

What are Occupational Standards (OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding



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Introduction

Qualifications Pack – Dental Assistant

SECTOR: HEALTH

SUB-SECTOR: ALLIED HEALTH AND PARAMEDICS

OCCUPATION: DENTAL ASSISTANT

REFERENCE ID: HSS/ Q 2401

NCO CODE : NCO-2004/3225.1

Dental Assistant in the Healthcare Industry is also known as a Chair-side Assistant, Dental Surgery Assistant and Dentist’s Nurse.

Brief Job Description: Dental Assistant provides support to the dentist to perform dental procedures in a timely, efficient and safe manner. Dental assistant prepares for and supports patients for treatment, and assists the Dentist with clinical procedures.

Personal Attributes: This job requires the individual to work in collaboration with Dentists and other members of the oral healthcare team and deliver the healthcare services as directed. The individual should be result oriented. The individual should also be able to demonstrate clinical skills, communication skills and ethical behaviour. Individuals must always perform their duties in a calm, reassuring and efficient manner.

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Job Details	Qualifications Pack Code	HSS/ Q 2401		
	Job Role	Dental Assistant		
	Credits(NSQF)	TBD	Version number	1.0
	Industry	Health	Drafted on	12/05/13
	Sub-sector	ALLIED HEALTH AND PARAMEDICS	Last reviewed on	22/05/13
	Occupation	Dental Assistant	Next review date	22/05/15

Job Role	Dental Assistant
Role Description	Provides support to the dentist to perform dental procedures in a timely, efficient and safe manner. Prepare for and support patients for treatment; assist Dentist with clinical procedures
NSQF level	4
Minimum Educational Qualifications	Class X
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Relevant professional qualification
Experience	Not Applicable
Minimum Age	18 Years
Occupational Standards (OS)	HSS/ N 2401: Perform Supportive Tasks HSS/ N 2402: Prepare work area for patient treatment HSS/ N 2403: Assist with intra-oral Preventive Procedures HSS/ N 2404: Assist with intra-oral Restorative HSS/ N 2405: Assist with Operative Dentistry Procedures HSS/ N 2406: Assist with Endodontic Procedures HSS/ N 2407: Assist with Prosthodontic Procedures HSS/ N 2408: Assist with Periodontal Procedures HSS/ N 2409: Assist with Orthodontic Procedures

	<p>HSS/ N 9603: Act within the limits of one’s competence and authority</p> <p>HSS/ N 9604: Work effectively with others</p> <p>HSS/ N 9605: Manage work to meet requirements</p> <p>HSS/ N 9606: Maintain a safe, healthy, and secure working environment</p> <p>HSS/ N 9607: Practice Code of conduct while performing duties</p> <p>HSS/ N 9609: Follow biomedical waste disposal protocols</p> <p>HSS/ N 9610: Follow infection control policies and procedures</p> <p>Optional : N.A</p>
Performance Criteria	As described in the relevant OS units

Definitions	Keywords /Terms	Description
	Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
	Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
	Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
	National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
	Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
	Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
	Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission

Acronyms

HSS/ N 2401 Perform supportive task

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Assistant to support in maintaining proper functioning of the workplace.

HSS/ N 2401 Perform supportive task

National Occupational Standard	Unit Code	HSS/ N 2401
	Unit Title (Task)	Perform supportive tasks
	Description	This OS unit is about the Dental Assistant’s performing supportive task to maintain proper functioning of the workplace.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Scheduling patient appointments , Monitoring daily patient flow , Coordinating with dentist to develop and present patient treatment plan
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Efficiently schedule patient’s appointment considering the available resources, minimising patient wait time and non-productive time of staff</p> <p>PC2. Make the appointments as per the requirements of the patient, and healthcare provider policies and guidelines</p> <p>PC3. Schedule appointments that facilitates smooth patient flow and ease of patient transitions</p> <p>PC4. Accurately document the appointments in a timely manner</p> <p>PC5. Effectively adjust the treatment plans and schedules to meet changing needs</p> <p>PC6. Develop patient treatment plan in consultation with dentist and ensure that the plan includes treatment of emergencies, standard care and optimal care</p> <p>PC7. Determine the treatment requirements of the patient</p> <p>PC8. Prepare and implement patient risk management procedures</p> <p>PC9. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC10. Establish trust and rapport with colleagues</p> <p>PC11. Maintain competence within one’s role and field of practice</p> <p>PC12. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC13. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC14. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The role and importance of the Dental Assistant in providing efficient dental treatment</p> <p>KA2. The importance of maintaining confidentiality of the patient information</p> <p>KA3. How to engage with the superior for support in case the situation is beyond one’s competence</p> <p>KA4. Scheduling protocols and procedures followed by the provider to support patient</p>

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its processes)	<p>scheduling and continuing care system</p> <p>KA5. Detail procedures and corresponding time allotments by the provider</p> <p>KA6. Ethical and legal standards in patient record keeping and communication</p> <p>KA7. The dental procedures and protocols followed by the provider to provide dental treatment</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to schedule patient as per the protocols and procedures of the healthcare provider</p> <p>KB2. The operations of the patient scheduling system</p> <p>KB3. The dental conditions and their treatment</p> <p>KB4. How to sequence treatments properly</p> <p>KB5. The modes of disease transmission</p> <p>KB6. How to obtain and record accurate medical/dental histories to accurately determine the treatment needs</p> <p>KB7. How to prepare treatment plan in collaboration with dentist and explain the procedures to the patient and answer patient's queries</p> <p>KB8. How to interpret and perform risk management procedures</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document the patient's appointment</p> <p>SA2. Record and document the patients visits</p> <p>SA3. Write notes for patients outlining the procedures</p> <p>SA4. Document the appointments in a timely manner</p> <p>SA5. Record information accurately</p> <p>SA6. Write legibly</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to</p> <p>SA7. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment</p> <p>SA8. Read dental chart of the patient for information on patient's medical history and previous dental work</p> <p>SA9. Read treatment plan of the patient</p> <p>SA10. Retrieve stored documents</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA11. Listen to the instructions of the dentist to prepare patient's test plan</p> <p>SA12. Discuss the condition, treatment and concerns regarding patient with dentist</p> <p>SA13. Interact with colleagues to co-ordinate the treatment of patient</p> <p>SA14. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist</p>

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	<p>SA15. Interact with patients to make them comfortable and to collect information</p> <p>SA16. Explain procedures and treatment plan to the patient</p> <p>SA17. Answer patient's queries</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make the appointments as per the requirements of the patient</p> <p>SB2. Rearrange the schedule to accommodate patients with dental emergency</p> <p>SB3. Make exceptional effort on behalf of patient(s)</p> <p>SB4. Ensure work quality</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB5. Prepare and organise multiple schedules</p> <p>SB6. Manage timelines and recommend timeline adjustments</p> <p>SB7. Handle multiple tasks simultaneously</p> <p>SB8. Formulate, implement plan of action and follow schedule</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Maintain patient confidentiality</p> <p>SB10. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to:</p> <p>SB11. Find ways to calm down nervous patients</p> <p>SB12. Address the needs of patients with special needs</p> <p>SB13. Find ways to handle the situation when the treatments are running behind schedule</p> <p>SB14. Apply creative solutions to new situations</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Analyse and interpret information, and schedule appointments that facilitates smooth patient flow and ease of patient transitions</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

HSS/ N 2401 Perform supportive task

NOS Version Control

NOS Code	HSS/ N 2401		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	29/09/15

HSS/ N 2402 Prepare work area for patient treatment

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Assistant to prepare work area for patient treatment.

HSS/ N 2402 Prepare work area for patient treatment

National Occupational Standard	Unit Code	HSS/ N 2402
	Unit Title (Task)	Prepare work area for patient treatment
	Description	This OS unit is about the Dental Assistant’s preparation of a well organised workplace for dental treatment of patient and maintaining work area asepsis. As instructed by the dentist, they setup the work area to facilitate the process and ensure that all instruments, equipment and materials are available and ready for use.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Disinfecting and preparing patient treatment area , Preparing, sterilising and storing instruments and equipment Preparing for patient treatment and management , Preparing patient for dental treatment , Maintaining work area asepsis throughout the procedure
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Efficiently disinfect and prepare patient treatment areas PC2. Set up equipment, instruments and required materials for scheduled dental procedure PC3. Complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols of the provider. PC4. Properly prepare, sterilise and store required instruments and equipment as per the protocols and guidelines PC5. Understand the clinical procedural requirements of the patient PC6. Prepare and implement patient risk management procedures PC7. Ensure access to the dental treatment area and chair is appropriately provided PC8. Ensure all hand carried items are removed from patient and placed within the patient’s view PC9. Ensure that patient’s mouth is free of lipstick, gum and lozenges PC10. Ensure availability of antibacterial mouthwash for patient pre-rinsing PC11. Thoroughly explain the procedure to the patient and answer patient’s queries PC12. Maintain clinical asepsis according to the protocols, and identify breach of any aseptic technique PC13. Ensure timely implementation of appropriate procedures to correct and prevent further contamination PC14. Identify and manage potential and actual risks to the quality and safety of practice PC15. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority PC16. Establish trust and rapport with colleagues PC17. Maintain competence within one’s role and field of practice PC18. Promote and demonstrate good practice as an individual and as a team member at all times

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	<p>PC19. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC20. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
Knowledge and Understanding (K)	
<p>A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The role and importance of the Dental Assistant in providing efficient dental treatment</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one’s competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p>
<p>B Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The chemical disinfectants used and their recommended applications to disinfect and prepare patient treatment area</p> <p>KB2. How to select and prepare dental equipment, instruments and materials</p> <p>KB3. How to properly prepare and sterilise required instruments and equipment as per the protocols and guidelines of the healthcare provider</p> <p>KB4. How to interpret and perform risk management procedures</p> <p>KB5. The benefits of pre-procedural rinsing and how to perform anti-bacterial rinses</p> <p>KB6. How to adjust the dental chair to accommodate individual patient conditions/needs</p> <p>KB7. How to use dental equipment in a safe and efficient manner</p>
Skills (S) (Optional)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record the patient's dental chart</p> <p>SA2. Make record of the supplies required in the order book</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read labels on dental instruments, equipment and materials</p> <p>SA4. Read the appointment schedule of the patient for information on the patient’s name, dental procedure to be performed and time of appointment</p> <p>SA5. Read dental chart of the patient for information on patient’s medical history and previous dental work</p> <p>SA6. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs</p>
	<p>Oral Communication (Listening and Speaking skills)</p>

HSS/ N 2402 Prepare work area for patient treatment

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Listen to the instructions of the dentist to prepare and assist in procedures SA8. Discuss the condition, treatment and concerns regarding patient with dentist SA9. Interact with colleagues to co-ordinate the treatment of patient SA10. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist SA11. Interact with patients to make them comfortable and to collect information SA12. Explain procedures to the patient and answer patient's queries</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide on materials to order</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB2. Plan and organise activities required to prepare work area for scheduled appointments</p>
	Patient Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Maintain patient confidentiality SB4. Respect the rights of the patient(s)</p>
	Problem Solving
	<p>The user/individual on the job needs to:</p> <p>SB5. Find ways to calm down nervous patients SB6. Address the needs of patients with special needs SB7. Find ways to handle the situation when the treatments are running behind schedule</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Analyse and interpret information, and setup the equipment, instruments and required materials to organise the work area for scheduled dental procedure</p>
Critical Thinking	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>	

HSS/ N 2402 Prepare work area for patient treatment

NOS Version Control

NOS Code	HSS/ N 2402		
Credits(NSQF)	TBD	Version number	1.0
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Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	29/09/15

HSS/ N 2403 Assist with intra-oral Preventive Procedures

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Assistant to support in performing intra-oral preventive procedures.

HSS/ N 2403 Assist with intra-oral preventive procedures

National Occupational Standard	Unit Code	HSS/ N 2403
	Unit Title (Task)	Assist with intra-oral Preventive Procedures
	Description	This OS unit is about the Dental Assistant’s support in performing intra-oral preventive procedures under the directions of the dentist.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assist in performing coronal polish , Assist in applying topical fluorides , Assist in applying pit and fissure sealant
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Assist in performing the procedure to thoroughly rinse the mouth and floss teeth contacts to ensure that it is free of debris</p> <p>PC2. Assist in ensuring that teeth are polished, free of plaque, glossy and uniformly reflect light</p> <p>PC3. Assist in ensuring that soft tissue gingiva is free of trauma evidence</p> <p>PC4. Assist in applying topical fluorides following the recommended application procedures of each fluoride agent</p> <p>PC5. Assist in preparing the teeth and sealant material according to the dental therapeutic guidelines and directions of manufacturer</p> <p>PC6. Assist in achieving thorough, even and appropriately coverage of all indicated pits and fissures</p> <p>PC7. Assist in ensuring teeth are flossed and free of excess sealant material</p> <p>PC8. Assist in ensuring timely implementation of appropriate procedures</p> <p>PC9. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC10. Establish trust and rapport with colleagues</p> <p>PC11. Maintain competence within one’s role and field of practice</p> <p>PC12. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC13. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC14. Evaluate and reflect the quality of one’s work and make continuing improvements</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	The user/individual on the job needs to know and understand: <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Assistant in delivering intra-oral preventive treatment</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p>

HSS/ N 2403 Assist with intra-oral preventive procedures

its processes)	<p>KA4. How to engage with the superior for support in case the situation is beyond one's competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. The dental procedures and protocols followed by the provider to perform intra-oral preventive procedures</p>
B Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to use dental materials and equipment required to safely and effectively complete intra-oral preventive procedures</p> <p>KB2. The dental, oral, and head and neck anatomy and treatment</p> <p>KB3. Types of sealant materials and different sealant techniques</p> <p>KB4. Isolation techniques, methods and their application</p> <p>KB5. Proper positioning of the patient to perform procedures</p> <p>KB6. How to perform safe and effective coronal polishing</p> <p>KB7. How to perform safe and effective topical fluoride application</p> <p>KB8. How to perform safe and effective pit and fissure sealant applications</p> <p>KB9. The use of effective aspirating and tooth isolation procedures</p> <p>KB10. How to correct occlusal interferences</p> <p>KB11. Interpretation of risk factors, such as, overheating the tooth, soft tissue laceration and enamel abrasion and perform risk management procedures</p> <p>KB12. How to use materials in a safe and efficient manner</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Make record of the supplies required in the order book</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements</p> <p>SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment</p> <p>SA4. Read dental chart of the patient for information on patient's medical history and previous dental work.</p> <p>SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs</p> <p>SA6. Read about dental hygiene, new products and procedures</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Listen and understand the instructions of the dentist to prepare and assist</p> <p>SA8. Discuss the condition, treatment and concerns regarding patient with dentist</p> <p>SA9. Interact with colleagues to co-ordinate the treatment of patient</p> <p>SA10. Avoid using jargon, slang or acronyms when communicating with the patient,</p>

HSS/ N 2403 Assist with intra-oral preventive procedures

	<p>colleagues or dentist</p> <p>SA11. Interact with patients to make them comfortable and to collect information</p> <p>SA12. Explain procedures to the patient and answer patient's queries</p> <p>SA13. Instruct medication and other post-procedure care to patient</p> <p>SA14. Comfort patient suffering discomfort during a procedure</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide on materials to order</p> <p>SB2. Rearrange the schedule to accommodate patients with dental emergency</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise activities for scheduled appointments and preparations required for each patient</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Maintain patient confidentiality</p> <p>SB5. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to:</p> <p>SB6. Find ways to calm down nervous patients</p> <p>SB7. Address the needs of patients with special needs</p> <p>SB8. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

HSS/ N 2403 Assist with intra-oral preventive procedures

NOS Version Control

NOS Code	HSS/ N 2403		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
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Occupation	Dental Assistant	Next review date	29/09/15

HSS/ N 2404 Assist with intra-oral restorative procedures

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Assistant to support in performing intra-oral restorative procedures.

