



Employer Handbook

Dental Nursing
Business Admin
Team Leader



Excellence-Solutions Ltd
T/A Lanvey

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Welcome to Lanvey Funded Training Programmes

Our Mission

To empower individuals and organisations by delivering exceptional, industry-aligned apprenticeship programs that build practical, digital, and professional skills, driving success in today's dynamic economy.

Our Vision

To be the leading provider of tailored apprenticeship training, shaping a resilient, innovative workforce that advances businesses and elevates the nation's standing in the global digital landscape.



Our Values

A clear, actionable path to bring our values to life.



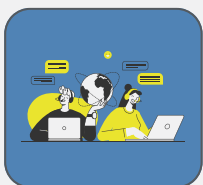
Excellence & Adaptability:

We uphold the highest standards in all we do, ensuring quality training that delivers measurable results. We design flexible, tailored programs that meet the evolving needs of industries and learners.



Integrity & Innovation:

We are committed to ethical practices, building trust with learners, employers, and partners. We encourage new ideas and forward-thinking approaches that drive transformation.



Support & Impact:

We provide personalised guidance to help every learner and business thrive. We focus on equipping individuals with skills and values that contribute meaningfully to their careers and communities.

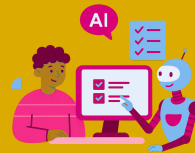
Why work with Lanvey?

We don't just train apprentices. We transform potential into performance.



Industry-Focused Expertise

Partnering with Lanvey means tapping into deep, industry-specific knowledge. Our training programs are designed by experts who understand the demands of your sector, ensuring apprentices develop the exact skills your business needs.



Tailored & Flexible Training Solutions

We offer customised apprenticeship programs that adapt to your business operations. Whether it's scheduling, content, or delivery method, our flexible approach ensures training fits seamlessly into your workflow.



Exceptional Support for Employers & Learners

Lanvey provides end-to-end guidance, supporting both employers and apprentices throughout the entire journey. From recruitment to completion, we're with you every step of the way to ensure success.



Proven Results & Future-Ready Workforce

With consistently high success rates, our training helps build skilled, confident teams. Investing in Lanvey means preparing your workforce for the future and staying competitive in a fast-changing market.

Support from Lanvey

Lanvey supports you and your apprentice from recruitment through to completion.

You'll work with three key teams:



Employer Engagement Officers (EEO):

Help you advertise, recruit, and arrange interviews for apprenticeship vacancies, and coordinate the start of your new apprentices.



Optimised Service Operations:

Provide training and workplace assessments, arranging visits in advance. They deliver day-release sessions and support apprentices in gaining their qualifications.



Delivery Management:

Monitor apprentice attendance and progress, offer support, and help address any issues alongside your internal processes.

Additional Support:

We're committed to supporting apprentices with disabilities, learning difficulties, or other needs. Our team works with EEOs, tutors, and delivery managers to provide tailored help, ensuring each apprentice develops the skills to succeed at work.

Testimonials

“The apprenticeship gave me hands-on experience in a real dental practice, which was exactly what I needed to feel confident. The support from my tutor was amazing!”

Maroog Ahmed- Level 3 Dental Nurse Apprentice

“Thanks to this program, I’m now working full-time in a practice I love. The course was flexible and fit around my work schedule perfectly.”

Shukri Abdi - Level 3 Dental Nurse Apprentice

“I’d recommend this to anyone thinking of becoming a dental nurse. The apprenticeship helped me gain my qualification and secure a great job straight after.”

Giada Manfredi - Level 3 Dental Nurse Apprentice

“This course didn’t just teach me admin—it taught me how to organise my time, work in a team, and solve problems confidently.”

Michael Whippy - Level 3 Business Administrator Apprentice

“The apprenticeship taught me how to motivate my team and handle difficult situations professionally. It’s really prepared me for a management role.”

Manjola Dora - Level 3 Team Leader Apprentice

“The apprenticeship program has been invaluable for our practice. Our apprentice quickly developed the practical skills and patient care standards we need, all while learning on the job.”

Dr. Patel -Practice Owner

“This program not only provided us with a skilled dental nurse but also helped shape her understanding of our practice’s values and patient approach from day one.”

Rebecca S. - Lead Dental Nurse

“The blend of classroom learning and hands-on experience means our apprentice is confident, knowledgeable, and able to handle day-to-day duties with professionalism.”

James L.- Senior Dentist

“The apprenticeship program allowed us to train someone to our exact processes. It’s been a cost- effective way to bring in dedicated staff who grow with our company.”

