

# apprenticeship FRAMEWORK

## Higher Apprenticeship in Health (Dental Technology)

### IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts **on, or after, 14th October**. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

### Latest framework version?

For any previous versions of this framework: [www.acwcerts.co.uk/framework\\_library](http://www.acwcerts.co.uk/framework_library)

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# Higher Apprenticeship in Health (Dental Technology)



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# Framework information

## Information on the Issuing Authority for this framework:

### Skills for Health

The Apprenticeship sector for occupations in health care.

Issue number: 1	<b>This framework includes:</b>
Framework ID: FR04132	Level 2 <input type="checkbox"/> Level 3 <input type="checkbox"/> Level 4-7 <input checked="" type="checkbox"/>
Date this framework is to be reviewed by: 31/03/2020	<b>This framework is for use in: Wales</b>

## Short description

This framework aims to provide the skills and knowledge required to become competent to work as a Dental Technician.

The role of a Dental Technician is regulated by the General Dental Council and an individual can apply to join the register upon satisfactory completion of a registerable qualification. The Foundation Degree in Dental Technology (FdSC) offered by Cardiff Metropolitan University is a registerable qualification.

A dental technician is dental care professional and a member of the dental team who, upon prescription from a dental clinician, constructs custom made restorative and dental appliances.

Apprentices gain the new skills and learning they need to carry out these jobs as well as preparing them for future employment and career progression.

# Contact information

## Proposer of this framework

The proposer of this framework is Skills for Health. Where the proposal for the Apprenticeship framework comes from a third party/ies they are provided with information on the requirements for SASW compliance and additional guidance on the development of Apprenticeship frameworks in the Health sector. This guidance is also available by contacting [qualifications@skillsforhealth.org.uk](mailto:qualifications@skillsforhealth.org.uk)

Skills for Health consulted with stakeholders to ensure the apprenticeship framework met both employer and SASW requirements. Employers and other stakeholders consulted were from the NHS, Welsh Government, Professional Bodies, Higher Education Institutions and training providers. The role of Dental Technician is statutorily regulated and the Apprenticeship meets the requirements for registration with the General Dental Council.

## Developer of this framework

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## Contact Details

Who is making this revision | N/A |

Your organisation | N/A |

Your email address: | N/A |

# Revising a framework

## Why this framework is being revised

| N/A |

## Summary of changes made to this framework

| N/A |

## Qualifications removed

| N/A |

## Qualifications added

| N/A |

## Qualifications that have been extended

| N/A |

# Purpose of this framework

## Summary of the purpose of the framework

### **Definition:**

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience along with essential and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. On completion of the Apprenticeship, an apprentice will be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the General Dental Council.

### **About this framework:**

Skills for Health is committed to engaging with Welsh employers, professional bodies and other stakeholders in the development of Apprenticeship frameworks. Engagement and consultation is through e-consultation. Consultation ensured that employer views are reflected in this framework on the minimum duration, the on and off the job learning time, the inclusion of Essential Skills Wales and the inclusion of a qualification to meet the requirements of Essential Employability Skills. Apprentices will learn new skills and knowledge whilst carrying out real work as part of the healthcare team. As the Framework includes the Foundation Degree in Dental Technology (FdSC), it provides a competence based training route to qualifying as a Dental Technician, supporting patient care and delivery of dental care.

### **Workforce Information:**

Dental technicians are dental care professionals and will work in commercial dental laboratories, the NHS (in hospitals, general practice and the community) and the armed forces. Many dental technicians are self-employed. On completion of a registerable qualification, they can register with the General Dental Council (GDC). Dental technician is predominantly a male profession. A Registrant report from the GDC in July 2017 cited 247 practising Dental technicians in Wales, with 182 male registrants and 65 female registrants which accounts for approximately 10% of the overall dental care professional workforce in Wales. A report from the National Leadership and Innovation Agency for Healthcare in 2012, forecast that Wales would likely produce 20 new dental technicians per annum.

### **The Role of the Dental Technician**

Dental technicians make and repair false teeth (dentures), crowns, bridges and other dental appliances, using impressions (moulds) and instructions usually prepared by a dentist or a

doctor. Dental technicians also repair dentures directly to members of the public.