HSS/ N 2404 Assist with intra-oral restorative procedures

National Occupational Standard	Unit Code	HSS/ N 2404
	Unit Title (Task)	Assist with intra-oral restorative procedures
	Description	This OS unit is about the Dental Assistant’s support in performing intra-oral restorative procedures under the directions of the dentist.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Assist in applying topical anaesthetic , Assist in taking Shade , Assist in placing and removing rubber dam , Assist in placing and removing matrix and wedges , Assist in polishing amalgam restoration , Assist in fabricating and cementing temporary crown
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Assist in matching shade to patient’s dentition and document it</p> <p>PC2. Assist in implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards</p> <p>PC3. Assist in managing the suspected or known local and systemic complications related to administration of local anaesthesia</p> <p>PC4. Assist in performing the procedure to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris</p> <p>PC5. Assist in matching shade to the patient’s dentition and document it</p> <p>PC6. Punch rubber dam pattern as per the appropriate industry punch size and pattern</p> <p>PC7. Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth</p> <p>PC8. Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue</p> <p>PC9. Assist in flossing the rubber dam and tuck it between each isolated tooth</p> <p>PC10. Assist in selecting and setting up appropriate matrix and ensure matrix band is accurately contoured, fitting the tooth</p> <p>PC11. Assist in placing a wedge in the contact area of interproximal restorations and carefully remove the wedge using appropriate dental instruments</p> <p>PC12. Assist in loosening the matrix band and remove it</p> <p>PC13. Assist in performing the restoration procedure with appropriate instruments and methods</p> <p>PC14. Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma</p> <p>PC15. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC16. Establish trust and rapport with colleagues</p> <p>PC17. Promote and demonstrate good practice as an individual and as a team member at all times</p>

HSS/ N 2404 Assist with intra-oral restorative procedures

	<p>PC18. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC19. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>								
Knowledge and Understanding (K)									
<p>A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Assistant in successful delivery of intra-oral restorative procedures</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one’s competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. Ethical and legal standards in patient recordkeeping and communication</p> <p>KA7. Infection control guidelines and universal precautions</p> <p>KA8. The dental procedures and protocols followed by the provider to perform intra-oral restorative procedures</p>								
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to use dental materials and equipment required to safely and effectively complete intra-oral restorative procedures</p> <p>KB2. The dental, oral, and head and neck anatomy and treatment</p> <p>KB3. How to perform safe, comfortable and effective local dental anaesthetic and manage the complications related to the local anaesthetic</p> <p>KB4. How to visualise procedure steps and prepare accordingly</p> <p>KB5. How to ensure eye-hand coordination</p> <p>KB6. How to use rubber dam and equipment</p> <p>KB7. The use of high-volume oral evacuator and air-water syringe</p> <p>KB8. How to recognise and manage orthostatic hypotension/syncope</p> <p>KB9. Proper positioning of the patient to perform procedures</p> <p>KB10. How to accurately match the shade with patient’s dentition</p> <p>KB11. How to safely and effectively place and remove rubber dam</p> <p>KB12. How to perform the restoration procedure with appropriate instruments and methods</p> <p>KB13. procedures</p>								
Skills (S) (Optional)									
<p>A. Core Skills/ Generic Skills</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" data-bbox="479 1642 1516 1690" style="background-color: #e6f2ff;">Writing Skills</td> </tr> <tr> <td colspan="2" data-bbox="479 1694 1516 1743">The user/ individual on the job needs to know and understand how to:</td> </tr> <tr> <td colspan="2" data-bbox="479 1747 1516 1795">SA1. Make record of the supplies required in the order book</td> </tr> <tr> <td colspan="2" data-bbox="479 1799 1516 1858" style="background-color: #e6f2ff;">Reading Skills</td> </tr> </table>	Writing Skills		The user/ individual on the job needs to know and understand how to:		SA1. Make record of the supplies required in the order book		Reading Skills	
Writing Skills									
The user/ individual on the job needs to know and understand how to:									
SA1. Make record of the supplies required in the order book									
Reading Skills									

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements</p> <p>SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment</p> <p>SA4. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs</p> <p>SA5. Read about dental hygiene, new products and procedures</p> <p>SA6. Read bulletins and news letter from professional associations</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Listen and understand the instructions of the dentist to prepare and assist in procedures</p> <p>SA8. Discuss the condition, treatment and concerns regarding patient with dentist</p> <p>SA9. Interact with colleagues to co-ordinate the treatment of patient</p> <p>SA10. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist</p> <p>SA11. Interact with patients to make them comfortable and to collect information</p> <p>SA12. Explain procedures to the patient and answer patient's queries</p> <p>SA13. Instruct medication and other post-procedure care to patient</p> <p>SA14. Comfort patient suffering discomfort during a procedure</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide on materials to order</p> <p>SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence, requiring treatment</p> <p>SB3. Rearrange the schedule to accommodate patients with dental emergency</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Plan and organise activities for scheduled appointments and preparations required for each patient</p> <p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p> <p>SB7. Make exceptional effort on behalf of patient(s)</p> <p>SB8. Ensure work quality</p> <p>Problem Solving</p>

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	<p>The user/individual on the job needs to:</p> <p>SB9. Find ways to calm down nervous patients SB10. Address the needs of patients SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures SB12. Visualise potential problems and respond appropriately</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure SB14. Analyse task/technology relationship and propose simple technological solutions</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

HSS/ N 2404 Assist with intra-oral restorative procedures

NOS Version Control

NOS Code	HSS/ N 2404		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	29/09/15

HSS/ N 2405 Assist with operative dentistry procedures

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Assistant to support in performing operative dentistry procedures.

HSS/ N 2405 Assist with operative dentistry procedures

National Occupational Standard	Unit Code	HSS/ N 2405
	Unit Title (Task)	Assist with operative dentistry procedures
	Description	This OS unit is about the Dental Assistant’s support in performing operative dentistry procedures. Under the directions of the dentist, they attend to the comfort and needs of patient and dentist by monitoring behaviour patterns, anticipating instruments and materials and providing evacuation and accessibility to the operative site.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Managing instruments, equipment and materials , Assist in removing surgical sutures , Assist in applying topical anaesthetic , Assist in packing and medicating extraction site
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards</p> <p>PC2. Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia</p> <p>PC3. Efficiently and smoothly transfer instruments, equipment and materials</p> <p>PC4. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris</p> <p>PC5. Assist in properly and thoroughly remove sutures</p> <p>PC6. Assist in freeing the Internal wound tissues of external contamination</p> <p>PC7. Assist in gently packing extraction site in medicament dipped, appropriate packing material</p> <p>PC8. Assist in controlling all bleeding</p> <p>PC9. Provide all prescriptions and patient items to the patient</p> <p>PC10. Clearly and accurately instruct the patient on follow-up procedures</p> <p>PC11. Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma</p> <p>PC12. Assist in ensuring timely implementation of appropriate procedures</p> <p>PC13. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC14. Establish trust and rapport with colleagues</p> <p>PC15. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC16. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC17. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>	
Knowledge and Understanding (K)		

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<p>A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Assistant in performing operative dental procedures</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one's competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. Ethical and legal standards to be followed in patient recordkeeping and communication</p> <p>KA7. Infection control guidelines and universal precautions</p> <p>KA8. The dental procedures and protocols followed by the provider to perform operative dental procedures</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to use dental materials and equipment required to safely and effectively complete operative dentistry procedures</p> <p>KB2. The dental, oral, and head and neck anatomy and treatment</p> <p>KB3. How to perform safe and effective local anaesthetic and manage the complications related to local anaesthetic</p> <p>KB4. How to perform the operative procedure with appropriate instruments and methods</p> <p>KB5. How to visualise procedure steps and prepare accordingly</p> <p>KB6. How to ensure eye-hand coordination</p> <p>KB7. The surgical procedures and application of dental materials in the procedures</p> <p>KB8. Visualise procedure steps and prepare accordingly</p> <p>KB9. The use of high-volume oral evacuator and air-water syringe</p> <p>KB10. How to recognise and manage orthostatic hypotension and syncope</p> <p>KB11. Proper positioning of the patient to perform procedures</p> <p>KB12. Interpretation of risk factors and perform risk management procedures</p>
<p>Skills (S) (Optional)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Make record of the supplies required in the order book</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements</p> <p>SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment</p> <p>SA4. Read dental chart of the patient for information on patient's medical history and previous dental work</p>

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	<p>SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs</p> <p>SA6. Read about dental hygiene, new products and procedures</p> <p>SA7. Read bulletins and news letter from professional associations</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Listen and understand the instructions of the dentist to prepare and assist</p> <p>SA9. Discuss the condition, treatment and concerns regarding patient with dentist</p> <p>SA10. Interact with colleagues to co-ordinate the treatment of patient</p> <p>SA11. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist</p> <p>SA12. Interact with patients to make them comfortable and to collect information</p> <p>SA13. Explain procedures to the patient and answer patient's queries</p> <p>SA14. Instruct medication and other post-procedure care to patient</p> <p>SA15. Comfort patient suffering discomfort during a procedure</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide on materials to order</p> <p>SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence, requiring treatment</p> <p>SB3. Rearrange the schedule to accommodate patients with dental emergency</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Plan and organise activities for scheduled appointments and preparations required for each patient</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p> <p>SB7. Make exceptional effort on behalf of patient(s)</p> <p>SB8. Ensure work quality</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to:</p> <p>SB9. Find ways to calm down nervous patients</p> <p>SB10. Address the needs of patients with special needs</p> <p>SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures</p> <p>SB12. Visualise potential problems and respond appropriately</p>
	<p>Analytical Thinking</p>

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	The user/individual on the job needs to know and understand how to:
	SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure
	SB14. Analyse task/technology relationship and propose simple technological solutions
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



HSS/ N 2405 Assist with operative dentistry procedures

NOS Version Control

NOS Code	HSS/ N 2405		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	29/09/15

HSS/ N 2406 Assist with endodontic dental procedures

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Assistant to support in performing endodontic dental procedures.

