



About us.....

Cavity Training delivers apprenticeships from Level 3 to Level 7 in:

- ❖ Dentistry
- ❖ Leadership and Management
- ❖ Coaching and Mentoring
- ❖ Business Skills

We provide apprenticeships to support the Dental sector as well as all other Public, Private Business sectors, including Charities focusing on leadership & management and coaching and mentoring:

- ❖ To allow for individual future progression and develop transferrable skills.
- ❖ To make it simpler for our dental clients to work with a single provider for all their training requirements – from programmes for new starters, to those levelling up or working in leadership and management roles.

Our curriculum strategy and intent, supports the national workforce strategy requirements, defines our approach to teaching, how we collaborate with apprentices and employers and our commitment to coaching and mentoring.



Curriculum Strategy

At Cavity Training, our apprenticeship programmes focus on unlocking potential performance and opportunities by training new Dental Nurses and upskilling existing individuals by supporting opportunities for career growth through training and education. Once qualified our dental nurses can expand their careers into specialist nursing areas through post registration courses or further apprenticeships. Coaching, Mentoring & management courses, and apprenticeships work to improve the skills gaps of in practice mentors and managers, to support educating and developing the whole dental team at all levels to senior managers.

We collaborate with employers to understand and meet their business needs, as well as understanding the national skills gaps identified by the Government and Local Enterprise Partnerships. These National Lists of Skills shortages lists show Health Services are not only short of trained clinicians but also in managers and directors, by delivering apprenticeship programmes which help to build on existing skills and qualifications (level up) we will create scope for career and social progression.

Our team works with apprentices at many different stages in their careers and we treat each person as an individual, working with them to understand their specific needs, with our information and guidance resources as well as using Prior learning recognition tools our programmes to respond to these requirements.

By taking time at the beginning of the apprenticeship to assess current learning needs, our talent advisors understand the requirements of the role from the learner, working closely with them to signpost the right learning path for the individual. Throughout their journey, we work to understand and prioritise the needs of the individual, underpinned by the needs of their employer. Using reflective practices and insights, we adapt and contextualise our programmes to maximise the investment of our partners and the opportunities that training provides.

Coaching and mentoring practices are embedded in all our apprenticeships and teaching methodologies. As an andragogical teaching method, coaching, and mentoring encourages the individual to take ownership for their learning journey. In our experience, one-to-one coaching in review sessions motivates apprentices to exceed their own expectations and achieve better outcomes.

Building coaching and mentoring skills with all stakeholders through the apprenticeship journey helps create better outcomes for all including future individual and organisational resilience and growth and reinforces the retainment of learning.



Our values shape our approach with everything we do, and we strive to be focused, adaptable, collaborative, and ethical and to work with employers who embrace and reflect our values.

Curriculum Intent

Our Learning & Skills Tutors and Skills Coaches collaborate with employers and apprentices to build and deliver relevant and contextualised curriculums which support their business need and national and sector specific workforce requirements. As part of our delivery, skills coaches review monthly the student progress and along with 8 weekly observations, tracking practical experience gained, with the under-pinning knowledge of the theory classes.

The demand for skilled workers has never been greater, due to a mass exodus of staff from the dental sector during the Covid pandemic and the poor quality of training across the sector many student nurses fail to complete courses and move to other industries, this is to continue for the foreseeable given the short fall and lack of investment to date within the Dental Industry and the increasingly aging population of the country.

Particularly within the Dental industry, employers are experiencing a high turnover of staff given the challenging work environments and the lack of qualifications held by many of their team. Individuals do not often see the scope for a career in the sector and staff do not always demonstrate the level of professionalism that the employer aspires too. There is a need to attract and support new employees into these sectors, providing them with the skills development they need to work now and provide career progression in the future.