Elvy Velayudhan- Head of Academy



Introduction to Apprenticeships

Apprenticeships combine paid, hands-on work with structured learning to build skills, experience, and industry-recognised qualifications. Unlike traditional study routes, apprenticeships let individuals earn while they learn, gaining practical and professional abilities directly relevant to their careers. For employers, apprenticeships are a smart way to grow tailored talent, boost productivity, and address skills gaps. Available across sectors like tech, healthcare, finance, and engineering, apprenticeships develop both technical and soft skills, preparing learners for the demands of today's job market. They're a powerful pathway for personal growth, career progression, and strengthening industries and communities.

Apprenticeship Requirements

Apprenticeships are structured programs with clear standards to ensure quality. Typically:



Apprentices must be 16+ and meet any role-specific entry criteria.



Each apprenticeship leads to recognised qualifications and ends with an End-Point Assessment (EPA) to test skills, knowledge, and behaviours.



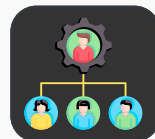
They're employed under a contract with lawful apprenticeship and a clear training plan.



Levels range from intermediate (Level 2) up to degree and master's (Level 7).



At least 20% of their paid time is spent on off-the-job learning, through workshops, online courses, or classroom study.



Programs last 1-2 years, with regular assessments and progress reviews.



Apprentices receive mentorship, fair pay, legal protections, and often have opportunities for permanent roles and career progression after completing their program.

Employer Responsibilities

Employers play a vital role in apprenticeships, ensuring high-quality training and support. Their responsibilities include:

Choosing the right standard: Work with the training provider to select an apprenticeship that fits the role and the apprentice's career goals.

Supporting onboarding: Help verify eligibility and prepare the apprentice for their role.

Providing a suitable environment: Ensure the role allows the apprentice to develop required skills in a safe, supportive workplace.

Allowing off-the-job training: Allocate at least 20% of paid hours to structured learning during normal working hours.

Offering supervision and mentorship: Assign mentors and give regular feedback to bridge theory and practice.

Helping create a training plan: Collaborate on a plan that aligns job duties with program requirements.

Monitoring progress: Take part in reviews, track milestones, and adjust support as needed.

Considering prior learning: Recognise previous experience to tailor the program effectively.

Preparing for EPA: Ensure the apprentice is ready for their final assessment and coordinate with the assessment body.

Handling concerns: Address complaints promptly and fairly.

Supporting progression: Explore opportunities for continued employment or advancement after completion.

Employer Contribution

If you don't pay the levy: You pay 5% of the training cost directly to the provider, and the government pays 95% up to the funding if the apprentice is over 21 years.

If you pay the levy: You use your levy funds (with a 10% government top-up) through your apprenticeship service account to pay for training and assessments.

Additional Cost Support

You can receive £1,000 if your apprentice is:



16-18 years old,



19-24 with an EHC plan,



19-24 and formerly in care.



Paid in two instalments (£500 at 90 days, £500 at 1 year), provided the apprentice is still employed. Payments come via your training provider after eligibility is confirmed.

Apprenticeship Service Account & Reserving Funds

Setting up an account:

Employers must create an Apprenticeship Service Account to manage apprenticeships, access funding, and connect with training providers. You'll need:

- Your Government Gateway ID (create one on HMRC if needed).
- PAYE reference and Accounts Office numbers.
- Company registration or charity number if applicable.

Go to: <https://accounts.manage-apprenticeships.service.gov.uk> Log in, add your PAYE details, verify your organisation, accept the employer agreement, and invite any team members. Once set up, you can add apprentices, link with training providers, and manage payments.

Managing apprenticeships:

Use your account to:

- Set up apprentices and give permission to training providers.
- Access levy funds or get up to 100% government funding if you don't pay the levy.

Reserving funds (for non-levy employers):

- Log in and go to "Finance" or "Funding reservations."
- Select the apprenticeship standard, planned start date, and confirm reservation.
- Select a training provider and collaborate with them to launch the apprenticeship.
- Monitor your reservations—if plans change, update or re-reserve funds.



By setting up an account and reserving funds, you can secure government support covering up to 100% of apprenticeship training costs, making it easy to grow skilled talent for your business.

Monthly Delivery Model

Structured Learning – 8 Hours

Tutor-Led Session – 2 Hours

Interactive online session led by a tutor to introduce key concepts, build foundational knowledge, and provide targeted support aligned with the module.

Personal Development – 1 Hour

Activities and discussions focused on applying learning to real-life scenarios, enhancing professional growth and soft skills.

Research and Development – 2 Hours

Independent learning time dedicated to exploring relevant topics, conducting research, and expanding understanding beyond the core content.