HSS/ N 2406 Assist with endodontic dental procedures

National Occupational Standard	Unit Code	HSS/ N 2406
	Unit Title (Task)	Assist with endodontic dental procedures
	Description	This OS unit is about the Dental Assistant’s support to provider in endodontic dental procedures. Under the direction of the dentist, they attend to the needs of the patient and assist the dentist by anticipating instruments and materials as desired during the endodontic procedures.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assist in placing topical anaesthetic , Assist in placing and removing rubber dam, Assist in exposing, processing and mounting radiographs, Assist in placing temporary fillings
	Performance Criteria (PC) wrt the Scope	
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards</p> <p>PC2. Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia</p> <p>PC3. Assist in punching rubber dam pattern as per the appropriate industry punch size and pattern</p> <p>PC4. Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth</p> <p>PC5. Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue</p> <p>PC6. Assist in flossing the rubber dam and tuck it between each isolated tooth</p> <p>PC7. Efficiently and smoothly transfer instruments, equipment and materials</p> <p>PC8. Assist in exposing, processing and mounting radiographs that are clear of exposure and contain appropriate teeth and anatomy</p> <p>PC9. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris</p> <p>PC10. Assist in placing temporary filling, ensuring that the temporary site is cleaned, dried and isolated properly as per the guidelines</p> <p>PC11. Assist in ensuring that temporary material is accurately placed and adapted into the cavity/preparation</p> <p>PC12. Assist in ensuring that temporary filling is free of excess material</p> <p>PC13. Assist in controlling all bleeding</p> <p>PC14. Provide all prescriptions and patient items to the patient</p> <p>PC15. Clearly and accurately instruct the patient on follow-up procedures</p> <p>PC16. Assist in ensuring timely implementation of appropriate procedures</p> <p>PC17. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC18. Establish trust and rapport with colleagues</p> <p>PC19. Promote and demonstrate good practice as an individual and as a team</p>	

HSS/ N 2406 Assist with endodontic dental procedures

	<p>member at all times</p> <p>PC20. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC21. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
Knowledge and Understanding (K)	
<p>A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Assistant in performing endodontic dental procedures</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one’s competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. Ethical and legal standards in patient recordkeeping and communication</p> <p>KA7. Infection control guidelines and universal precautions</p> <p>KA8. The dental procedures and protocols followed by the provider to perform endodontic dental procedures</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to use dental materials and equipment required to safely and effectively complete endodontic procedures</p> <p>KB2. The dental, oral, and head and neck anatomy and treatment</p> <p>KB3. How to perform safe and effective local anaesthetic and manage the complications related to local anaesthetic</p> <p>KB4. How to visualise procedure steps and prepare accordingly</p> <p>KB5. Effective use of rubber dam and equipment to place rubber dam</p> <p>KB6. Radiography techniques to expose, process and mount radiographs</p> <p>KB7. How to place temporary restorations with adequate coverage and contour</p> <p>KB8. How to ensure eye-hand coordination</p> <p>KB9. The endodontic procedures and application of dental materials in the procedures</p> <p>KB10. The use of high-volume oral evacuator and air-water syringe</p> <p>KB11. How to recognise and manage orthostatic hypotension/syncope</p> <p>KB12. The proper positioning of the patient to perform procedures</p> <p>KB13. Interpretation of risk factors and perform risk management procedures</p>
Skills (S) (Optional)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Make record of the supplies required in the order book</p>
	<p>Reading Skills</p>

HSS/ N 2406 Assist with endodontic dental procedures

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements</p> <p>SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment</p> <p>SA4. Read dental chart of the patient for information on patient's medical history and previous dental work</p> <p>SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs</p> <p>SA6. Read about dental hygiene, new products and procedures</p> <p>SA7. Read bulletins and news letter from professional associations</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Listen and understand the instructions of the dentist to prepare and assist</p> <p>SA9. Discuss the condition, treatment and concerns regarding patient with dentist</p> <p>SA10. Interact with colleagues to co-ordinate the treatment of patient</p> <p>SA11. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist</p> <p>SA12. Interact with patients to make them comfortable and to collect information</p> <p>SA13. Explain procedures to the patient and answer patient's queries</p> <p>SA14. Instruct medication and other post-procedure care to patient</p> <p>SA15. Comfort patient suffering discomfort during a procedure</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide on materials to order</p> <p>SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence requiring treatment</p> <p>SB3. Rearrange the schedule to accommodate patients with dental emergency</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Plan and organise activities for scheduled appointments and preparations required for each patient</p> <p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p> <p>SB7. Make exceptional effort on behalf of patient(s)</p> <p>SB8. Ensure work quality</p> <p>Problem Solving</p>

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	<p>The user/individual on the job needs to:</p> <p>SB9. Find ways to calm down nervous patients SB10. Address the needs of patients with special needs SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures SB12. Visualise potential problems and respond appropriately</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure SB14. Analyse task/technology relationship and propose simple technological solutions</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

HSS/ N 2406 Assist with endodontic dental procedures

NOS Version Control

NOS Code	HSS/ N 240		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	29/09/15

HSS/ N 2407 Assist with prosthodontic dental procedures

National Occupational Standards

Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Assistant to support in performing prosthodontics dental procedures.

HSS/ N 2407 Assist with prosthodontic dental procedures

National Occupational Standard	Unit Code	HSS/ N 2407
	Unit Title (Task)	Assist with prosthodontic dental procedures
	Description	This OS unit is about the Dental Assistant’s support in prosthodontic dental procedures under the directions of the dentist. They support the procedures by making required instruments and materials available, and monitoring the condition of patient.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assist in taking impressions and wax bites for diagnostic cast , Assist in fabricating diagnostic cast , Assist in fabricating custom trays , Assist in final impression procedure
	Performance Criteria (PC) wrt the Scope	
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Assist in taking impressions that include all teeth present, surrounding tissues and appropriate landmark</p> <p>PC2. Assist in taking impressions that are free of bubbles, tears and voids</p> <p>PC3. Assist in taking impressions that accurately establish centric relationship with approved methods</p> <p>PC4. Assist in fabricating diagnostic cast as per the guidelines, with proper plane of occlusion, trimming and thickness</p> <p>PC5. Assist in fabricating custom tray that fits and adapts to arch without impinging tissue</p> <p>PC6. Assist in ensuring that custom tray is free sharp edges, compounds, waxes and debris</p> <p>PC7. Assist in maintaining proper room of the impression material between the tray and the teeth</p> <p>PC8. Assist in fabricating Maxillary tray that covers the teeth and hard palate and extends slightly behind the gingival margin but not into the mucobuccal fold</p> <p>PC9. Assist in fabricating Mandibular tray that covers the teeth and extends beyond the gingival margin but not into the mucobuccal fold</p> <p>PC10. Assist in repairing tray and material according to the instructions</p> <p>PC11. Efficiently and smoothly transfer instruments, equipment and materials</p> <p>PC12. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris</p> <p>PC13. Assist in controlling all bleeding</p> <p>PC14. Assist in providing all prescriptions and patient items to the patient</p> <p>PC15. Assist in instructing the patient on follow-up procedures</p> <p>PC16. Assist in ensuring timely implementation of appropriate procedures</p> <p>PC17. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC18. Establish trust and rapport with colleagues</p>	

HSS/ N 2407 Assist with prosthodontic dental procedures

	<p>PC19. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC20. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC21. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
Knowledge and Understanding (K)	
<p>A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Assistant in providing prosthodontic dental treatment</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one’s competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. Ethical and legal standards in patient recordkeeping and communication</p> <p>KA7. Infection control guidelines and universal precautions</p> <p>KA8. The dental procedures and protocols followed by the provider to perform prosthodontics procedures</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The prosthodontic procedures and application of dental materials in the procedures</p> <p>KB2. How to use dental materials and equipment required to safely and effectively complete Prosthodontic procedures</p> <p>KB3. The dental, oral, and head and neck anatomy and treatment</p> <p>KB4. The tooth morphology and mouth anatomy</p> <p>KB5. How to take impressions to properly fabricate diagnostic cast as per the guidelines</p> <p>KB6. How to visualise procedure steps and prepare accordingly</p> <p>KB7. How to ensure eye-hand coordination</p> <p>KB8. Visualise procedure steps and prepare accordingly</p> <p>KB9. The use of high-volume oral evacuator and air-water syringe</p> <p>KB10. How to recognise and manage orthostatic hypotension and syncope</p> <p>KB11. Proper positioning of the patient to perform procedures</p> <p>KB12. Interpretation of risk factors and perform risk management procedures</p>
Skills (S) (Optional)	
<p>A. Core Skills/ Generic Skills</p>	<p style="background-color: #e6f2ff; padding: 2px;">Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Make record of the supplies required in the order book</p> <p style="background-color: #e6f2ff; padding: 2px;">Reading Skills</p>

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements</p> <p>SA3. Read the appointment schedule of the patient for information on the patient’s name, dental procedure to be performed and time of appointment</p> <p>SA4. Read dental chart of the patient for information on patient’s medical history and previous dental work</p> <p>SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs</p> <p>SA6. Read about dental hygiene, new products and procedures</p> <p>SA7. Read bulletins and news letter from professional associations</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Listen and understand the instructions of the dentist to prepare and assist</p> <p>SA9. Discuss the condition, treatment and concerns regarding patient with dentist</p> <p>SA10. Interact with colleagues to co-ordinate the treatment of patient</p> <p>SA11. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist</p> <p>SA12. Interact with patients to make them comfortable and to collect information</p> <p>SA13. Explain procedures to the patient and answer patient’s queries</p> <p>SA14. Instruct medication and other post-procedure care to patient</p> <p>SA15. Comfort patient suffering discomfort during a procedure</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide on materials to order</p> <p>SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence requiring treatment</p> <p>SB3. Rearrange the schedule to accommodate patients with dental emergency</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Plan and organise activities for scheduled appointments and preparations required for each patient</p> <p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p> <p>SB7. Make exceptional effort on behalf of patient(s)</p> <p>SB8. Ensure work quality</p> <p>Problem Solving</p>

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	<p>The user/individual on the job needs to:</p> <p>SB9. Find ways to calm down nervous patients SB10. Address the needs of patients SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures SB12. Visualise potential problems and respond appropriately</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure SB14. Analyse task/technology relationship and propose simple technological solutions</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

HSS/ N 2407 Assist with prosthodontic dental procedures

NOS Version Control

NOS Code	HSS/ N 2407		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	29/09/15

HSS/ N 2408 Assist with periodontal dental procedures

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Assistant to support in performing Periodontal dental procedures.

HSS/ N 2408 Assist with periodontal dental procedures

National Occupational Standard	Unit Code	HSS/ N 2408
	Unit Title (Task)	Assist with periodontal dental procedures
	Description	This OS unit is about the Dental Assistant’s support in periodontal dental procedures under the directions of the dentist. They assist the dentist by making available the instruments and materials required for the performing the procedure, and monitoring the patient during the procedure.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assist in placing topical anaesthetic , Assist in placing periodontal dressings
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Assist in implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards</p> <p>PC2. Assist in managing the suspected or known local and systemic complications related to administration of local anaesthesia</p> <p>PC3. Assist in preparing wound site and dressing material, and carefully place dressing covering entire wound site</p> <p>PC4. Assist in properly adapting the dressing to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference</p> <p>PC5. Transfer instruments, equipment and materials safely without causing any damage</p> <p>PC6. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris</p> <p>PC7. Assist in providing all prescriptions and patient items to the patient</p> <p>PC8. Instruct the patient on follow-up procedures</p> <p>PC9. Assist in ensuring timely implementation of appropriate procedures</p> <p>PC10. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC11. Establish trust and rapport with colleagues</p> <p>PC12. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC13. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC14. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
	Knowledge and Understanding (K)	

HSS/ N 2408 Assist with periodontal dental procedures

<p>A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Assistant in providing efficient periodontal treatment</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one's competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. Ethical and legal standards in patient recordkeeping and communication</p> <p>KA7. Infection control guidelines and universal precautions</p> <p>KA8. The dental procedures and protocols followed by the provider to perform periodontal procedures</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to use dental materials and equipment required to safely and effectively complete periodontal procedures</p> <p>KB2. Indications and contra-indications of periodontal treatment</p> <p>KB1. Treatment of complications which may arise prior to, during and after periodontal procedures</p> <p>KB2. Periodontal screening and recording</p> <p>KB3. Characteristics of plaque and calculus and their significance in relation to dental caries, periodontal disease and overall health</p> <p>KB4. characteristics of healthy and diseased periodontal structures</p> <p>KB3. The dental, oral, and head and neck anatomy and treatment</p> <p>KB4. How to perform safe and effective local anaesthetic and manage the complications related to local anaesthetic</p> <p>KB5. Mixing, placement and removal of periodontal dressings</p> <p>KB5. How to prepare wound site and place dressing covering entire wound site</p> <p>KB6. How to visualise procedure steps and prepare accordingly</p> <p>KB7. How to ensure eye-hand coordination</p> <p>KB8. The use of high-volume oral evacuator and air-water syringe</p> <p>KB9. The periodontal procedures and application of dental materials in the procedures</p> <p>KB10. How to recognise and manage orthostatic hypotension/syncope</p> <p>KB11. Proper positioning of the patient to perform procedures</p> <p>KB12. Interpretation of risk factors and perform risk management procedures</p>
<p>Skills (S) (Optional)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Make record of the supplies required in the order book</p> <p>Reading Skills</p>

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements</p> <p>SA3. Read the appointment schedule of the patient for information on the patient’s name, dental procedure to be performed and time of appointment</p> <p>SA4. Read dental chart of the patient for information on patient’s medical history and previous dental work</p> <p>SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs</p> <p>SA6. Read about dental hygiene, new products and procedures</p> <p>SA7. Read bulletins and news letter from professional associations</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Listen and understand the instructions of the dentist to prepare and assist</p> <p>SA9. Discuss the condition, treatment and concerns regarding patient with dentist</p> <p>SA10. Interact with colleagues to co-ordinate the treatment of patient</p> <p>SA11. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist</p> <p>SA12. Interact with patients to make them comfortable and to collect information</p> <p>SA13. Explain procedures to the patient and answer patient’s queries</p> <p>SA14. Instruct medication and other post-procedure care to patient</p> <p>SA15. Comfort patient suffering discomfort during a procedure</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide on materials to order</p> <p>SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence requiring treatment</p> <p>SB3. Rearrange the schedule to accommodate patients with dental emergency</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Plan and organise activities for scheduled appointments and preparations required for each patient</p> <p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p> <p>SB7. Make exceptional effort on behalf of patient(s)</p> <p>SB8. Ensure work quality</p> <p>Problem Solving</p>

HSS/ N 2408 Assist with periodontal dental procedures

	<p>The user/individual on the job needs to:</p> <p>SB9. Find ways to calm down nervous patients SB10. Address the needs of patients with special needs SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures SB12. Visualise potential problems and respond appropriately</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure SB14. Analyse task/technology relationship and propose simple technological solutions</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

HSS/ N 2408 Assist with periodontal dental procedures

NOS Version Control

NOS Code	HSS/ N 240		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	29/09/15

HSS/ N 2409 Assist with Orthodontic Procedures

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Assistant to support in performing Orthodontic dental procedures.

