

Inspection of Dentrain Professionals Ltd

Inspection dates: 28 to 30 June 2022

Overall effectiveness

Requires improvement

The quality of education	Requires improvement
Behaviour and attitudes	Good
Personal development	Good
Leadership and management	Requires improvement
Apprenticeships	Requires improvement
Overall effectiveness at previous inspection	Not previously inspected

Information about this provider

Dentrain Professionals Ltd is an independent learning provider located in Bolton, Greater Manchester. It provides education and training for people who work in the dental and oral health sectors.

At the time of the inspection, 106 apprentices attended the provider. All apprentices were studying the level 3 standards-based apprenticeship in dental nursing. Most apprentices are based in the north-west of England. A few are employed in the West Midlands and the North East, Yorkshire and Humber regions.

What is it like to be a learner with this provider?

Apprentices enjoy their training. They feel well supported by their assessors and employers. Apprentices demonstrate the behaviours and attitudes they need to be successful in the workplace. For example, they develop their confidence and ability to communicate with patients by working in reception. Apprentices learn about patient confidentiality and know not to discuss patient information in front of others.

Directors plan the curriculum logically so that apprentices develop substantial new knowledge, skills and behaviours over time. Apprentices learn about health and safety, infection control and decontamination early in their training programme. They then build on this knowledge to learn about oral health assessments and tooth anatomy.

Apprentices are well supported by their work colleagues to develop their workplace skills. For example, apprentices learn about and take on responsibility for legionella testing for their dental practice. They ensure that equipment is free of legionella, before recording the information on the surgery systems.

Apprentices feel safe. They demonstrate a clear understanding of how to work safely in the dental surgery. Apprentices know how to avoid the risks of cross-infection between patients or as a result of splatter.

What does the provider do well and what does it need to do better?

Directors have a clear vision and rationale for the training they provide. Directors have increased the number of dental nurse apprentices they train in response to local and regional skills shortages. This meets the needs of employers and the patients they serve. Directors and managers have developed effective relationships with employers who value the support their apprentices receive. Employers appreciate the effective communication between themselves and the provider staff.

Directors have not developed a suitably ambitious curriculum. All apprentices follow a similar programme of training of the same duration. Assessors do not tailor training well enough to reflect apprentices' prior experiences or individual needs. As a result, apprentices do not always make the progress they are capable of. Most apprentices only achieve a pass grade in their final assessments.

Assessors do not coordinate apprentices' on- and off-the-job training well enough. Employers are not always informed about the knowledge and skills that apprentices need to prioritise and develop further. This means that apprentices are not always supported to reach their full potential.

Assessors provide apprentices with individual support during online tutorials. Apprentices benefit from helpful feedback following observations of their practice at work. Most apprentices improve their practice as a result, such as making sure they have all the necessary instruments and equipment to support dental procedures.

Directors, managers and assessors do not have high enough expectations for what apprentices can achieve. Monitoring of apprentices' progress is focused too narrowly on the achievement of the professional qualification. Assessors do not routinely set challenging targets to help apprentices make more rapid progress.

Apprentices benefit from effective careers guidance that is relevant to the dental profession. Assessors provide useful information to apprentices about their potential next steps, for example how to progress to roles in hygiene therapy or implantology.

Assessors discuss topical issues with apprentices as part of their progress reviews. This helps apprentices to develop their understanding of British values in the workplace. Apprentices respect their patients' wishes and gain their consent for treatment. They are aware of the threats of radicalisation and extremism.

Directors ensure that all staff have the necessary technical expertise, and vocational knowledge and skills, to carry out their roles. Staff take part in regular training, keeping them updated with changes in the dental and oral health sector. However, directors recognise that assessors need more training to develop a broader range of teaching and assessment strategies to challenge apprentices to make better progress.

Directors strengthened governance arrangements following the monitoring visit in March 2021. They have recruited suitably experienced, external board members. Governors provide challenge to directors that brings about some improvements. However, directors have not sufficiently defined the scope and role of governors so that they have sufficient oversight to improve the quality of training that apprentices receive.

Safeguarding

The arrangements for safeguarding are effective.

The designated safeguarding lead and safeguarding officer respond swiftly to safeguarding referrals or concerns. They put in place effective support for apprentices and staff such as signposting them to relevant support services. Directors carry out appropriate safer recruitment checks to ensure that staff are suitable to work with apprentices.

Apprentices use their safeguarding knowledge to keep their patients safe at work. They recognise the signs to look out for that their patients may be at risk of abuse. For example, they know how to report concerns about patients missing appointments or bruising on children.

What does the provider need to do to improve?

- Directors and managers should develop a suitably ambitious curriculum to meet the needs and starting points of apprentices, helping them progress beyond the

minimum requirements of the qualification.

- Managers should support assessors to use a broad range of teaching and assessment strategies which challenge apprentices to know more, remember more and do more.
- Assessors should set apprentices challenging individual targets to ensure they know how to improve and are well placed to obtain the grades they are capable of.
- Managers and assessors should plan the coordination of on- and off-the-job training more effectively so apprentices have the opportunity to practise and perfect the knowledge and skills they have learned on the apprenticeship at their place of work.

Provider details

Unique reference number	2556371
Address	Bridge Place Rear of 22 Bridge Street Bolton BL1 2EA
Contact number	01204 528652
Website	www.dentrain.co.uk
Directors	Yvonne Brunsdon, Zoe Gee, Michelle Porter
Provider type	Independent learning provider
Date of previous inspection	Not previously inspected
Main subcontractors	None

Information about this inspection

The inspection team was assisted by the director, as nominee. Inspectors took account of the provider's most recent self-assessment report and development plans, and the previous inspection report. The inspection was carried out using the [further education and skills inspection handbook](#) and took into account all relevant provision at the provider. Inspectors collected a wide range of evidence to inform judgements, including visiting learning sessions, scrutinising learners' work, seeking the views of learners, staff and other stakeholders, and examining the provider's documentation and records.

Inspection team

Steve Ingle, lead inspector	Ofsted Inspector
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Alison Humphreys	Her Majesty's Inspector

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