Assignments and Assessments – 3 Hours

Time allocated to completing tasks, assignments, and formal assessments that demonstrate knowledge, understanding, and progress.

Workplace-Based Application – 18 Hours

Work-Based Tasks - 10 hours

Structured activities designed to reinforce and apply learning directly within the apprentice's job role, ensuring relevance and context.

Independent Applied Learning - 8 hours

Integration of newly acquired skills into day-to-day responsibilities, enabling continuous learning through practical experience in the workplace.

Approx 26 hours per month



Programmes we offer

Early Years Practitioner

Phase 1

Module 1: Clinical and Technical Procedures

- Understand and perform clinical tasks (e.g., preparing instruments, supporting during exams).
- Accurately support dentists in diagnostic and referral processes.
- Follow protocols for infection control and patient safety.

Module 2: Communication, Confidentiality, and Record-Keeping

- Use appropriate verbal and non-verbal communication with patients and professionals.
- Maintain accurate clinical records and adhere to GDPR and confidentiality guidelines.
- Support anxious patients with sensitivity and professionalism.

Module 3: Leadership and Team Collaboration

- Demonstrate leadership in organising and supporting team activities.
- Work effectively with the wider dental team and external health professionals.
- Advocate for patients within a multi-disciplinary environment.

Phase 2

Module 4: Professionalism and Scope of Practice

- Work within the General Dental Council (GDC) scope of practice.
- Make informed decisions and act with integrity.
- Understand legal, ethical, and regulatory responsibilities.

Module 5: Equality, Diversity and Inclusive Practice

- Provide person-centred care in a non-discriminatory manner.
- Adapt communication and treatment approaches to meet individual needs.
- Respect cultural differences and equality legislation.

Module 6: Oral Health Promotion and Public Health

- Deliver oral health education and advice to patients.
- Support national health initiatives and campaigns.
- Understand the link between oral health and overall wellbeing.

Phase 3

Module 7: Reflective Practice and Professional Development

- Engage in reflective practice and self-assessment.
- Use feedback to enhance clinical and professional skills.
- Set goals and participate in continuing professional development (CPD).

Module 8: Health, Wellbeing, and Resilience

- Recognise stressors and use strategies to maintain personal health.
- Promote a positive work environment and support colleagues' wellbeing.
- Understand mental health principles in the workplace.

Gateway and independent preparation for end point assessment (EPA) 18-21 Months

- Practice MCQ Assessment
- Complete GDC Registered Qualification

Typical Duration to Gateway: 18 months - Level 3 Dental Nurse Apprenticeship



Business Administrator

Curriculum Plan

Phase 1

Module 1: Digital and IT Proficiency

- Confidently use word processing, spreadsheet, email, and database tools.
- Choose and apply appropriate IT solutions to tasks and problems.
- Manage digital records accurately and securely.

Module 2: Business Documentation and Record-Keeping

- Produce high-quality emails, reports, and correspondence.
- Maintain effective filing and documentation systems.
- Support others in correct documentation practices.

Module 3: Decision Making and Problem Solving

- Make informed decisions under pressure.
- Evaluate situations and apply logical solutions.
- Know when and how to escalate or seek support.

Phase 2

Module 4: Communication and Interpersonal Skills

- Communicate clearly across different platforms.
- Build rapport with internal and external stakeholders.
- Represent the organisation professionally in communication.

Module 5: Quality and Continuous Improvement

- Deliver work accurately and to high quality.
- Identify areas for operational improvement.
- Promote consistent, high-quality work across the team.

Module 6: Planning, Organisation and Resource Management

- Plan workloads effectively to meet deadlines.
- Manage diaries, events, and administrative tasks efficiently.
- Understand wider impact of organisational practices.

Phase 3

Module 7: Project and Change Management

- Plan, monitor, and report on project activity.
- Coordinate resources and timelines effectively.
- Support change initiatives and help others adapt.

Module 8: Organisational Knowledge

- Describe how the business operates within its market.
- Understand how internal roles contribute to broader goals.
- Identify external factors influencing the business.

Module 9: Policies, Regulations, and Compliance

- Apply relevant laws and internal policies to work.
- Follow correct procedures for administrative tasks.
- Make process improvement suggestions within compliance boundaries.

Phase 4

Module 10: Stakeholder Engagement and Relationship Management

- Understand stakeholder needs and expectations.
- Build and maintain professional relationships.
- Foster partnerships to enhance business effectiveness.