HSS/ N 2409 Assist with Orthodontic Procedures

National Occupational Standard	Unit Code	HSS/ N 2409
	Unit Title (Task)	Assist with Orthodontic Procedures
	Description	This OS unit is about the Dental Assistant’s support in orthodontic dental procedures under the directions of the dentist. They assist the dentist by monitoring the patient, providing smooth access to the work area, and making the required instruments, material and appliances available to perform the procedure.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assist in placing and removing separators , Assist in fitting and removing orthodontic equipment, bands, and brackets , Assist in applying direct and indirect bonding materials , Assist in placing and bonding orthodontic brackets
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Assist in appropriately fitting and removing orthodontic equipment, bands and brackets as per the guidelines</p> <p>PC2. Assist in applying direct and indirect bracket bonding material, using proper isolation techniques</p> <p>PC3. Assist in properly placing and bonding orthodontic bands and brackets</p> <p>PC4. Assist in appropriately placing, bonding and removing orthodontic equipment</p> <p>PC5. Transfer instruments, equipment and materials safely</p> <p>PC6. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris</p> <p>PC7. Assist in providing all prescriptions and patient items to the patient</p> <p>PC8. Clearly and accurately instruct the patient on follow-up procedures</p> <p>PC9. Assist in ensuring timely implementation of appropriate procedures</p> <p>PC10. Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC11. Establish trust and rapport with colleagues</p> <p>PC12. Maintain competence within one’s role and field of practice</p> <p>PC13. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC14. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC15. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/)	The user/individual on the job needs to know and understand: <p>KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider</p> <p>KA2. The role and importance of the Dental Assistant in providing efficient</p>

HSS/ N 2409 Assist with Orthodontic Procedures

<p>Organisation and its processes)</p>	<p>orthodontic treatment</p> <p>KA3. The importance of maintaining confidentiality of the patient information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one's competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. Ethical and legal standards in patient recordkeeping and communication</p> <p>KA7. Infection control guidelines and universal precautions</p> <p>KA8. The dental procedures and protocols followed by the provider to perform orthodontic procedures</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to use dental materials and equipment required to safely and effectively complete orthodontic procedures</p> <p>KB2. The orthodontic procedures and application of dental materials in the procedures</p> <p>KB3. The dental, oral, and head and neck anatomy and treatment</p> <p>KB4. The tooth structure and oral tissues</p> <p>KB5. Types of separators, separation methods and rationale for separation</p> <p>KB6. How to select separators and methods of insertion and removal</p> <p>KB7. Types of orthodontic equipment, bands and brackets and rationale of their use</p> <p>KB8. How to select bands and brackets, and methods of fitting them</p> <p>KB9. Types of bonding materials and their properties</p> <p>KB10. The direct and indirect bonding techniques, and placement of the material</p> <p>KB11. How to visualise procedure steps and prepare accordingly</p> <p>KB12. How to ensure eye-hand coordination</p> <p>KB13. The use of high-volume oral evacuator and air-water syringe</p> <p>KB14. How to recognise and manage orthostatic hypotension/syncope</p> <p>KB15. Proper positioning of the patient to perform procedures</p> <p>KB16. Interpretation of risk factors and perform risk management procedures</p>
<p>Skills (S) (Optional)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Make record of the supplies required in the order book</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements</p> <p>SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment</p> <p>SA4. Read dental chart of the patient for information on patient's medical history and previous dental work</p> <p>SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs</p> <p>SA6. Read about dental hygiene, new products and procedures</p>

HSS/ N 2409 Assist with Orthodontic Procedures

	SA7. Read bulletins and news letter from professional associations
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA8. Listen and understand the instructions of the dentist to prepare and assist
	SA9. Discuss the condition, treatment and concerns regarding patient with dentist
	SA10. Interact with colleagues to co-ordinate the treatment of patient
	SA11. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist
	SA12. Interact with patients to make them comfortable and to collect information
	SA13. Explain procedures to the patient and answer patient's queries
	SA14. Instruct medication and other post-procedure care to patient
	SA15. Comfort patient suffering discomfort during a procedure
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. Decide on materials to order
	SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence requiring treatment
	SB3. Rearrange the schedule to accommodate patients with dental emergency
	Plan and Organise
	The user/individual on the job needs to know and understand how to :
	SB4. Plan and organise activities for scheduled appointments and preparations required for each patient
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB5. Maintain patient confidentiality
	SB6. Respect the rights of the patient(s)
	SB7. Make exceptional effort on behalf of patient(s)
	SB8. Ensure work quality
	Problem Solving
	The user/individual on the job needs to:
	SB9. Find ways to calm down nervous patients
	SB10. Address the needs of patients with special needs
	SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures
	SB12. Visualise potential problems and respond appropriately
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure
	SB14. Analyse task/technology relationship and propose simple technological

HSS/ N 2409 Assist with Orthodontic Procedures

	solutions
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



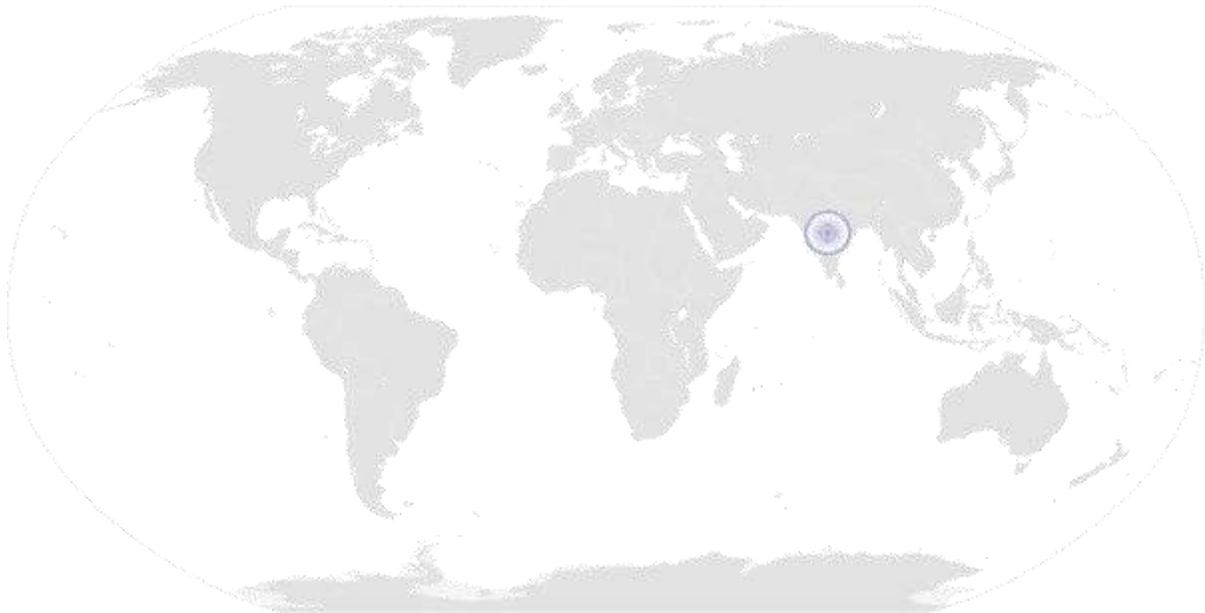
HSS/ N 2409 Assist with Orthodontic Procedures

NOS Version Control

NOS Code	HSS/ N 2409		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	29/09/15

HSS/ N 9603: Act within the limits of one's competence and authority

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to recognise the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines

HSS/ N 9603: Act within the limits of one’s competence and authority

National Occupational Standard	Unit Code	HSS/ N 9603
	Unit Title (Task)	Act within the limits of one’s competence and authority
	Description	<p>This OS unit is about recognising the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines</p> <p>This is applicable to all Allied Health Professionals working in an organised, regulated environment</p>
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one’s competence and authority; <ul style="list-style-type: none"> ○ Knowing one’s job role ○ Knowing one’s job responsibility ○ Recognising the job role and responsibilities of co workers <p>Reference: ‘This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their permission’.</p>
Performance Criteria (PC) wrt The Scope		
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to legislation, protocols and guidelines relevant to one’s role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to one’s role</p> <p>PC3. Recognise the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority</p> <p>PC4. Maintain competence within one’s role and field of practice</p> <p>PC5. Use relevant research based protocols and guidelines as evidence to inform one’s practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC8. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>	
Knowledge and Understanding (K)		
A. Organisational Context (Knowledge of the Healthcare provider/	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The relevant legislation, standards, policies, and procedures followed in the organisation</p> <p>KA2. The medical procedures and functioning of required medical equipment</p>	

HSS/ N 9603: Act within the limits of one’s competence and authority

<p>Organisation and its processes)</p>	<p>KA3. Role and importance of assisting other healthcare providers in delivering care</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The boundaries of one’s role and responsibilities and other team members KB2. The reasons for working within the limits of one’s competence and authority KB3. The importance of personally promoting and demonstrating good practice KB4. The legislation, protocols and guidelines effecting one’s work KB5. The organisational systems and requirements relevant to one’s role KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one’s area of work KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances KB8. The risks to quality and safety arising from:</p> <ul style="list-style-type: none"> ○ Working outside the boundaries of competence and authority ○ Not keeping up to date with best practice ○ Poor communication ○ Insufficient support ○ Lack of resources <p>KB9. The importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements KB10. How to Report and minimise risks KB11. The principle of meeting the organisation’s needs, and how this should enable one to recognise one’s own limitations and when one should seek support from others KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one’s organisation KB14. The actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team</p>
<p>Skills (S)</p>	
<p>A. Core Skills /Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules SA2. Prepare status and progress reports SA3. Record daily activities SA4. Update other co-workers</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about changes in legislations and organisational policies SA6. Keep updated with the latest knowledge</p> <p>Oral Communication (Listening and Speaking skills)</p>

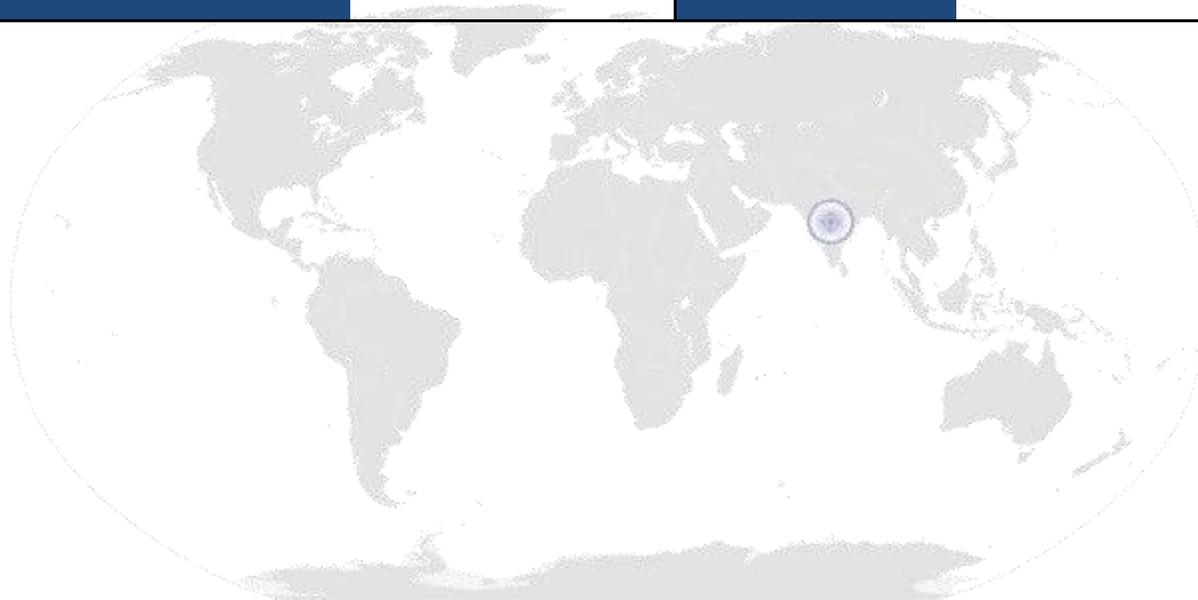
HSS/ N 9603: Act within the limits of one's competence and authority

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Discuss task lists, schedules, and work-loads with co-workers SA8. Give clear instructions to patients and co-workers SA9. Keep patient informed about progress SA10. Avoid using jargon, slang or acronyms when communicating with a patient</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work in relation to job role</p>
	Plan and Organise
	Not applicable
	Patient Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Communicate effectively with patients and their family, physicians, and other members of the health care team SB3. Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)</p>
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
Not applicable	

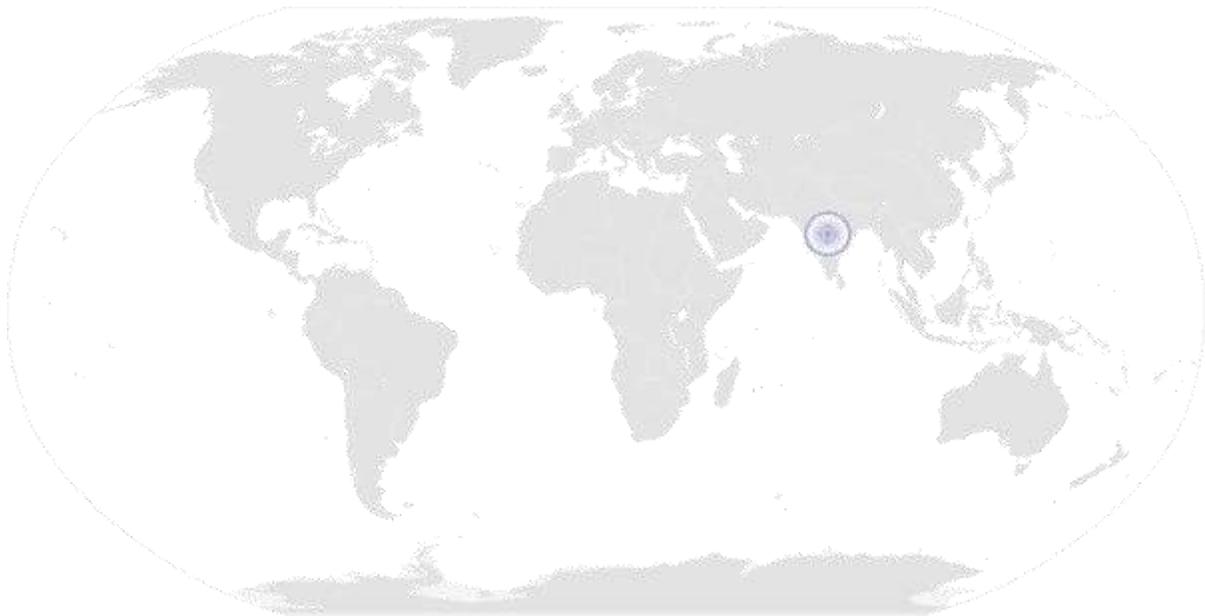
HSS/ N 9603: Act within the limits of one's competence and authority

NOS Version Control

NOS Code	HSS/ N 9603		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
		Next review date	29/09/15



National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to work effectively with other people and integrate one's work the work of other people.

