



Fast Facts

Apprentice Name: Matthew Weston

Age: 21

Type of Apprenticeship: Customer Service Level 2 & Dental Level 3

Job Role: Dental Nurse

Training Provider: East Midlands Chamber

Employer Name: Shine Dental Care

No of Employees: 20



Matt's Story

Getting your teeth into learning

What were you doing before you became an Apprentice?

I was at college doing computer science/software development and working part-time in a local pub. I heard about Apprenticeships through someone I went to school with - who works at the dental surgery. She put the information on Facebook and it went from there.

Why did you decide to become an Apprentice?

I thought it sounded like a real win-win situation - the opportunity to get paid whilst learning on and off the job. It sounded like a great idea!

What does being an Apprentice involve?

I've done everything from reception duties to assisting the dentists with treatments and decontaminating the dental instruments. I did a Customer Service Apprenticeship as well as the Dental so I've covered a lot of ground.



No two patient cases are the same, so there is plenty of variety every day

What do you like best about it?

I really enjoy taking part in the different treatments with the dentists as it's very hands on - I like that side of things because it is very practical.

What challenges have you had to deal with?

Getting a grasp of the whole dental side of things. There has been lots of things to learn and lots of terminology to get my head around. It is very different to the computer science I was studying before, but I really enjoy it.

As an Apprentice what support do you get from your employer and from the Chamber?

The tutors and assessors have been very helpful and easy to contact. Also, the training at work has been great - I especially loved the CPR training. Again, this was very "hands on" and interesting.

And the biggest surprise?

How different every case is! No two patient cases are the same, so there is plenty of variety every single day.

How has the Apprenticeship helped you progress into a career?

I feel so much more confident than before. I think the Customer Service work really helped with that. The training has also meant that I can have conversations with patients about dentistry which I wouldn't have imagined doing before. Everything has just clicked into place.

What do you feel were the advantages of doing an apprenticeship over other options, such as full-time education or work without training?

Definitely the fact that I have been gaining qualifications, experience and training. If I'd gone straight into a job I'd have missed out on all the qualifications and if I had stayed at college I wouldn't have gained all the work experience. This option just works all round.



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