required to complete an online multiple-choice quiz following each tutorial and to complete feedback.



How to achieve your certificate of completion



Blended learning approach

- Watch video tutorials
- Attend live classrooms or watch the recordings
- Complete quizzes
- Submit feedback.



Tutorial schedule

The table below indicates when the course material will be available to access. Links to the live classrooms will be made available on the course page. You will not have access to this page until the course commences.

WEEK	COURSE OVERVIEW	
1	OVERVIEW OF ROLE AND RESPONSIBILITIES OF A PRACTICE MANAGER	
	Monday 23/11/2020	1 hour*
2	COMPLIANCE WITH CQC, GDC AND DOH; CHANGES IN CQC STANDARDS & INSPECTIONS	
	Monday 30/11/2020	1 hour*
3	LEADERSHIP AND MANAGEMENT – AN ESSENTIAL BLEND	
	Monday 07/12/2020	1 hour*
4	EFFECTIVE COMMUNICATION	
	Monday 14/12/2020	1 hour*
5	RESOURCE MANAGEMENT	
	Monday 21/12/2020	1 hour*
6	STAFF DEVELOPMENT – DRIVING BUSINESS GROWTH	
	Monday 28/12/2020	1 hour*

WEEK	LIVE CLASSROOMS
2	Thursday 03/12/2020, 8:00pm
4	Thursday 10/12/2020, 8:00pm
6	Thursday 17/12/2020, 8:00pm

MARKETING FOR THE DENTAL TEAM, FINANCIAL MANAGEMENT & HUMAN RESOURCE MANAGEMENT		
WEEK	BONUS TUTORIALS	
1	MARKETING	30 mins*
	FINANCE	N/A
	HR	1 hour*
	Monday 23/11/2020	

*CPD Awarded

Please note: Access to modules and support expire 23/02/2021



Tutor – Nicki Rowland

The course is taught by Nicki Rowland BSc, Dip Man. Nicki has lived and breathed practice management since opening Perfect 32 Dental Practice in East Yorkshire with her husband in 2005. Over the past ten years, she has nurtured her team to achieve exemplary standards in both clinical and customer service-based areas of work.

As a result, the practice has won numerous awards. In 2010, it won the National Training Awards for Yorkshire and Humber, and was also a national finalist in the NTA Small Employer category. In 2011, it won The Training Business of the Year Award in the local Chambers of Commerce Awards. In 2012, Nicki herself was awarded Practice Manager of the Year by the UK's Association of Dental Administrators and Managers (ADAM).

How to access the course page

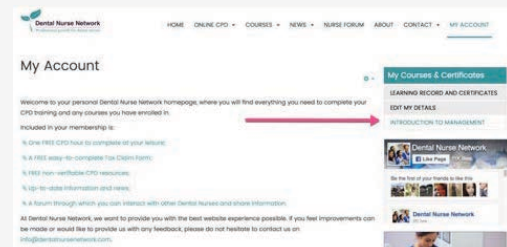
Complete modules

Log into <https://www.dentalnursenetwork.com>
You should have received your login details already. Please contact Dental Nurse Network if you need them re-sent to you.



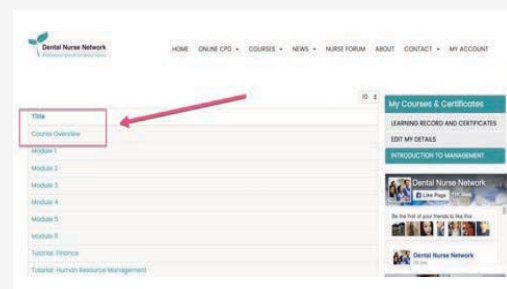
Find the course

The link to the course can be found at the right-hand side of the website.
If you are using a smartphone device, you can find the link by scrolling down.



Course overview

Familiarise yourself with the course overview page before completing the course modules.



Note: Should you experience technical issues at any time during the course, please contact DNN on 020 7193 0584 or via email at: info@dentalnursenetwork.com.