HSS/ N 9604: Work effectively with others

National Occupational Standard

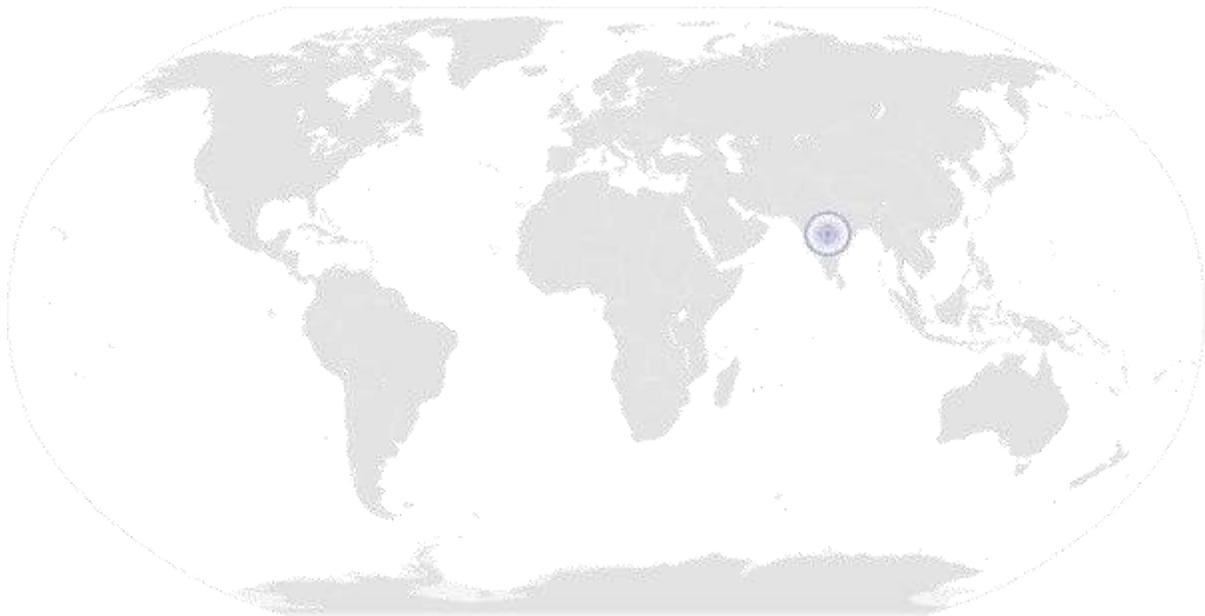
Unit Code	HSS/ N 9604
Unit Title (Task)	Work effectively with others
Description	This OS unit is about working effectively with other people who can be part of the immediate team, organisation or external to the team or organisation This OS unit applies to all Allied health professionals working in a team or collaborative environment
Scope	This unit covers the following: <ul style="list-style-type: none"> Working with other people to meet requirements , Sharing information with others to enable efficient delivery of work , Communicating with other team members and people internal or external to the organisation
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. Communicate with other people clearly and effectively PC2. Integrate one’s work with other people’s work effectively PC3. Pass on essential information to other people on timely basis PC4. Work in a way that shows respect for other people PC5. Carry out any commitments made to other people PC6. Reason out the failure to fulfil commitment PC7. Identify any problems with team members and other people and take the initiative to solve these problems PC8. Follow the organisation’s policies and procedures
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent the user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. The people who make up the team and how they fit into the work of the organisation KA2. The responsibilities of the team and their importance to the organisation KA3. The business, mission, and objectives of the organisation KA4. Effective working relationships with the people external to the team, with which the individual works on a regular basis KA5. Procedures in the organisation to deal with conflict and poor working relationships
B. Technical Knowledge	To be competent the user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. The importance of communicating clearly and effectively with other people and how to do so face-to-face, by telephone and in writing KB2. The essential information that needs to be shared with other people KB3. The importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis

HSS/ N 9604: Work effectively with others

	<p>KB4. The importance of integrating ones work effectively with others</p> <p>KB5. The types of working relationships that help people to work well together and the types of relationships that need to be avoided</p> <p>KB6. The types of opportunities an individual may seek out to improve relationships with others</p> <p>KB7. How to deal with difficult working relationships with other people to sort out problems</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA1. Communicate essential information in writing SA2. Write effective communications to share information with the team members and other people outside the team
	Reading Skills
	To be competent, the user/individual on the job needs to know and understand how to: SA3. Read and understand essential information
	Oral Communication (Listening and speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA4. Communicate essential information to colleagues face-to-face or through telecommunications SA5. Question others appropriately in order to understand the nature of the request or compliant
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to work
	Plan and Organise
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Patient Centricity
	To be competent, the user/ individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern SB5. Be sensitive to potential cultural differences SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s)

HSS/ N 9604: Work effectively with others

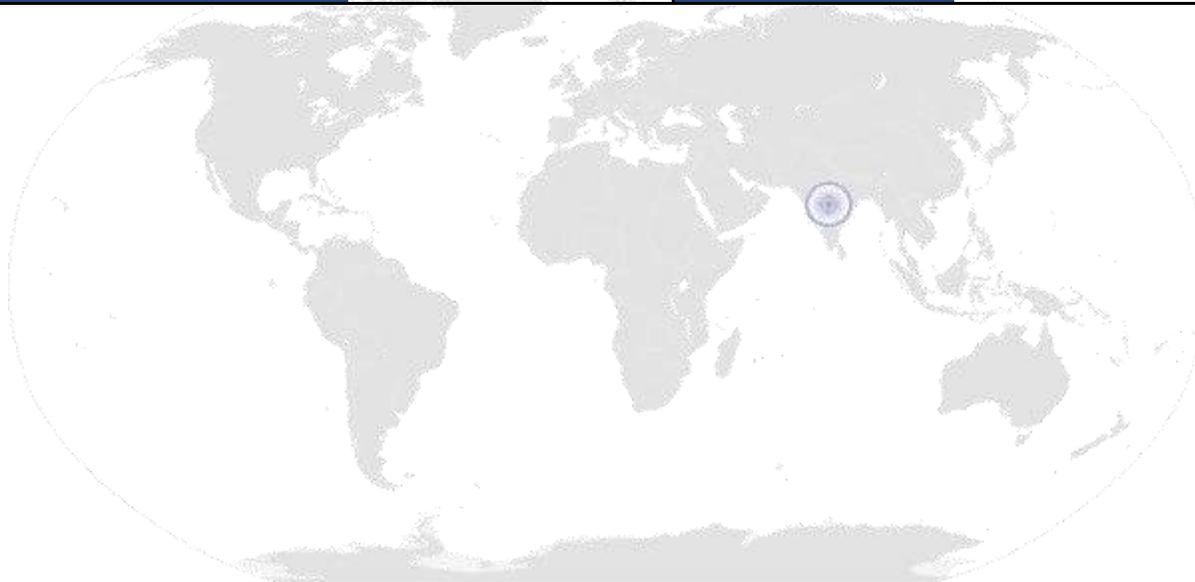
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB8. Identify problems while working with others and devise effective solutions
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not Applicable



HSS/ N 9604: Work effectively with others

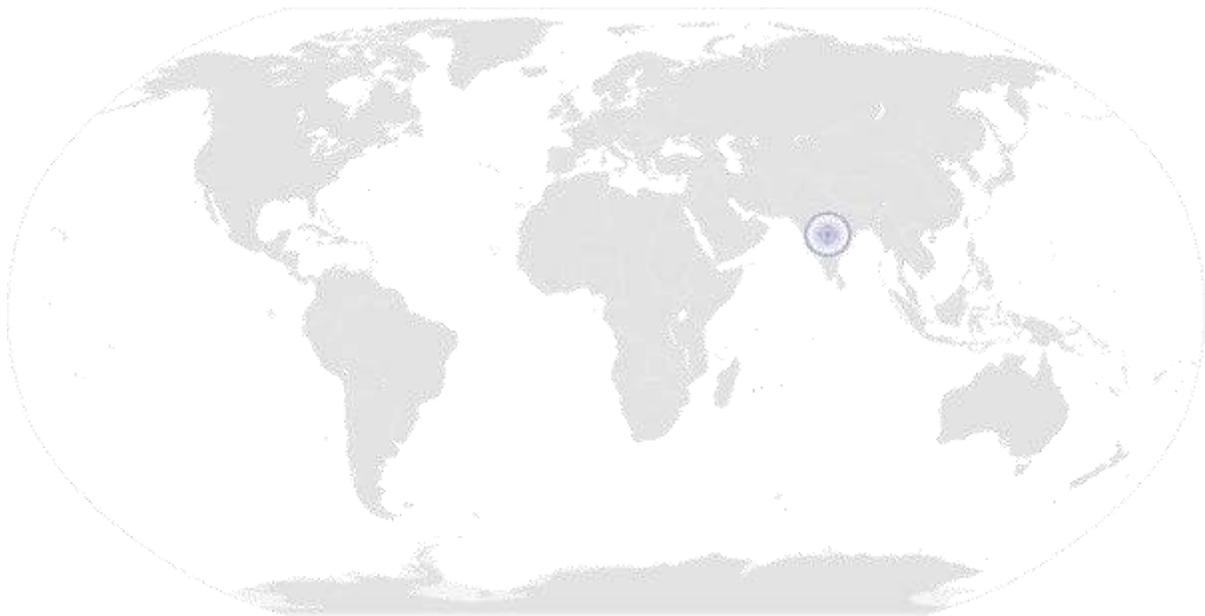
NOS Version Control

NOS Code	HSS/ N 9 04		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
		Next review date	29/09/15



HSS/ N 9605: Manage work to meet requirements

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to plan and organise work to meet requirements

HSS/ N 9605: Manage work to meet requirements

National Occupational Standard

Unit Code	HSS/ N 9605
Unit Title (Task)	Manage work to meet requirements
Description	This OS unit is about planning and organising work and developing oneself further in the organisation This unit applies to all Allied Health professionals
Scope	This unit covers the following: <ul style="list-style-type: none"> Establishing and managing requirements , Planning and organising work , Ensuring accomplishment of the requirements
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: PC1. Clearly establish, agree, and record the work requirements PC2. Utilise time effectively PC3. Ensure his/her work meets the agreed requirements PC4. Treat confidential information correctly PC5. Work in line with the organisation’s procedures and policies and within the limits of his/her job role
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent, the user / individual on the job needs to know and understand: KA1. The relevant policies and procedures of the organisation KA2. The information that is considered confidential to the organisation KA3. The scope of work of the role
B. Technical Knowledge	To be competent, the user/individual on the job needs to know and understand: KB1. The importance of asking the appropriate individual for help when required KB2. The importance of planning, prioritising and organising work KB3. The importance of clearly establishing work requirement KB4. The importance of being flexible in changing priorities when the importance and urgency comes into play KB5. How to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited KB6. The importance of keeping the work area clean and tidy KB7. Areas of work that are not a priority and why it is necessary to keep one’s effort in that direction to a minimum KB8. To change work plans when necessary KB9. The importance of confidentiality

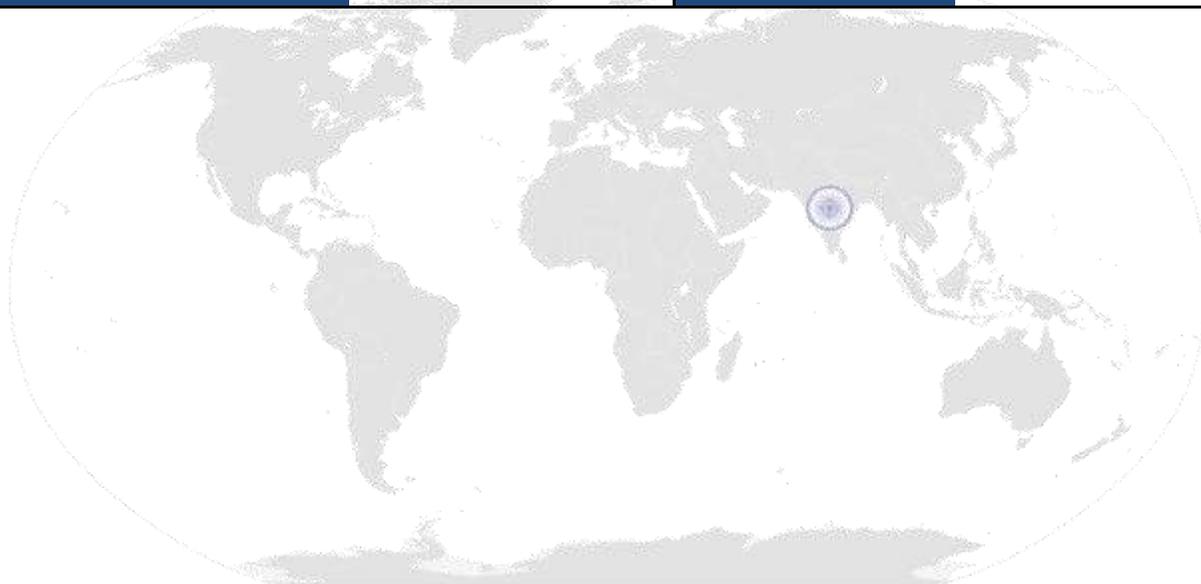
HSS/ N 9605: Manage work to meet requirements

