

dental training^{ltd}

DENTAL TRAINING LTD
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Welcome to Dental Training Ltd

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Studying with Dental Training Ltd

Congratulations!

You have taken the next step in progressing your career. Hopefully, this course will improve your job prospects and further your skills and knowledge.

To study on line you will need to be self-motivated and disciplined but there are some great advantages to studying with an on line course.

We recommend you print this for your own records.

Advantages of Online learning:

- You can study at any time convenient to you. When you are ready, simply log in to your account and start learning.
- You are in control of your study time. You can pace yourself as quickly or as slowly as you like.
- You do not need to commute to a classroom. You can study from the comfort of your own home or even during your lunch break at work.
- Online courses tend to be a more cost-effective way of learning.
- You can email your tutor at any time.

Enrolment Forms

Following the purchase of your course you will be sent the following enrolment forms:

- **Candidate Registration Form** - This will need to be completed and returned to Dental Training Ltd with a copy of your General Dental Council Registration certificate as soon as possible – this will allow us to apply to the NEBDN for your Record of Competence.
- **Service and Monitoring Agreement** This will need to be completed by your Employer. It gives details of the roles and responsibilities of all partners.
- **Learning Styles Questionnaire** - Please complete and return. This will give us an insight to how you learn most effectively.
- **Reasonable Adjustment Policy and Application Form** - Should you require any adjustments to be made please complete and return the application form to Dental Training Ltd along with supporting documentation.
- **Fitness To Practice** - This details everything that is expected of your practice during your studies.
- **Witness Toolkit** - Please give to your witness so they can correctly complete the witness feedback.

We also require a copy of your GDC certificate.

On receiving the completed forms and your GDC certificate we will register you with the NEBDN, please note we cannot set you up to start the course until all forms have been received.

Your Study Environment

We recommend you study between 5-10 hours a week, doing little and often. Please remember we are here if you need assistance - if you don't contact us we do not know there is a problem and we cannot help.

Record of Competence

- Your RoC is completed on line via PebblePad.
- Witness Status List – You can have multiple witnesses, but they must complete the Witness Status List on Pebblepad. All witnesses must hold the relevant postgraduate certificate (a copy of which must be uploaded to Pebblepad). Please add the witnesses prior to them signing off your first PCAS.
- Tracking documents – Complete the candidate tracking document and select 'Requires Tutor Review' every time there is work to be marked and email your tutor that there is work to be marked.
- PCAS – Show competence in areas of clinical experience. You must complete this within **14 days** of the date of activity.
- Your witness must give relevant written feedback on **every** PCAS and these must be dated within **14 days** of the activity taking place.
- Your tutor must mark your PCAS within **28 days - if you do not tell us that there is work to be marked then we cannot mark them so you may need to redo them.**
- Case Studies – Please follow the guidance notes issued by the NEBDN under the case studies tab and use the sub headings given -remember to put your word count on the bottom.
- Supplementary outcomes – These ensure knowledge and understanding of the syllabus.
- The RoC must be completed over a minimum of **3 months**.
- The RoC must be fully completed and submitted **1.5 months** before we can enter you for the examination date - there can be no exception to this. The deadline will be on your enrollment email.
- Your RoC is valid for 18 months from the date of purchase.

Preparing for The Examination

The exams take place the second Friday in March and September each year.

The exam will be held on line and will be monitored by the NEBDN, you will need a desk top or lap top computer with a webcam and a microphone.

Failure to complete your ROC and modules will result in a deferral to the next examination date which will incur an administration fee of £80.00. To avoid further charges, the NEBDN must be informed of your deferral within 4 weeks of the original examination date.

Our on line mock examination is on our website under the NEBDN revision tab. Please ensure you take the mock 2 months prior to the real exam, you will be expected to pass this mock.

If you fail the examination you can resit (if your ROCs are still valid), the fee for the resit is currently £225.00.

Data Protection

Please note, for GDPR purposes, we will use the contact information you have supplied for the purpose of updating you about Dental Training Ltd (including courses, accounts, news, promotions, and any subsequent related communications). You can opt out at any time by emailing training@dentaltrainingltd.com and putting 'opt out' in the subject line.

How your data is processed:

1. You will complete your booking form which includes all relevant contact details.
2. The NEBDN correspondence will be emailed for you to complete and return.
3. Registration forms will then be sent to the NEBDN.
4. Our team will use your contact details to liaise with you throughout the course. Your personal information is only shared with those in our company and the NEBDN.

Complaints Policy

Please find below our complaints policy

Stage 1 – Informal complaint

The majority of complaints will be resolved at this stage and within 7 working days of receipt. Please discuss your complaint with your course tutor or the managing director.

Stage 2 – Formal complaint

Please send a formal written complaint to our Managing Director Tracy or our Company Secretary Robin.

A stage 1 complaint may be escalated to stage 2 if:

- a) the complaint cannot be resolved within 5 working days, or
- b) the complainant is dissatisfied with the outcome of their complaint at stage 1.

Stage 3 - Practice visit

If the matter is still not resolved satisfactorily, an appointment will be made for a practice visit with the Tutor, Company Secretary, Supporting Dentist and Student.

Stage 4 - NEBDN

When all other routes have been exhausted the complaint can be taken to the NEBDN - please note the NEBDN will not get involved in any monetary disputes between the learner and the centre.

Stage 5 - Review of complaint handling