

welcome



AUSTRALASIAN DENTAL ADMINISTRATORS AND MANAGERS ALLIANCE ACADEMIC PATHWAY

Your guide to the courses available to grow your dental practice management career - for all levels of experience and skill.

- FRONT DESK MODULES
- DPM SHORT COURSES
- FOUNDATION COURSE
- DIPLOMA IN DPM



UPSKILL
GROW
ELEVATE





THE ACADEMIC PATHWAY

Level
0

Preparatory Level

- Front Desk Coordinator or Clinical Coordinator
- Aspire2d Front Desk Modules
- ADAAMA Introduction to DPM course



Level
1-2

Introduction to DPM

- New to DPM or Practice Coordinator
- ADAAMA Membership
- Aspire2d Introduction to Leadership Course
- ADAAMA Introduction to DPM course
- ADAAMA KPI course
- Additional ADAAMA DPM Short Courses



Level
3-5

Certification DPM

- Experienced DPMs
- GBPP Prerequisite Foundation Course (Leadership & Management)
- ILM Australasian Diploma in Dental Practice Management
- Additional ADAAMA DPM Short Courses

ADAAMA'S 5 LEVELS OF DENTAL PRACTICE MANAGEMENT™



The 5LDPM™ from ADAAMA have been developed to assist you and your employer to identify your current level of skill, experience, responsibilities and pay scale.





ADAAMA AND AFFILIATES COURSES

SHORT COURSES VALUED AT \$199-699*

- **INTRODUCTION TO LEADERSHIP - NOW AVAILABLE (FREE FOR MEMBERS)**
- **TEAM HUDDLE MEETING - NOW AVAILABLE (FREE FOR MEMBERS)**
- **FRONT DESK MODULES - NOW AVAILABLE**
- **BUILD AND MAINTAIN A PRODUCTIVE SCHEDULE - NOW AVAILABLE**
- **FOUNDATION COURSE - LEADERSHIP & MANAGEMENT - NOW AVAILABLE**
- INTRODUCTION TO THE ROLE OF DENTAL PRACTICE MANAGER - COMING DEC 2023
- DENTAL PRACTICE KPI AND GOAL DEVELOPMENT - COMING NOV 2023
- ILM DIPLOMA IN DENTAL PRACTICE MANAGEMENT - COMING JAN 2024

COMING 2024/25

- FINANCE FUNDAMENTALS FOR DENTAL PRACTICES
- CONFLICT RESOLUTION IN DENTAL PRACTICES
- DEVELOPING A BUSINESS PLAN
- MARKETING PLANS FOR PRACTICE GROWTH
- DEVELOPING 'BEST PRACTICE'
- PRACTICE ACCREDITATION
- HR ESSENTIALS FOR DENTAL PRACTICES
- RECRUITMENT AND SELECTION
- PERFORMANCE MANAGEMENT
- CRITICAL THINKING FOR THE DPM
- TREATMENT COORDINATOR SUPERSTAR
- INCREASING CASE ACCEPTANCE AND PROFITABILITY
- TIME MANAGEMENT FOR THE DPM
- ADVANCED COMMUNICATION SKILLS
- ASSERTIVE TECHNIQUES FOR THE DPM
- MENTAL HEALTH FOR DENTAL PRACTICES
- STARTING OR BUYING YOUR OWN DENTAL PRACTICE



PRICING FOR MEMBERS

Members enjoy 20-30% off all courses and resources via the ADAAMA store, including the Foundation and Diploma courses.

**Not including Foundation or Diploma courses*



10 BENEFITS OF BEING AN ADAAMA MEMBER!

RESOURCES

Your annual membership grants you access to a growing library of valuable resources.