	KB10. The importance in completing work on time
Skills (S)	
A. Core Skills /Generic Skills	Writing Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions
	Reading Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA3. Read organisational policies and procedures SA4. Read work related documents and information shared by different sources
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA5. Report progress and results SA6. Interact with other individuals SA7. Negotiate requirements and revised agreements for delivering them
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the work
	Plan and Organise
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Patient Centricity
	To be competent, the user/ individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB7. Understand problems and suggest an optimum solution after evaluating possible solutions
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

HSS/ N 9605: Manage work to meet requirements

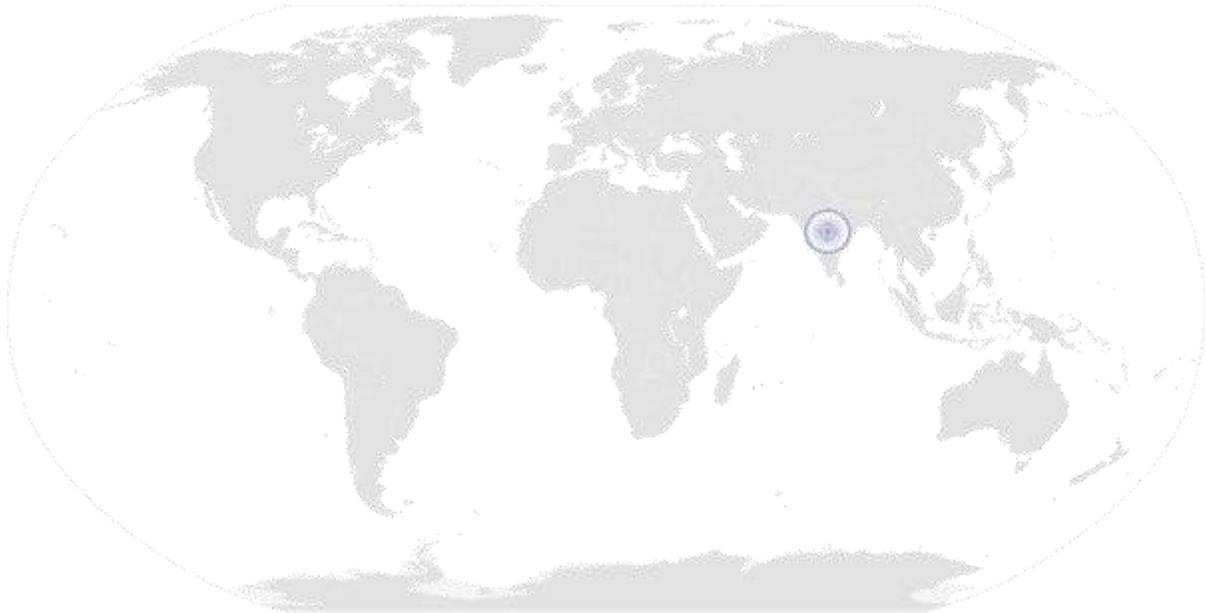
NOS Version Control

NOS Code	HSS/ N 9 05		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
		Next review date	29/09/15



HSS/ N 9606: Maintain a safe, healthy, and secure working environment

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements

HSS/ N 9606: Maintain a safe, healthy, and secure working environment

National Occupational Standard

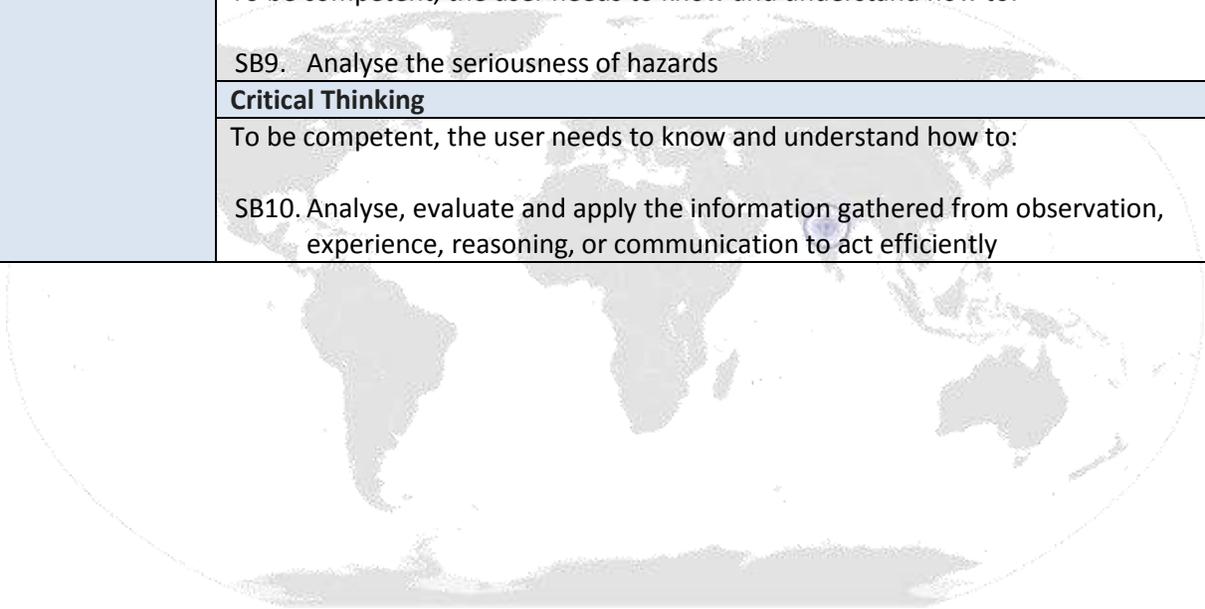
Unit Code	HSS/ N 9606
Unit Title (Task)	Maintain a safe, healthy, and secure working environment
Description	<p>This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions</p> <p>This OS unit applies to all Allied Health professionals working within an organised workplace</p>
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for workplace , Handling any hazardous situation with safely, competently and within the limits of authority , Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. Comply with health, safety and security procedures for the workplace</p> <p>PC3. Report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC4. Identify potential hazards and breaches of safe work practices</p> <p>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected</p> <p>PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently</p> <p>PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC9. Complete any health and safety records legibly and accurately</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. The importance of health, safety, and security in the workplace</p> <p>KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace</p> <p>KA4. The relevant up-to-date information on health, safety, and security that applies</p>

HSS/ N 9606: Maintain a safe, healthy, and secure working environment

its processes)	to the workplace KA5. How to report the hazard KA6. The responsibilities of individual to maintain safe, healthy and secure workplace
B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. Requirements of health, safety and security in workplace KB2. How to create safety records and maintaining them KB3. The importance of being alert to health, safety, and security hazards in the work environment KB4. The common health, safety, and security hazards that affect people working in an administrative role KB5. How to identify health, safety, and security hazards KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Generic Skills	Writing Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures
	Oral Communication (Listening and speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA3. Clearly report hazards and incidents with the appropriate level of urgency
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work
	Plan and Organise
	To be competent, the user / individual on the job needs to know and understand how to: SB2. Plan for safety of the work environment
	Patient Centricity
	To be competent, the user / individual on the job needs to know and understand:

HSS/ N 9606: Maintain a safe, healthy, and secure working environment

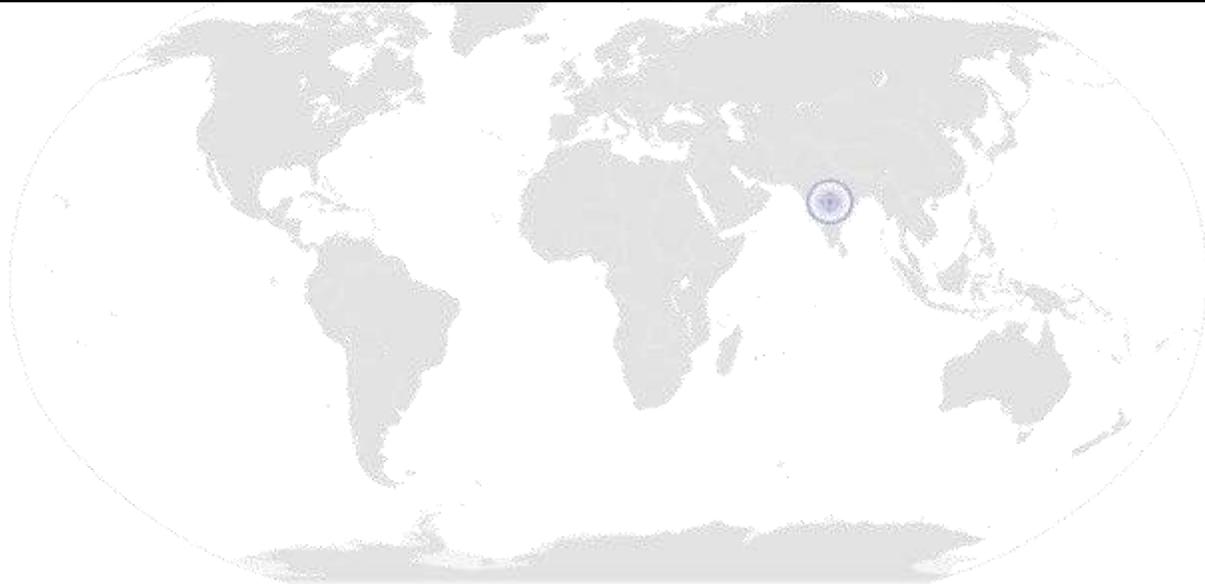
	SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team
	SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	SB5. Be sensitive to potential cultural differences
	SB6. Maintain patient confidentiality
	SB7. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to:
	SB8. Identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking
	To be competent, the user needs to know and understand how to:
SB9. Analyse the seriousness of hazards	
Critical Thinking	
To be competent, the user needs to know and understand how to:	
SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	



HSS/ N 9606: Maintain a safe, healthy, and secure working environment

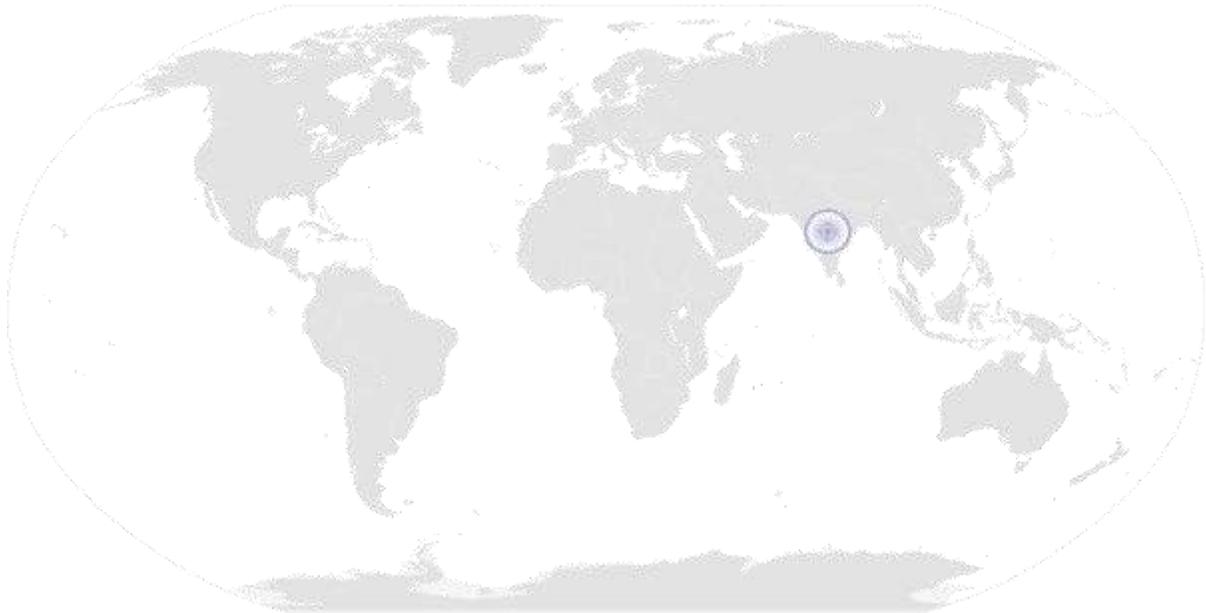
NOS Version Control

NOS Code	HSS/ N 9 0		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
		Next review date	29/09/15



HSS/ N 9607: Practice Code of conduct while performing duties

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health professional to practice code of conduct setup by the healthcare provider

HSS/ N 9607: Practice code of conduct while performing duties

Unit Code	HSS/ N 9607
Unit Title (Task)	Practice Code of conduct while performing duties
Description	<p>This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider. The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice.</p> <p>This OS unit applies to all Allied health professionals working in an organised environment and to whom specific regulations and codes of conduct apply.</p>
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Recognising the guidelines and protocols relevant to the field and practice, Following the code of conduct as described by the healthcare provider, Demonstrating best practices while on the field.
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to protocols and guidelines relevant to the role and field of practice PC2. Work within organisational systems and requirements as appropriate to the role PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority PC4. Maintain competence within the role and field of practice PC5. Use protocols and guidelines relevant to the field of practice PC6. Promote and demonstrate good practice as an individual and as a team member at all times PC7. Identify and manage potential and actual risks to the quality and patient safety PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospital KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care KA3. Personal hygiene measures and handling techniques</p>
B. Technical Knowledge	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others KB2. The importance of working within the limits of one's competence and authority KB3. The detrimental effects of non-compliance</p>

