

welcome



AUSTRALASIAN DENTAL ADMINISTRATORS AND MANAGERS ALLIANCE ACADEMIC PATHWAY

Your guide to the Pathway to
Certification and the Diploma in
Dental Practice Management



UPSKILL
GROW
ELEVATE





FOUNDATION COURSE

This course represents 12 Guided Learning Hours (GLH) and aims to introduce participants to the required knowledge and understanding of leadership and how it links to the management process. The training is highly specialised and looks at structure, culture the work of dental teams.

Course length will vary for each student as learning is delivered at a pace most suitable for each student. Generally, the course will take 1-2 months to complete.

The intention of the course is to provide a means by which participants can develop their knowledge, skills and role in practice management.

On completion of this course, students will be awarded 6 hours eCPD - Leadership and Management, and there is an option to move up to the Diploma course.

Participants will:

- Recognise key aspects of leadership and management
- Understand how leaders influence team culture
- Reflect on good management skills
- Be aware of how leaders and managers influence teamwork

This course offers:

- A rolling programme- join any time
- One-to-one contact with the tutor
- Student Pathways Library Resources
- Feedback within 48 hours
- Portal access so no need to post work for assessment

To enrol in the Foundation Course followed by the Diploma, you must have at least 2 years working in a dental practice or other healthcare setting, with experience in a senior role and/or performing managerial or administrative tasks. Upon your application, our team will contact you to confirm your suitability to undertake these courses.





ILM AUSTRALASIAN DENTAL PRACTICE MANAGEMENT DIPLOMA

Entry Requirements:

- Successful completion of the Foundation Course
- Able to upload work in Word Format

Duration and Study Load:

- 12 - 18 months
- 6 units of 40 learning hours each, 2 months per unit.

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

The Foundation Course and Diploma are provided exclusively by ADAAMA partners the Glenys Bridges & Denttrack Academy (GBDA) based in the UK. GBDA courses are accredited by AIM Qualifications and the Diploma is accredited by ILM (Institute of Leadership and Management). During your course you will have 1-1 tutorage and support from a GBDA tutor, and ADAAMA members gain additional support from the ADAAMA team.

Student finance is available through ADAAMA for membership, the Foundation Course and the Diploma. Finance is provided by our partner Fund My Dental based in WA, Australia. Payment plans range between \$39 and \$79 per week. The Diploma requires an initial payment of approximately 23% of the full fee. ADAAMA Premium Members receive a 20% discount on Academic Courses.

You must advise ADAAMA via email if you wish to apply for finance, use your discount or become a member prior to purchase.

All course fees are in Australian Dollars.

enquiry@adaama.com.au

TERMS AND CONDITIONS OF BUSINESS

"Glenys Bridges Training and Development" and/or "Glenys Bridges Practice Pathways" and/or "Glenys Bridges & Partners Practice Pathways" and/or "Medicare Management Academy" and/or "Denttrack Academy" will be referred to as "the training provider" from this point forward.

"Australasian Dental Administrators and Managers Alliance" will be referred to as "ADAAMA".

1. The training provider will refer to the purchaser as the client and the person under going training as the student. Where this may be one of the same the term client will be adapted.

2. The training provider will provide the student with a detailed outline of the course as part of the booking process.

3. The full course fee is due on purchase via the ADAAMA website www.adaama.com.au, or via Bank Transfer for the Diploma.

4. Once a booking has been agreed between the training provider and the client then the training provider and ADAAMA cannot accept any responsibility or liability if the client or student defaults from the booking. Except under the consumer protection (distance selling) regulations 2000, consumers have a cooling off period of 7 working days, in respect to courses purchased online. Under these terms a full refund will be given of any monies paid. Provided that the customer notifies the training provider and ADAAMA in writing.

5. The training provider and ADAAMA cannot accept responsibility or liability if the student fails to complete the course because of an effect or omission on the part of the client or student. Therefore, the student must ensure they are able to meet the requirements of the programme before commencement date.

6. The training provider and ADAAMA only offers the facility for a refund once payment has been made, when the refund is the result of the training provider cancelling a course. The training provider reserves the right to cancel courses that do not attract sufficient numbers of students to ensure viability.

7. The training provider aims to meet the needs of the client and student at all times and will make every attempt to do so. In the event of a course being postponed due to unforeseen circumstances the student will be offered alternative arrangements.

8. The training provider strives to ensure equality within all its activities. Therefore, students with individual needs will be given additional support, guidance, training and encouragement to achieve equality of opportunity.

9. The training provider will inform the student of the possible course of action if the student feels they have been treated unfairly at any time during the period of training.

10. The student gives their full consent for samples of their work to be viewed by the Internal Quality Verifier appointed by the training provider, and the Standards Verifier appointed by the Awarding Body for verification and quality assurance purposes.

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 ADAAMA 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. Premium members save 20% on course fees.



GIVE YOURSELF GIFT OF AN
ADAAMA MEMBERSHIP!
MEMBERSHIPS FROM ONLY \$22 PER MONTH