They are skilled at working with a range of materials from plastics, to metal and ceramics and use an impression (mould) of the patient's teeth and gums to make a cast or model from which to make the appliance. Dental technicians need detailed knowledge of the materials they use to ensure they make the most appropriate device to a high degree of accuracy in order to exactly match the patient's teeth.

Once qualified and experienced, dental technicians can specialise in:

- orthodontics
- conservation (also called crown and bridge technology)
- prosthodontics
- maxillo-facial work.

A dental technician needs:

- the ability to use their hands skilfully, in detailed work
- concentration and close attention to detail
- the ability to use a range of hand and power tools
- some artistic ability and the imagination to adapt techniques to solve problems.

Dental technicians work as part of a team, but will also involve working independently without close supervision.

## **Aims and objectives of this framework (Wales)**

The apprenticeship framework will contribute towards developing a health sector with a skilled, flexible and effective workforce whilst maintaining high quality and safe care for patients.

Through completion of this apprenticeship learners will gain:

- Broad base training in the chosen occupational area
- Work experience that leads to competency in the work place
- Transferable Skills

This programme leads to better productivity, retention and a qualified workforce which aids the employer. Job role and outline can be viewed later in this document (see section 'Jobs').

The apprenticeship programme ensures that learners are supported in the application of their learning directly into the workplace. Learners receive a minimum guaranteed amount of on and off the job training and will acquire transferable skills to support further progression.





# Entry conditions for this framework

There are no specific qualifications required for entry to this apprenticeship framework. However, Higher Education Institutions and training providers may have entry requirements for studying the combined qualifications listed in the framework. Potential Apprentices will need to be able to evidence that they are able to meet the academic requirements for the programme of study.

Apprentices should:

- Show enthusiasm for working in the health sector
- Be caring and compassionate
- Have literacy, numeracy and communication skills on which the apprenticeship will build
- Have a suitable level of physical fitness to perform some aspects of the job roles
- Be flexible as there may be a requirement to work shifts

It is an offence for employers to knowingly employ people who are barred from undertaking healthcare activities. Employers can contact the Disclosure and Barring Service to ensure that they are not doing so by asking for an enhanced disclosure and barred list check. Apprentices on this framework may be subject to these checks.

Individual health sector employers may have additional employment entry requirements e.g. a current driving licence would also be an advantage (and may be necessary for some roles).

## **Initial Assessment**

Training providers and employers will use initial assessment to identify prior learning and experience so that they can tailor the Apprentice's Individual Learning Plan only. This initial assessment will not be used to screen out applicants. Employers will use a separate interview or application process to assess an individual's suitability for employment with the health sector. Recruitment to this Apprenticeship will focus on the ability of the applicant to demonstrate the right values for the role including commitment, compassion and care, as well as the ability to meet the study requirements of the framework itself. This may include situational judgment testing.

As soon as they join the Higher Level Apprenticeship all apprentices must be entered into Apprenticeship Certification Wales.

# Level 5

Title for this framework at level 5

## Higher Apprenticeship in Health (Dental Technology)

Pathways for the framework at level 5:

Pathway 1: Higher Apprenticeship in Health (Dental Technology)

# Level 5, Pathway 1: Higher Apprenticeship in Health (Dental Technology)

## Description of this pathway

The total number of credits the apprentice must attain for this pathway is 240 credits. The total on and off the job training hours for this framework is 2180 hours. It is anticipated that an average learner will take 36 months to complete the apprenticeship.

## Entry requirements for this pathway in addition to the framework entry requirements

Learners should have one A level or equivalent qualification and be employed as a trainee within a dental laboratory.

Applicants to this Apprenticeship will be from different age groups, with differing backgrounds and experience. Whilst direct entry to the framework is possible it is very likely that applicants will have undertaken an Advanced Apprenticeship in a healthcare occupation or have comparable experience and/or qualifications.

As a guide, applicants may enter via a range of routes including from:

- previous work in health
- college
- training and/or experience which may include a portfolio showing what they have done

Applicants may have already achieved a range of qualifications eg:

- Key Skills, Functional Skills or equivalent GCSEs
- Advanced Level Apprenticeship
- GCE A Levels usually including a science
- Welsh Baccalaureate (at this time there is no credit transfer)
- Welsh Baccalaureate with Principal Learning (at this time there is no credit transfer)

Apprentices who wish to accredit any prior learning must select options within the framework which will equip them with new skills and learning.