The resilience of our economy and society depends on England's ability keep the Dental sector operational and supporting the growth. Individuals working in the dental, as well as other sectors are integral to future stability and growth. There is a need for improving and upskilling existing members of this workforce – in both the sector specific skills and in the leadership and management skills required, the high street dental practice is not run like healthcare, they are businesses in their own right, and as more dentists leave the NHS to offer more and more private care, business skills training needs to be incorporated into the sector to not only support the teams they manage, but to ensure these dental practices are successful as small businesses.

This is already a major priority for the government and as an Independent Training Provider we are committed to levelling up the workforce, supporting new starters and providing lifelong learning and opportunities for our apprentices. At ground level we offer the apprenticeship in dental nursing which is 18 – 24 months level 3 course, on completion the nurse will be able to register with the GDC as a Dental Care Professional. Post qualification



nurses can go on to specialise in areas like Sedation and Orthodontics, Level 4 apprenticeship as an Oral Health Practitioner allows for expanding the dental nurse role, other areas for development – to train as a hygienist, orthodontic therapist, practice manager, skills coach the gateway from dental nurse leads to a vast career pathway within the sector.

Our Approach

At every stage of the apprenticeship, we work collaboratively with employers to ensure programmes are relevant, appropriate, and providing the highest value return to all stakeholders.

By providing Dental apprenticeships, as well as business skills, leadership, management and coaching programmes, employers are accessing the training they need from a single provider. Coaching and Mentoring skills for existing staff, enable them to support their new trainees for success within the workplace, whilst we provide the under-pinning knowledge, behaviours, and skills theory.



Understand & Recommend

Before enrolment we conduct an organisational needs analysis (ONA) to understand more about an employer's specific needs and workforce requirements. This allows us to make recommendations on the most appropriate apprenticeships for their organisation and employees. Insights from this process allow us to contextualise and adapt the programmes to meet the specific organisational needs and ensure real impact.

Right Pathway, Right Level.

We carry out a role suitability assessment and skills scan, this includes English and Maths assessments as well as an additional learning needs assessment if our initial assessments feel it is required, to ensure the apprentice is on the right pathway, at the right level for optimum output, funding and for their personal development and career progression and to confirm that the relevant opportunities will be created to assist with the development of their knowledge, skills, and behaviours.

Teaching, Coaching & Mentoring

The apprenticeship standards are delivered by experienced Learning & Skills Tutors and Skills Coaches, who hold level 3 or 4 in education and training or are working towards their level 5 Learning & Skills Teacher. They have expertise in their specialisms and use a range of props and resources to deliver lessons, for example in the dental nursing apprenticeship a skeleton for anatomy lessons, students are asked to use the resources in their own homes, such as using food in the kitchen to check for hidden sugars, old models from their own workplace to colour with felt tips to identify nerves, cheese strings to represent facial nerves and the use of diagrams to label.

Embedding the benefits and principles of coaching and mentoring lies at the heart of our delivery and our Skills Coaches are trained to embed coaching and mentoring techniques through the learning journey. Regular teaching sessions combined with Off the Job Training (OTJ) and reflective reviews, combined with employer mentoring, comes together to support the apprentice throughout their programme.

Embed Coaching & Mentoring Throughout the Delivery

We embed coaching and mentoring models, tools, and techniques within the sessions. This involves setting (Specific, Measurable, Achievable, Relevant & Time bound) SMART targets, completing (Strengths, Weaknesses, Opportunities, and Threats) SWOT analysis and obtaining 360 feedback. The higher-level apprentices are encouraged to use 'Johari



Window' technique for better understanding of themselves and coaching models such as 'GROW' and 'ARROW' are used during the reviews and tutorials. We believe in the power of effective coaching and mentoring to drive individual and organisational resilience and growth.