HSS/ N 9607: Practice code of conduct while performing duties

	<p>KB4. The importance of personal hygiene</p> <p>KB5. The importance of intercommunication skills</p> <p>KB6. The legislation, protocols and guidelines related to the role</p> <p>KB7. The organisational systems and requirements relevant to the role</p> <p>KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances</p> <p>KB10. Implications to quality and safety arising from:</p> <ul style="list-style-type: none"> • Working outside the boundaries of competence and authority • not keeping up to date with best practice • poor communication • insufficient support • lack of resources <p>KB11. The organisational structure and the various processes related to reporting and monitoring</p> <p>KB12. The procedure for accessing training, learning and development needs</p>
Skills (S)	
A. Core Skills /Generic Skills	Writing Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules with co-workers</p> <p>SA2. Prepare status and progress reports related to patient care</p> <p>SA3. Update the physician and the other co-workers</p>
	Reading Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA4. Read about procedures, regulations and guidelines related to the organisation and the profession</p> <p>SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities</p>
	Oral Communication (Listening and speaking skills)
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA6. Interact with patients</p> <p>SA7. Give clear instructions to patients, patients relatives and other healthcare providers</p> <p>SA8. Avoid using jargon, slang or acronyms, while communicating with a patient</p>
B. Professional Skills	Decision Making

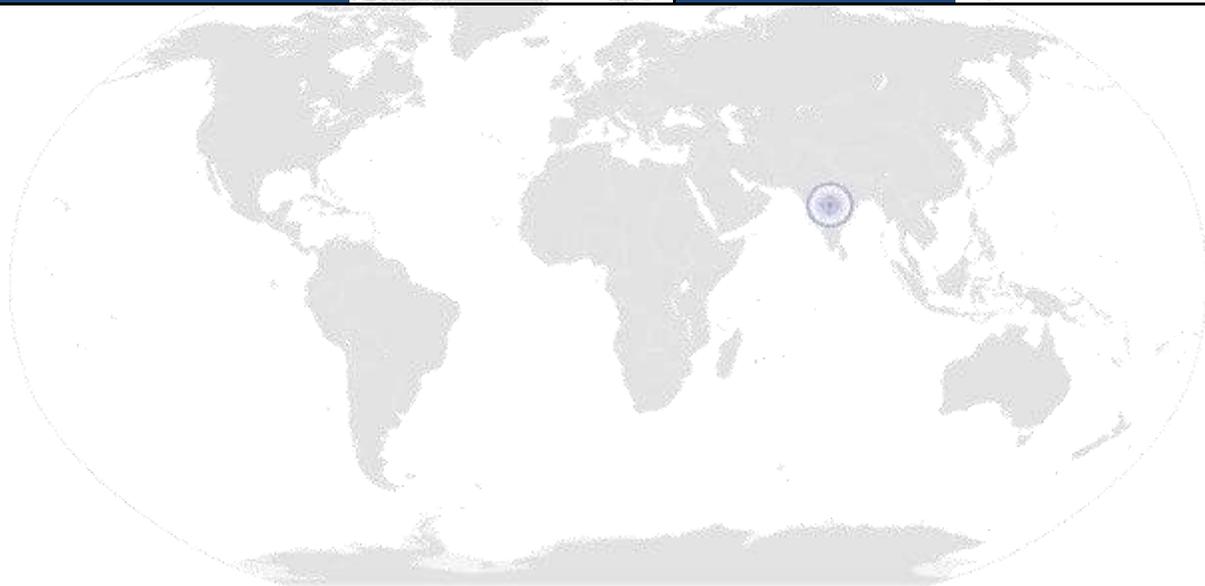
HSS/ N 9607: Practice code of conduct while performing duties

	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise</p> <p>SB2. Act decisively by balancing protocols and work at hand</p>
	<p>Plan and Organise</p>
	<p>Not applicable</p>
	<p>Patient Centricity</p>
	<p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Maintain patient confidentiality</p> <p>SB5. Respect the rights of the patient(s)</p> <p>SB6. Respond patients' queries and concerns</p> <p>SB7. Maintain personal hygiene to enhance patient safety</p>
	<p>Problem Solving</p>
	<p>Not applicable</p>
	<p>Analytical Thinking</p>
	<p>Not applicable</p>
	<p>Critical Thinking</p>
	<p>Not applicable</p>

HSS/ N 9607: Practice code of conduct while performing duties

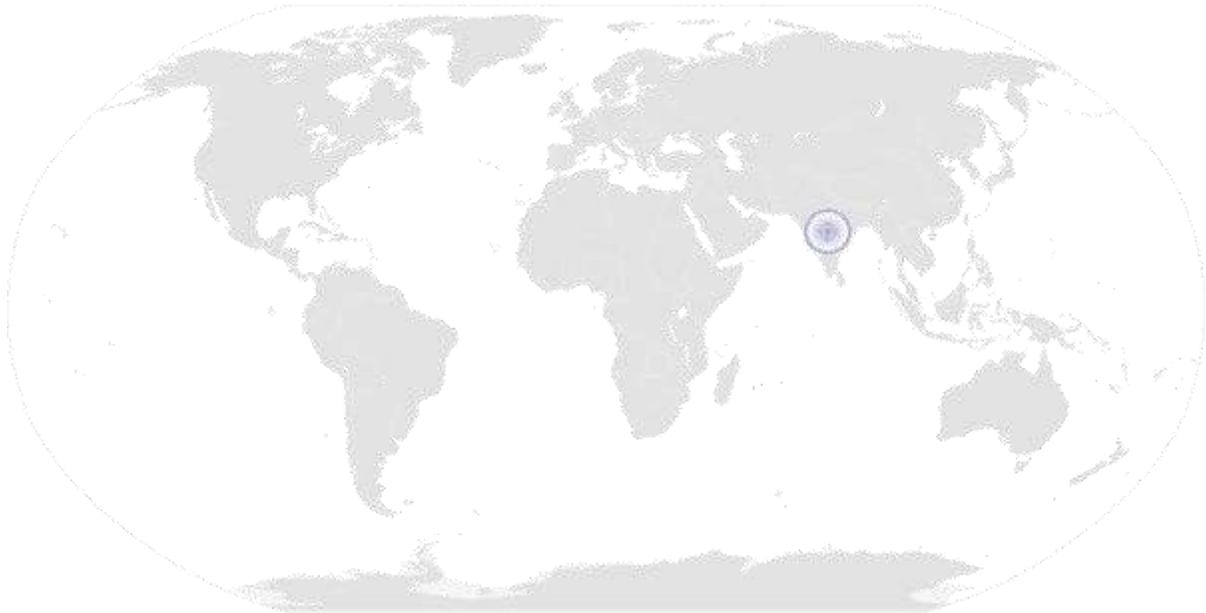
NOS Version Control

NOS Code	HSS/ N 9 07		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
		Next review date	29/09/15



HSS/ N 9609: Follow biomedical waste disposal protocols

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health professional to manage biomedical waste

HSS/ N 9609: Follow biomedical waste disposal protocols

National Occupational Standard

Unit Code	HSS/ N 9609
Unit Title (Task)	Follow biomedical waste disposal protocols
Description	This OS unit is about the safe handling and management of health care waste. This unit applies to all Allied Health professionals.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Classification of the Waste Generated, Segregation of Biomedical Waste , Proper collection and storage of Waste <p>Reference : ‘The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHCHS212 Disposal of clinical and non-clinical waste within healthcare and SFHCHS213 Implement an audit trail for managing waste within healthcare]’</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type</p> <p>PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste</p> <p>PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements</p> <p>PC4. Segregation should happen at source with proper containment, by using different color coded bins for different categories of waste</p> <p>PC5. Check the accuracy of the labelling that identifies the type and content of waste</p> <p>PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal</p> <p>PC7. Check the waste has undergone the required processes to make it safe for transport and disposal</p> <p>PC8. Transport the waste to the disposal site, taking into consideration its associated risks</p> <p>PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures</p> <p>PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols</p>
Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand:

HSS/ N 9609: Follow biomedical waste disposal protocols

(Knowledge of the Healthcare provider/ Organisation and its processes)	<p>KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organisation</p> <p>KA2. Person(s) responsible for health, safety, and security in the organisation</p> <p>KA3. Relevant up-to-date information on health, safety, and security that applies to the organisation</p> <p>KA4. Organisation's emergency procedures and responsibilities for handling hazardous situations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to categorise waste according to national, local and organisational guidelines</p> <p>KB2. The appropriate approved disposal routes for waste</p> <p>KB3. The appropriate containment or dismantling requirements for waste and how to make the waste safe for disposal</p> <p>KB4. The importance to adhere to the organisational and national waste management principles and procedures</p> <p>KB5. The hazards and risks associated with the disposal and the importance of risk assessments and how to provide these</p> <p>KB6. The personal protective equipment required to manage the different types of waste generated by different work activities</p> <p>KB7. The importance of working in a safe manner when carrying out procedures for biomedical waste management in line with local and national policies and legislation</p> <p>KB8. The required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB9. The requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB10. The importance of segregating different types of waste and how to do this</p> <p>KB11. The safe methods of storage and maintaining security of waste and the permitted accumulation times</p> <p>KB12. The methods for transporting and monitoring waste disposal and the appropriateness of each method to a given scenario</p> <p>KB13. How to report any problems or delays in waste collection and whereto seek advice and guidance</p> <p>KB14. The importance of the organisation monitoring and obtaining an assessment of the impact the waste has on the environment</p> <p>KB15. The current national legislation, guidelines, local policies and protocols which affect work practice</p> <p>KB16. The policies and guidance that clarify your scope of practice, accountabilities and the working relationship between yourself and others</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p>

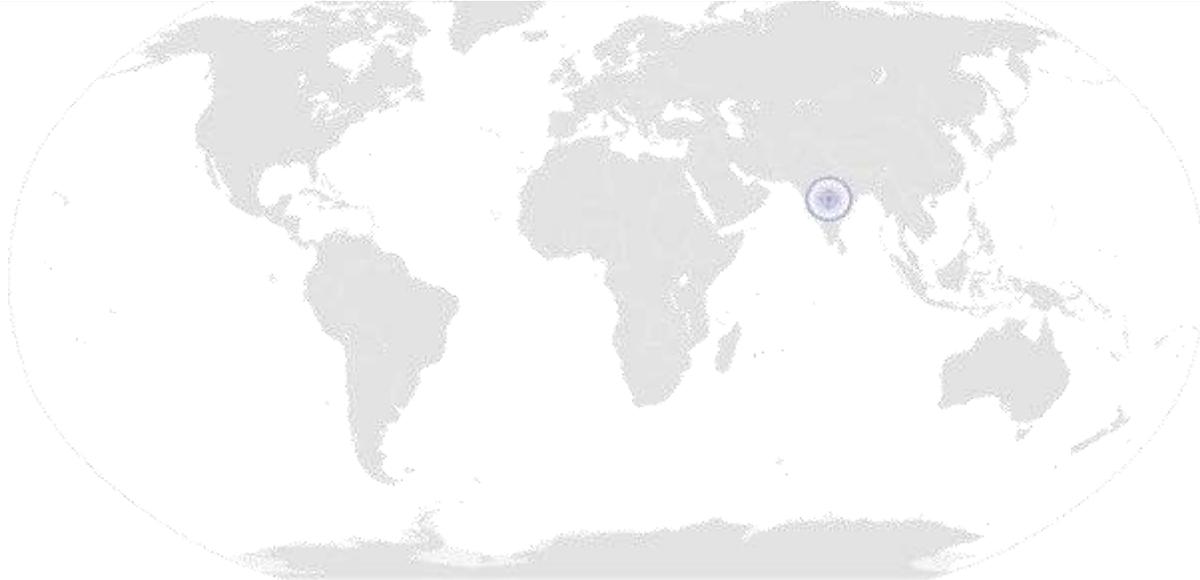
HSS/ N 9609: Follow biomedical waste disposal protocols

	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures for managing biomedical waste
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organisation and exert effort and perseverance
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB3. Organise files and documents SB4. Plan for safety of the work environment SB5. Recommend and implement plan of action
	Patient Centricity
	The user/individual on the job needs to know and understand: SB6. How to make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify hazards and suggest effective solutions to identified problems of waste management
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse the seriousness of hazards and proper waste management
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Evaluate opportunities to improve health, safety and security SB10. Show understanding and empathy for others

HSS/ N 9609: Follow biomedical waste disposal protocols

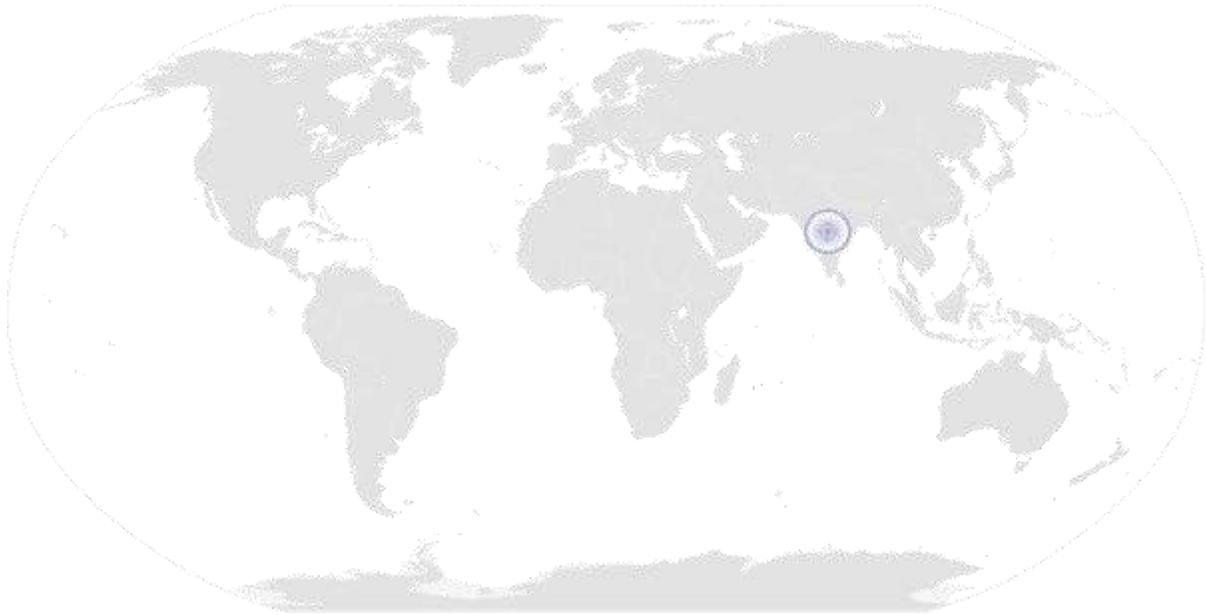
NOS Version Control

NOS Code	HSS/ N 9 09		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
		Next review date	29/09/15



HSS/ N 9611: Monitor and assure quality

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to comply with infection control policies and procedures.