## **Personal Attributes**

Employers look for health sector apprentices who are:

- Caring
- Compassionate
- Committed
- Conscientious
- Discreet
- Respectful
- Personable

They also expect them to:

- Communicate effectively with service users and work colleagues
- Be able to work in a team
- Carry out their duties meticulously

Job title(s)	Job role(s)
Dental Technician	Dental technicians are members of the dental team who, upon prescription from a clinician, constructs custom made restorative and dental appliances. Once qualified, Dental Technicians can specialise in orthodontics, conservation, prosthodontics and maxillo-facial work.

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 – Foundation Degree in Dental Technology (FdSC)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	n/a	Cardiff Metropolitan University	240	n/a	n/a

## Relationship between competence and knowledge qualifications

The learner must achieve B1.

# Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

## Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Communication achievement above the minimum SASW requirement?**    YES    ☒    NO    ☐

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Level 3 in response to sector requirements

## Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Application of Number achievement above the minimum SASW requirement?**    YES    ☐    NO    ☒



If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

## Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** ☒ **NO** ☐

### Digital Literacy (ICT)

**Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).**

For the current **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Digital Literacy (ICT) achievement above the minimum SASW requirement?** **YES** ☐ **NO** ☒

If YES, please state the grade/level required for **Digital Literacy (ICT)** and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

# Progression routes into and from this pathway

Apprentices that complete this Apprenticeship pathway can register as a Dental technician with the General Dental Council. Progression routes can include Clinical Dental Technician. Further detailed information and advice on careers within the health sector can be found at <http://www.wales.nhs.uk/nhswalesaboutus/workingforhswales/careers>

## UCAS points for this pathway:

N/A

# Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework?    **YES**    ☐    **NO**    ☒

## Delivery and assessment

Employee Rights and Responsibilities (ERR) is no longer a mandatory part of all apprenticeships in Wales. It is important that apprentices understand their rights and responsibilities with regards to equal opportunities and health and safety and that they receive a thorough induction into their organisation.

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# How equality and diversity will be met

There should be open recruitment to apprenticeship frameworks which is available to all who meet the stated selection criteria for the apprenticeship programme they are applying to. Skills for Health expects all partners involved in the delivery of the apprenticeship to comply with the Equality Act 2010 to ensure that applicants are not discriminated against, in terms of entry to and progression within the health sector, using the 9 protected characteristics of:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or Belief
8. Gender
9. Sexual orientation

See more at: [www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/) Skills for Health expect equality, diversity and inclusion to underpin recruitment and employment of all Apprentices in the NHS and through contractual relationships with non-NHS organisations - whether they are directly employed or employed by a third party and undertake placements in NHS setting. This can be achieved through the use of the Equality Delivery System for the NHS for NHS organisations, or similar equality delivery systems in place with non NHS employers or education providers. The use of such systems ensure that processes for recruitment and uptake are compliant with legal requirements, are fair, inclusive and transparent; that levels of pay are fairly determined; learners are free from abuse, harassment, bullying and violence, and are supported to remain healthy. Above all, Skills for Health will strive to embed equality within its internal organisational processes.

There is a gender imbalance within the health sector, which is a predominantly female workforce. All jobs are open to both males and females and are advertised accordingly. Male role models are

positively promoted through marketing materials, photos and case studies. However, a perception that certain job roles are for women remains and this may prevent some males from applying to work in these job roles. Local apprenticeship programmes may be designed by employers to encourage a higher number of male applicants into these roles and into the workforce as a whole.

Skills for Health is not aware of any other imbalance in the take up of this particular framework eg by ethnic groups. For all health apprenticeships local recruitment is encouraged to reflect the local community.

It is recommended that employers/providers conduct an exit interview if the apprentice leaves the programme before completion. During the learner's exit interview, it is recommended that information on learners leaving the programme before completion is identified and used to support the learner and develop the provision where necessary.

### **Welsh language**

Skills for Health recognises the principle that the Welsh and English languages should be treated on a basis of equality. Consideration should be given to those whose first language is Welsh or those who simply are able and choose to speak Welsh.