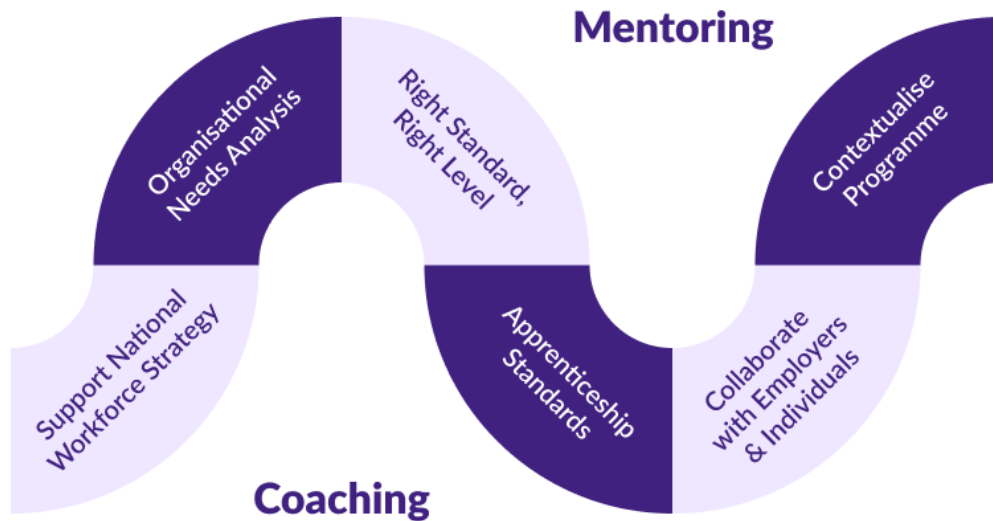
Apprentices take part in regular coaching and mentoring sessions helping them to understand and reflective practice these developing practical skills and behaviours.

We support the employers to mentor their apprentices in the workplace throughout the apprenticeship. During the onboarding process, employers are invited to take part in a series of three workshops to understand how to coach and mentor staff completing an apprenticeship. On completion of that, they are invited to attend ad hoc sessions when available. These sessions are being developed as verifiable CPD sessions, so managers can gain additional learning skills themselves.

Flexible, Adapt & Contextualise.

Working with the employer, our induction team and Skills Coaches contextualise and adapt the pathway to meet any specific needs of the employer. We do this to make learning relevant and appropriate for apprentices, using the tools from their day-to-day jobs or focusing on specific sector knowledge, skills, and behaviours requirements.

Delivery schedules are designed to be flexible to meet the needs of the individual. They combine a blend of direct teaching, one-to-one coaching, group workshops, e-learning modules, peer workshops, research tasks and other relevant activities.



Guidance on career progression is delivered monthly throughout the programme by Industry Experts, ensuring that apprentices are aware of the opportunities available and how to progress.

Safeguarding training is of utmost importance and is included at the start of every session and resource. Support is offered and made easily available to meet any additional needs of the individual. Guidance and safeguarding support provided from induction and throughout, encouraging apprentices to raise any safeguarding concerns in or outside of their 1:1s. A dedicated support line is available; the team are made available 24/7 as well as a dedicated Health & Wellbeing Team who provide additional support and guidance. Our Safeguarding policy and dedicated 'myvoice' and 'myconfide' software make it simple for students and staff to raise concerns easily, quickly, and confidentially, these platforms are included in each class delivery, student & staff handbooks, and our OneFile E learning Platform resources area.

Placing the Apprentice at The Centre of Everything that We Do

We prioritise the needs of the individual, underpinned by the needs of their employer, at every stage of the apprenticeship journey.