DOCUMENTS

Access to customisable and editable documents to use in your practice, saving you time and effort



RESOURCES STORE

20-30% discount on manuals, handbooks and additional resources



SUPPORT

Your annual membership grants you access to 1-1 online support from the ADAAMA team



COMMUNITY

Free and member only forums and events to connect with other managers



DISCOUNTS

Your annual membership gives you 20-30% off all paid courses and resources



UPSKILL

Courses, workshops and resources in DPM, administration and front desk, for all levels



NEWS

Industry and member updates monthly, including exclusives, tips and advice plus the ADAAMA newsletter



EXCLUSIVES

Freebies and savings from ADAAMA and our affiliate partners to help you in your role



GAIN YOUR DIPLOMA

Gain a qualification with our exclusive access to the ILM Australasian Diploma in Dental Practice Management. Members save 20% on course fees.



GIVE YOURSELF GIFT OF AN
ADAAMA MEMBERSHIP!
\$935 AUD INCL GST





FOUNDATION COURSE: LEADERSHIP AND MANAGEMENT

PROVIDER: GLENYS BRIDGES & PARTNERS - PRACTICE PATHWAYS

(PREREQUISITE TO THE AUSTRALASIAN DIPLOMA DENTAL PRACTICE MANAGEMENT)

The Foundation course is a required forerunner for our ILM programmes and qualifications. All students will complete this and will determine if they are ready to proceed to the: ILM Australasian Diploma in Practice Management.

About the Course

This programme consists of 4 learning activities and an assessment over 12 Guided Learning Hours (GLH) to introduce academic and practical aspects of leadership and management for dental practice managers. The training is highly specialised and looks at the structure and culture of the work of dental teams. You will be awarded 12 hours of CPD in Leadership and Management upon completion.

On booking your course, you will be sent a password and username to give you access to your student pathway. Your tutor will contact you and guide you to complete the induction work, explain how to download your course materials, complete the work and upload your answers for assessment.

Learners are advised to participate in tutorials to help them to complete learning activities to demonstrate their learning. The activities measure participants' ability to demonstrate understanding and practical applications for learning.

The course provides a means by which participants can develop their knowledge, skills and role in the dental team. Students can progress to the ILM Australasian Diploma in Practice Management after completing this programme.

Course Aims

To introduce participants to the required knowledge and understanding of practical and academic leadership and management skills and their links to the management processes.

Objectives, participants will:

- Implement key aspects of leadership and management
- Understand how leaders influence team culture
- Use Reflective management skills
- Demonstrate how leaders and managers influence teamwork and business success

Induction Activity

The Foundation programme starts with an induction activity to establish learners' current knowledge, experience, hopes and expectations from the course. The Induction activity introduces learners to their tutor and our online portal system and library of resources.

Duration Approx. 4-8 weeks

Tuition These programmes offer one-to-one, weekly 30 min tutorials with an allocated named tutor Via video call on Teams or Zoom.

The Student Portal Pre-recorded videos are available on the course portal, plus an extensive online library and a wide range of eCPD programmes are also available during the period of study

Learning Activities Each tuition session will cover one or more blended learning activities. Learners will complete using the provided course materials and upload them for feedback from their tutor before their next tutorial.

IT requirements Laptop or desktop running MS Word

Fee \$800 +gst AUD payable on purchase.

Assessment There are two assessment formats, Missing words assessment or assignments. The learner and tutor will agree on the correct format for individual learners to complete, depending on whether the Advanced or Higher programme is most suitable for the learner's progression.

Upon completion, learners receive an in-house certificate and eCPD and can progress to the full ILM Practice Management course.

This course offers:

- A rolling programme- join any time
- One-to-one contact with tutor
- Student Pathways Library Resources
- Feedback within 48 hours
- Online portal to upload work
- Student WhatsApp group

Terms and Entry Requirements

By booking this course, I confirm that I am aware that this course requires study at an Advanced level. Students need good written English skills. If my tutor advises me that my English skills are not at a suitable level, I will be advised by my tutor on the required course of action, which may involve additional training at my own cost.