Awarding Organisations, HEIs and training providers should take a proportionate approach to delivering the on programme and assessment elements of qualifications delivered in Wales in the Welsh language; based on a level of established demand to cater for both languages where needed and/or required when delivering this apprenticeship. |

# On and off the job training

## Summary of on- and off-the-job training

The total on and off the job training hours for this framework:

Level 5 Dental Technology pathway - (minimum hours required) 2180 hours.

### Off the job training

Training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off the job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of off the job hours for this framework can be verified for apprenticeship certification.

### Previous attainment

Where a learner enters an apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either credit transfer for achievements, or through recording of exemptions for certificated learning outside of the RQF, for example Principal Learning qualifications.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the apprenticeship certificate.

### Previous experience

Where a learner enters an apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised. To count towards apprenticeship certification, previous experience must be recorded using the appropriate awarding organisation's "Recognition of Prior Learning" procedures and the hours recorded may then count towards the off the job hours required to complete the apprenticeship.

For apprentices with prior un-certificated learning experience, the off the job learning must have been acquired within 5 years of application for the apprenticeship certificate or the apprentice must have been continuously employed in the relevant job role in the industry for 2 years.

### On the job training

On the job training must be received whilst working under an apprenticeship agreement.

### Previous attainment and experience

On the job training hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant Recognition of Prior Learning (RPL) procedures (as off the job above). The amount of on the job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of on the job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim towards the on the job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'. Training providers are encouraged to identify additional on the job training programmes that customise the learning to the new workplace. Customisation programmes may involve:

- selecting appropriate additional unit(s) from qualifications,
- relevant units recognised as Quality Assured Lifelong Learning (QALL) through a CQFW recognised body,
- following Essential Skills Wales at a level higher than that specified in the framework including other competency-based qualifications / units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the apprenticeship certificate or the apprentice must have been continuously employed in the industry for 2 years. Job roles within legal services require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

### **Certification**

Providers will be responsible for ensuring that the minimum requirement for on the job training has been met when applying for apprenticeship certificates via Apprenticeship Certificates Wales (ACW). For more details, see: <https://acwcerts.co.uk/web/> |

## **Off-the-job training**

The total off the job training hours for this framework are 780 hours.

### **How this requirement will be met**

The requirement for off the job training is calculated as follows:

- 600 hours for the combined qualification
- 60 hours Level 3 Essential Skills Wales in Communication
- 60 hours Level 2 Essential Skills Wales in Application of Number
- 60 hours Level 2 Essential Skills Wales in ICT

Off the job training needs to:

achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework

be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager

allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager

be delivered during contracted working hours

be delivered through one or more of the following methods: individual and group teaching; e-

learning; distance learning; coaching; mentoring; feedback and assessment; collaborative / networked learning with peers; guided study and induction

be recorded, for example in a log book or diary.

### **Evidence of off the job training**

The completion certificate for the relevant combined qualification

Level 3 (or higher) Essential Skills Wales certificate in Communication

Level 2 (or higher) Essential Skills Certificates for Application of Number and ICT |

## **On-the-job training**

The total on the job training hours for this framework are 1400 hours.

### **On-the-job training**

On the job training is defined as skills, knowledge and competence gained within normal work duties.

### **How this requirement will be met**

On the job training needs to:

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework
- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher mentor or manager
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- be delivered during contracted working hours
- be delivered through one or more of the following methods: individual and group teaching; e-learning; coaching; mentoring; feedback and assessment; collaborative/networked learning with peers
- be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer. These records of hours may need to be submitted to the Certifying Authority when applying for an apprenticeship completion certificate

On-the-job training should take place throughout the period when the Apprentices is undertaking the off-the-job training. On completion of the Apprenticeship, the Apprentice can apply to register with the General Dental Council.

### **Evidence of on the job training**

- The completion certificate for the relevant combined qualification |





# Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

Enter Qualification Names
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## Improving own learning and performance

N/A
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## Working with others

N/A
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## Problem solving

N/A
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# apprenticeship FRAMEWORK

For more information visit-  
[www.acwcerts.co.uk/framework\\_library](http://www.acwcerts.co.uk/framework_library)