We do this by:

- ❖ Ensuring the apprentice is on the right standard at the right level, with an individual plan that captures their starting point.
- ❖ Ensuring their standard is appropriate to the role they are in completing a role suitability analysis.
- ❖ Understanding current learning and the (Knowledge, Skills & Behaviours) KSB gaps. We also use a robust skills scan process through our OneFile E portfolio Software and (Basic Key Skills Builder) BKSB Software assessment.
- ❖ Ensuring apprentices are in the appropriate role for the apprenticeship (role suitability), we assess current learning (skills scan) and by contextualising the programmes that we deliver with tutors using this information as part of their lesson planning.
- ❖ Embedding coaching and mentoring in review sessions and our teaching.
- ❖ Supporting the employer to mentor and coach the apprentice and to provide appropriate support and space for apprentices to complete their apprenticeship (ONA, OTJ, Coaching Sessions, Reviews, Reports). Support is facilitated through written and verbal guidance during the onboarding process (what is expected from stakeholders/how to help), induction workshop, mentoring workshops and ongoing interaction between the employer and the Skills Coach. This idea is to help the employer provide the apprentice with the space and support they need to progress.
- ❖ Through ongoing monitoring of the individual's progression (Reviews, Reports, Reflective Logs, attendance, achievement). 1:1 review's take place following induction and once a month between teaching and are documented and shared with the apprentice, employer, and Skills Coach.
- ❖ Providing a holistic and rounded social education experience which incorporates sector teaching alongside health and safety, safeguarding issues, prevent and other relevant topics such as sustainability and finances.



Provide High Quality Teaching & Resources

Our Learning & Skills Tutors and Skills Coaches have extensive, and current, sector and teaching experience and are qualified coaches and mentors.

Our team are qualified teachers as well as sector experts with coaching and mentoring qualifications or training. They continue to work ‘on the shop floor’ to maintain competency alongside teaching apprentices. All Skills Coaches and other members of staff are involved in regular CPD to improve the quality of teaching, improve performance, and grow expertise. Internally, we encourage staff to continue to upskill with personal development plans, coaching programmes, and mentors.

Within the Leadership & Management Team, we offer support to develop business skills, leadership and management and coaching, offering a formidable resource for our employers, to supplement the core sector requirements.



Support Personal & Career Progression for The Apprentice

We are committed to the development of the individual.

- ❖ We provide career’s information, advice, and guidance to help develop the individuals’ opportunities and career progression beyond the end of the programme. We do this through discussions in the monthly 1:1 coaching session, at induction, at during apprenticeship gateway, when the apprentice has completed their training, but before they have completed their End Point Assessment to achieve their apprenticeship qualification.
- ❖ We signpost to opportunities for additional development and personal growth and our apprentices are encouraged to discuss specific career aspirations, during the monthly webinars with Q&A with Industry experts. So, we can help plan and explore for the next level of training when they complete their apprenticeship.
- ❖ We educate apprentices on some of the social issues affecting their own community or across the UK. We help them to identify and address concerns around areas such as PREVENT, radicalisation, health, and well-being and safeguarding. We do this at

every stage of the learning journey, helping apprentices to understand these issues and concerns and how they relate to them. We do this through discussions, workshops and sharing case studies during every training session. Apprentices are also encouraged to contextualise and explore specific safeguarding topics and to understand the relevance to their job role, community, or individual circumstance.

- ❖ We provide a safe and supportive environment for individuals to reach out for Health & Wellbeing support including mental health support or any other kind of safeguarding advice (delivered as training sessions and as information shared) on issues which maybe affecting them or those they work with or care for. This covers a wide variety of areas from addiction, abuse, and domestic violence to financial concerns, dealing with physical illnesses or caring for those affected by them, discrimination (on basis of gender, religion, or sexual orientation), mental health and relationship or work-based issues. Many of our staff our mental health first aiders and we also provide guidance on places to get specialist support for a wide range of mental, physical, and social issues. We do this by building relationships with our apprentices, investing in our safeguarding training, and providing secure and easy ways for apprentices to seek help. This includes putting safeguarding training at the front of training sessions and resources, allocating dedicated points of contacts, and providing a 24/7 phone and email channel, alongside confidential software reporting for allegations against staff as well as a confidential safeguarding reporting system for our whole learner and staff community. The is achieved using thesafeguardingcompany.com software system.