- *I will allocate time for my tutorials - 30 minutes per week*
- *I will allocate study time of at least 2 hours per week*
- *I can produce coursework in Microsoft Word Format.*
- *I certify that the work I submit for my assignments will be my original and authentic content.*

ILM Australasian Dental Practice Management Diploma

ILM Australasian Dental Practice Management Diploma (ADPMD)

Duration 12-18 months

Entry Requirements:

- Able to produce work in a Word Format
- Must complete the foundation course

UNIT 1 – DEVELOP COMMUNICATION PROCESSES FOR A PRODUCTIVE DENTAL TEAM.

Aims to:

- Consider a range of communication requirements to enable teams to achieve high standards of patient care.
- Recognise ways to make team meeting productive
- Understand the role of staff support measures for the development of the team and individuals

Objectives:

Dental Practice Managers will create policies and procedures to ensure communication processes are effective, efficient and sustainable.

Outcomes:

Participants will recognise the role of communication and team support processes for building a productive

Study Time 2 months

Learning hours - 40 hours approx.

UNIT 2 – MANAGE PERSONAL AND PROFESSIONAL DEVELOPMENT MEASURES FOR SELF AND THE TEAM.

Aims to:

- Consider the role of personal and professional development for Dental Practice Manager
- Identify team roles and know how to enable each team members to contribute their best work
- Understand the role of reflective learning for service development

Objectives:

Dental Practice Managers will create a learning environment to meet professional and regulatory standards

Outcomes:

The work in this unit will enable Dental Practice Managers to create a working environment conducive to staff retention and career development

Study Time 2 months

Learning hours - 40 hours approx.

UNIT 3- RECOGNISE ASPECTS OF LEADERSHIP AND MANAGEMENT SKILLS.

Aims to:

- Consider leadership and management in the Dental Practice
- Identify the impact of the styles of leadership and management
- Evaluate leadership and management roles

Objectives:

Dental Practice Managers will build a team hierarchy with senior and supervisory management roles to create a rewarding and fulfilling workplace and a successful business

Outcomes:

Participants will develop their leadership and management skills and be able to respond to the demands of the business and its people

Study Time 2 months

Learning hours - 40 hours approx.

UNIT 4 – DEMONSTRATE EFFECTIVE RESOURCE PLANNING AND MANAGEMENT FOR A SPECIFIED PROJECT.

Aims:

- To identify project development skills
- Consider techniques for assessing the needs of the local market
- Determine regulatory standards and workplace safety measures

Objectives:

Dental Practice Managers will plan and deliver a project using a range of project management and marketing analysis skills to recognise how the project meets identified needs

Outcomes:

Participants will understand the needs for the services and produced offered to meet the needs of the local community- internal and external markets

Study Time 2 months

Learning hours - 40 hours approx.

UNIT 5 – MAP QUALITY MEASUREMENTS AND IMPROVEMENT MANAGERMENTS FOR THE PRACTICE.

Aims to

- Understand the underpinning principles of quality management
- To apply quality principles to assess a workplace process
- Know information governance measures and apply them in practice management measures

Objectives:

Dental Practice Managers will quality audit a selected process operating in the practice and develop an action plan for continuous improvement and team involvement

Outcomes:

Participants will be able to audit and continuously improve policies and processes to ensure the effective and efficient running of dental services

Study Time 2 months

Learning hours - 40 hours approx.

UNIT 6 – PLAN, OPERATE AND EVALUATE A PRACTICE BUDGET MANAGEMENT. MEASUREMENT AND IMPROVEMENT MANAGEMENT FOR THE PRACTICE

Aims to

- Consider a range of ways to create and manage budgets
- Understand terminology used in financial management
- Recognise how to use financial and business planning, to ensure a business is profitable

Objectives:

Dental Practice Managers will know how to manage budget variances and ensure the budgets for long- and short-term goals are costed and achievable

Outcomes:

Participants will apply all practical management skills covered throughout the course management for the management of income and expenditure to ensure return on investment

Study Time 2 months

Learning hours - 40 hours approx

Talk to us

We are here for you!

Email us to speak with Sharon or Renata
about the courses or pathway right for you.

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The ADAAMA logo graphic, a stylized orange and white shape resembling a leaf or a drop.
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AND MANAGERS ALLIANCE