Module 11: Professionalism and Workplace Behaviours

- Demonstrate professionalism in all workplace interactions.
- Respect workplace diversity and uphold organisational values.
- Positively influence team culture and cohesion.

Module 12: Self-Development and Performance Management

- Take ownership of personal growth.
- Evaluate own performance and set development goals.
- Support colleagues through shared responsibility and feedback.

Phase 2

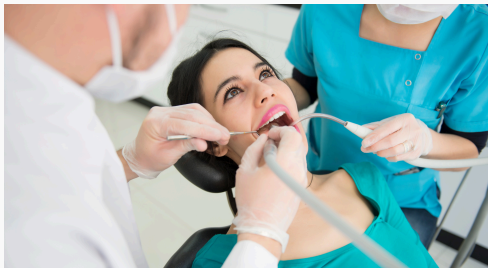
Module 13: Resilience and Adaptability

- Stay effective during times of uncertainty or change.
- Adapt to new systems, processes, and responsibilities.
- Encourage a flexible and solution-focused mindset.

Gateway and independent preparation for end point assessment (EPA) 18-21 Months

- Practice Knowledge Test
- Build and practice project presentation
- Practice Portfolio-based Interview

Typical Duration to Gateway: 18 months - Level 3 Business Administrator Apprenticeship



Team Leader

Curriculum Plan

Phase 1

Module 1: Performance Management and Strategic Alignment

- Set measurable goals aligned with business strategy.
- Monitor team performance using KPIs.
- Allocate resources efficiently to meet deadlines and financial constraints.

Module 2: Workforce Development and Inclusive Leadership

- Identify team development needs and implement training solutions.
- Apply inclusive leadership practices.
- Promote team morale, wellbeing, and fair treatment in the workplace.

Module 3: Data-Driven Decision Making

- Analyse data to identify trends and support business decisions.
- Present findings to influence operational improvements.
- Use communication tools to deliver clear and actionable insights.

Phase 2

Module 4: Project and Change Management

- Understand project lifecycles and support implementation.
- Facilitate smooth transitions during organisational change.
- Align operational plans with long-term business goals and sustainability targets.

Module 5: Compliance, Risk, and Operational Control

- Monitor compliance with legal and policy frameworks.
- Identify operational risks and implement mitigation strategies.
- Contribute to a culture of safety, security, and accountability.

Phase 3

Module 6: Stakeholder Engagement and Continuous Improvement

- Engage with internal and external stakeholders effectively.
- Collaborate to drive innovation and efficiency.
- Facilitate feedback loops and continuous improvement practices.

Module 7: Environmental Sustainability and Cost Efficiency

- Develop initiatives to minimise environmental impact.
- Implement cost-saving measures aligned with sustainability goals.
- Promote eco-conscious practices within the team.

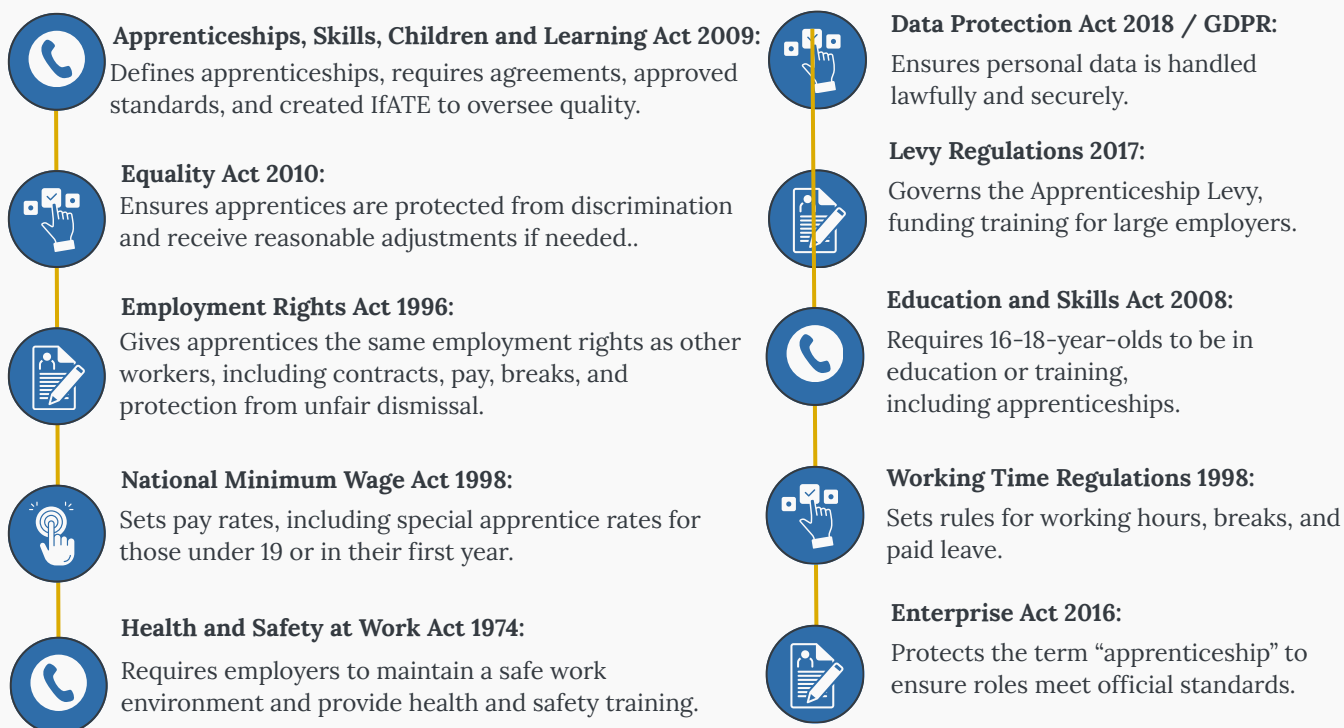
Gateway and independent preparation for end point assessment (EPA) 15-17 Months