Why Cavity Training Ltd?

There are a variety of independent training providers across the sector. So, what makes us different?

Filling the Dental Gap

Director Sharon Norman has been involved with the dental industry for 30 years, first managing a dental practice for 14 years and then from 2006 as owner and Company Director of Cavity Dental Staff Agency.

Cavity Dental Staff is the leading locum company in the UK, with over 400 nurses and 500 Hygienists and Dentists managed by a team of Regional Managers, supporting more than 10,000 practices & dental clinics in hospitals, prisons, and community clinics across the UK. Many of the Cavity nurses are highly qualified and have extensive experience.

'I believe that the quality of training in the industry, in particular dental nurse training, has deteriorated over recent years, with no emphasis on quality from the mainstream providers. As a manager of a dental practice myself for more than 14 years, I always encouraged my nurses to become qualified, to strive for excellence and to provide great nursing skills looking after both the patient and the dentist in surgery. I also encouraged them to further enhance their careers with post registration courses. When I set up Cavity, we initially focused on providing locum dental staff and after 5 years, I decided to add in the in-house delivery of dental nurse training courses.

Over time working with the NEBDN, I felt the course was lacking and at that time the tutors I worked alongside did not meet my desired levels of excellence or share my vision, so I stepped back from being a training provider for about 5 years. Then with the high exodus of staff from the industry during the pandemic, there was a real need to encourage people back into the dental nursing profession, however, I felt that the available courses and training providers were not ticking all the boxes. Feeling strongly that there is a lack of care in the education of dental nurses, I started on my crusade with a team of dedicated staff, who share my vision.' Sharon Norman

Our Experienced & Passionate Skills Coaches

Our Skills Coaches and Leadership Team are passionate about great education, with many still spending time each month working in their chosen specialist sector to remain sector competent. We deliver apprenticeships, not NVQs, so our focus is on teaching and helping the apprentice to acquire the knowledge, skills and behaviours that can be applied in their job roles and progress their professional careers.

We Embed Coaching & Mentoring in Everything We Do

Acquiring and developing effective coaching and mentoring skills provide opportunity for growth in all aspects of an individual's life. Increasingly more and more organisations – public and private sector – are beginning to understand the massive benefits that a coaching culture can bring, providing scope for better performance, assistance with the retainment of learning, retention, and stability with consistency of service. This is a critical requirement within NHS and private dental practices.

As an organisation, Cavity Training Ltd has embedded coaching and mentoring training and principles across their apprenticeships and within our own teams, with apprentices and with employers. Our teaching teams are called Skills Coaches. We provide regular coaching and mentoring workshops to employers and apprentices, including onboarding sessions, peer-to-peer sessions and 1:1 coaching.



We contextualise and embed coaching and mentoring in all sectors at all levels, making it relevant and accessible. At Level 3, we offer workshops on how to introduce coaching and mentoring principles to the teams, peers, and suppliers they work with on a day-to-day basis. All Level 4 and above programmes include the ILM Coaching & Mentoring qualification, allowing them to acquire the skills for coaching their teams in the future.

Our Values Led Approach Shapes Everything We Do

We here at cavity are proud of our commitment to excellence to learners, their employers, and staff alike, with **Integrity, Trust and Quality**.

Feedback is welcome, from clients as well as staff, we want to learn from our mistakes and find ways to improve our service. However, the commitment of the employer is integral to the successful outcome of any apprenticeship programme. That is why we work closely with our partners from the first engagement, to make sure everyone understands the requirements and commitment and that our teaching content is relevant, realistic, and achievable.

Apprenticeships have the power to unlock wonderful opportunities for individuals and bring real benefits to the organisations they work for. They provide scope for personal growth, development of professional skills. They offer an alternative to undertaking a full-time university route. Our team works with a diverse range of individuals, who are at different stages in their careers, and we treat each person as an individual. It is our passion to support personal and professional growth.