- Produce presentation
- Build and practice project presentation
- Practice professional discussion

Typical Duration to Gateway: 15 months - Level 3 Team Leader Apprenticeship

Legislation

Apprenticeships are governed by several laws that protect apprentices and define employer responsibilities:



Together, these laws make apprenticeships structured, fair, and beneficial, supporting apprentices’ development while ensuring employers meet legal standards.

Health and Safety

Health and Safety

Ensuring apprentices' health and safety is a key responsibility for employers and training providers, as apprentices are often new to the workplace and need extra support.



Key requirements include:

Legal duties: Under the Health and Safety at Work Act 1974 and related regulations, employers must provide a safe workplace, conduct risk assessments, and take account of young workers' needs.

Risk assessments: Identify hazards, consider apprentices' age and experience, and put measures in place to reduce risks.

Training: Provide thorough induction and ongoing health and safety training so apprentices understand workplace hazards, emergency procedures, and their own responsibilities.

Supervision: Offer close supervision and assign mentors to guide safe practices.

PPE: Supply and train apprentices on the proper use of protective equipment.

Safe environment: Maintain clear signage, well-kept equipment, and proper controls around hazards.

Emergency procedures: Ensure apprentices know how to respond to incidents and where to find first aid.

Mental health: Support apprentices' well-being by creating a positive environment and signposting mental health resources.

Young apprentices: For those under 18, restrict high-risk tasks, respect working hour limits, and provide suitable breaks.

Safety culture: Encourage apprentices to raise concerns and keep health and safety a visible priority through regular briefings.

British Values

British Values

British Values are an important part of apprenticeships, helping apprentices develop respect, responsibility, and inclusivity in the workplace. The core values include:



Key requirements include:

Democracy: Encouraging apprentices to share ideas, participate in decisions, and understand different roles and responsibilities.

Rule of Law: Teaching the importance of following workplace policies and health and safety rules, and understanding the consequences of non-compliance.

Individual Liberty: Supporting apprentices to make choices about their career path, take initiative, and grow in a safe environment.

Mutual Respect and Tolerance: Promoting teamwork, valuing diverse backgrounds, and challenging discrimination to build an inclusive workplace

Respect for Diversity: Encouraging awareness and appreciation of different cultures and perspectives, and fostering clear, respectful communication.

Employers and training providers embed these values through induction, training, real-life scenarios, and discussions—helping apprentices become well-rounded, responsible professionals.

Prevent Strategy

The UK's Prevent Strategy aims to stop people from becoming or supporting terrorists or violent extremists. It focuses on:

- Challenging extremist ideas and supporting mainstream voices
- Disrupting those who promote extremism
- Protecting individuals at risk of being recruited
- Strengthening community resilience and addressing grievances extremists exploit

Lanvey works with employers and local partners to help prevent extremism, spotting signs that someone may be at risk. If you have concerns about an apprentice's welfare or safety, please contact our Safeguarding Team (details in this Handbook).

Thanks for considering We're ready when you are.



Contact Us

If you have any further questions, please do not hesitate to contact us.
We look forward to providing you any additional information you may require.

Website: www.Lanvey.co.uk
Contact: 020 8004 8835
Location: 188-190 Hoe Street,
Walthamstow, London, E17 4QH