HSS/ N 9610: Follow infection control policies and procedures

National Occupational Standard

Unit Code	HSS/ N 9610
Unit Title (Task)	Follow infection control policies and procedures
Description	<p>This OS unit is about complying with infection control policies and procedures. It is applicable to workers who are responsible for workplace procedures to maintain infection control.</p> <p>This unit applies to all Allied Health professionals.</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Complying with an effective infection control protocols that ensures the safety of the patient (or end-user of health-related products/services), Maintaining personal protection and preventing the transmission of infections from person to person
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements</p> <p>PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p> <p>PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter</p> <p>PC4. Identify infection risks and implement an appropriate response within own role and responsibility</p> <p>PC5. Document and report activities and tasks that put patients and/or other workers at risk</p> <p>PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization</p> <p>PC7. Follow procedures for risk control and risk containment for specific risks</p> <p>PC8. Follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC9. Place appropriate signs when and where appropriate</p> <p>PC10. Remove spills in accordance with the policies and procedures of the organization</p> <p>PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination</p> <p>PC12. Follow hand washing procedures</p> <p>PC13. Implement hand care procedures</p> <p>PC14. Cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use</p>

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	<p>PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work</p> <p>PC18. Confine records, materials and medicaments to a well-designated clean zone</p> <p>PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste</p> <p>PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified</p> <p>PC22. Store clinical or related waste in an area that is accessible only to authorised persons</p> <p>PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements</p> <p>PC25. Wear personal protective clothing and equipment during cleaning procedures</p> <p>PC26. Remove all dust, dirt and physical debris from work surfaces</p> <p>PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols</p> <p>PC29. Dry all work surfaces before and after use</p> <p>PC30. Replace surface covers where applicable</p> <p>PC31. Maintain and store cleaning equipment</p>
Knowledge and Understanding (K)	
<p>A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The organisation's infection control policies and procedures</p> <p>KA2. Organisation requirements relating to immunisation, where applicable</p> <p>KA3. Standard precautions</p> <p>KA4. Good personal hygiene practice including hand care</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Additional precautions</p> <p>KB2. Aspects of infectious diseases including:</p> <ul style="list-style-type: none"> - opportunistic organisms - pathogens <p>KB3. Basic microbiology including:</p> <ul style="list-style-type: none"> - bacteria and bacterial spores

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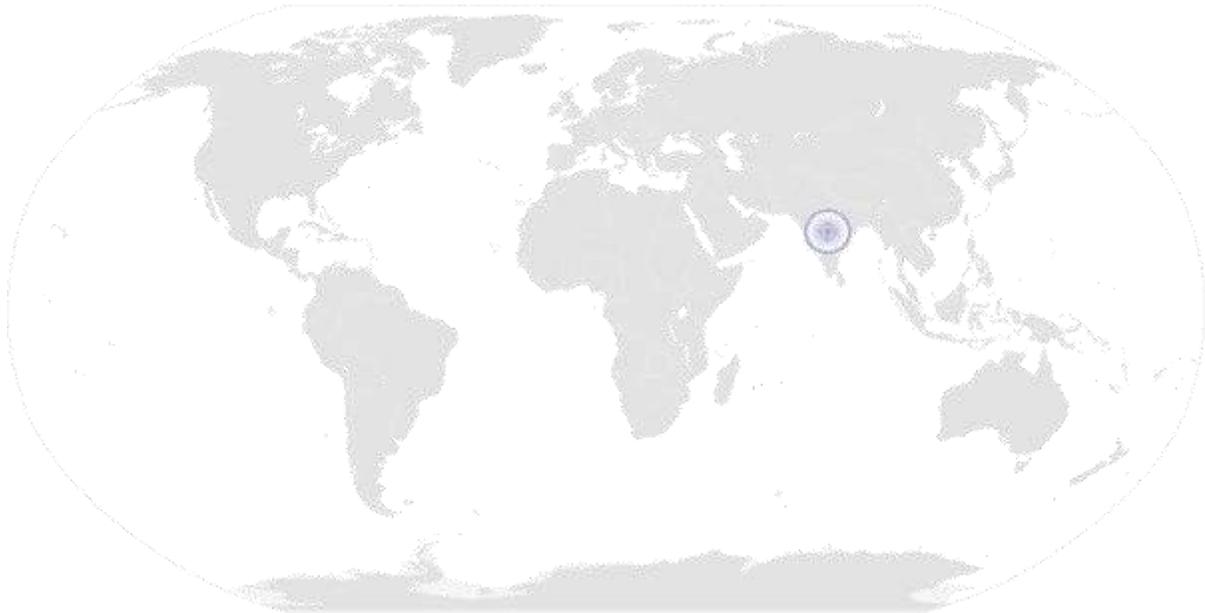
	<ul style="list-style-type: none"> - fungi - viruses <p>KB4. How to clean and sterile techniques</p> <p>KB5. The path of disease transmission:</p> <ul style="list-style-type: none"> - paths of transmission including direct contact and penetrating injuries - risk of acquisition - sources of infecting microorganisms including persons who are carriers, in the incubation phase of the disease or those who are acutely ill <p>KB6. Effective hand hygiene:</p> <ul style="list-style-type: none"> - procedures for routine hand wash - procedures for surgical hand wash - when hands must be washed <p>KB7. Good personal hygiene practice including hand care</p> <p>KB8. Identification and management of infectious risks in the workplace</p> <p>KB9. How to use personal protective equipment such as:</p> <ul style="list-style-type: none"> - guidelines for glove use - guidelines for wearing gowns and waterproof aprons - guidelines for wearing masks as required - guidelines for wearing protective glasses <p>KB10. Susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old</p> <p>KB11. Surface cleaning:</p> <ul style="list-style-type: none"> - cleaning procedures at the start and end of the day -managing a blood or body fluid spill - routine surface cleaning <p>KB12. Sharps handling and disposal techniques</p> <p>KB13. The following:</p> <ul style="list-style-type: none"> - Follow infection control guidelines - Identify and respond to infection risks - Maintain personal hygiene - Use personal protective equipment - Limit contamination - Handle, package, label, store transport and dispose of clinical and other waste - Clean environmental surfaces
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	<p>SA1. Consistently apply hand washing, personal hygiene and personal protection protocols</p> <p>SA2. Consistently apply clean and sterile techniques</p> <p>SA3. Consistently apply protocols to limit contamination</p>
	Reading Skills

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Follow instructions as specified in the protocols</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Listen patiently SA6. Provide feedback (verbal and non-verbal) to encourage smooth flow of information</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues SB2. Apply additional precautions when standard precautions are not sufficient</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to:</p> <p>SB3. Consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate) SB4. Consistently follow the procedure for washing and drying hands SB5. Consistently limit contamination SB6. Consistently maintain clean surfaces and manage blood and body fluid spills</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Be a good listener and be sensitive to patient SB8. Avoid unwanted and unnecessary communication with patients SB9. Maintain eye contact and non-verbal communication</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Communicate only facts and not opinions SB11. Give feedback when required</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Coordinate required processes effectively</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Apply, analyse, and evaluate the information gathered from observation,</p>

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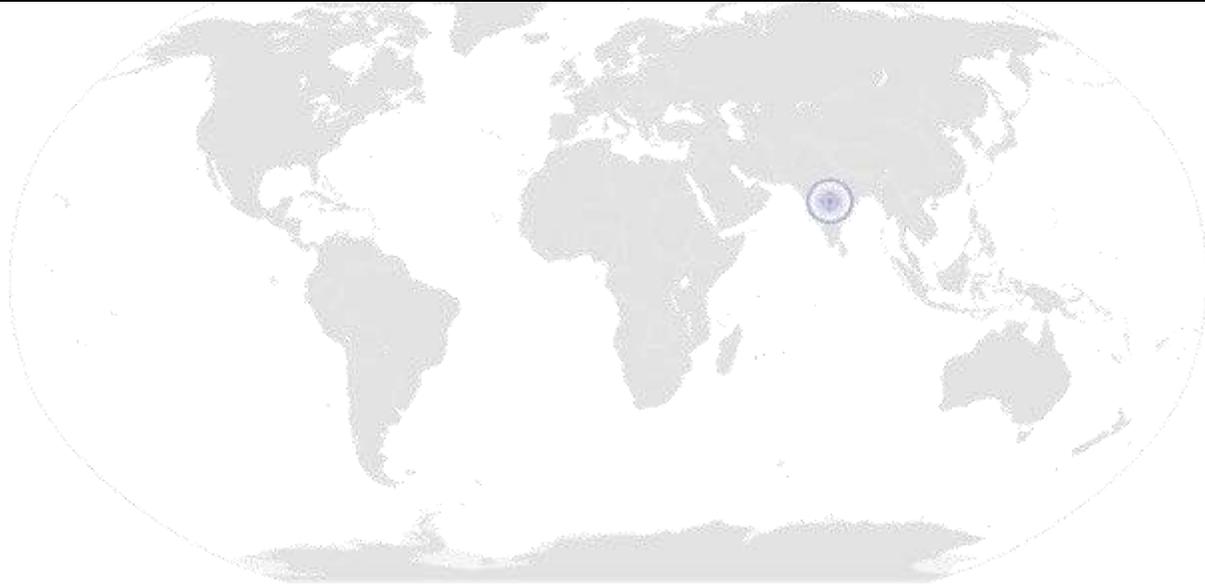
	experience, reasoning, or communication, as a guide to belief and action SB14. Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
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NOS Version Control

NOS Code	HSS/ N 9 10		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
		Next review date	29/09/15



Assessment Form (To be filled by Assessor for Each Trainee)

Job Role	Dental Assistant	Trainee Name		UID No.		Batch	
Qualification Pack		Taining Partner		Date			
Sector Skill Council	Healthcare	Name of Assessor					
Name & Signature of Representative & Stamp of Assessing Body:							
Skills Practical and Viva (80% weightage)							
		Marks Alloted			Marks Awarded by Assessor		
Grand Total-1 (Subject Domain)		400			0		
Grand Total-2 (Soft Skills and Comunication)		100			0		
Grand Total-(Skills Practical and Viva)		500			0		
Passing Marks (80% of Max. Marks)		400			PASS/FAIL		
Theory (20% weightage)							
		Marks Alloted			Marks Awarded by Assessor		
Grand Total-1 (Subject Domain)		80			#REF!		
Grand Total-2 (Soft Skills and Comunication)		20			#REF!		
Grand Total-(Theory)		100			#REF!		
Passing Marks (50% of Max. Marks)		50			PASS/FAIL		
Grand Total-(Skills Practical and Viva + Theory)		600			#REF!		
Final Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			PASS/FAIL		

Assessment Form (To be filled by Assessor for Each Trainee)

Job Role	Dental Assistant	Trainee Name		UID No.		Batch	
Qualification Pack		Taining Partner		Date			
Sector Skill Council	Healthcare	Name of Assessor					

Name & Signature of Representative & Stamp of Assessing Body:

Skills Practical and Viva (80% weightage)

	Marks Alloted	Marks Awarded by Assessor
Grand Total-1 (Subject Domain)	400	0
Grand Total-2 (Soft Skills and Comunication)	100	0
Grand Total-(Skills Practical and Viva)	500	0

Detailed Break Up of Marks

Skills Practical & Viva

Subject Domain

Pick any 2 NOS each of 200 marks totalling 400

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation		Marks Awarded by Assessor		Grand Total of Practical
				Viva	Skills Practical	Viva	Skills Practical	
1. HSS/N2401 (Perform Supportive Tasks)	PC1. Efficiently schedule patient's appointment considering the available resources,minimising patient wait time and non-productive time of staff	200	10	0	10			
	PC2. Make the appointments as per the requirements of the patient, and healthcare provider policies and guidelines		30	0	30			
	PC3.Schedule appointments that facilitate smooth patient flow and ease of patient transitions		10	0	10			
	PC4. Accurately document the appointments in a timely manner		10	0	10			
	PC5. Effectively adjust the treatment plans and schedules to meet changing needs		30	0	30			
	PC6 Develop patient treatment plan in consultation with dentist and ensure that the plan includes treatment of emergencies, standard care and optimal care		10	0	10			
	PC7.Determine the treatment requirements of the patient		10	0	10			
	PC8.Prepare and implement patient risk management procedures		10	0	10			
	PC9. Recognise the boundary of one's role and responsibility and seek supervision		20	20	0			
	PC10 Establish trust and rapport with colleagues		10	10	0			
	PC11 Maintain competence within one's role and field of practice		10	10	0			
	PC12 Promote and demonstrate good practice as an individual and as a team		10	10	0			
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		10	10	0			

	PC14 Evaluate and reflect on the quality of one's work and make continuing		20	20	0		
	Total		200	80	120		
2.HSS/ N 2402 (Prepare work area for patient treatment)	PC1 Efficiently disinfect and prepare patient treatment areas	200	5	0	5		
	PC2 Set up equipment, instruments and required materials for scheduled dental procedure		5	0	5		
	PC3 Complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols of the provider.		20	0	20		
	PC4 Properly prepare, sterilise and store required instruments and equipment as per the protocols and guidelines		15	0	15		
	PC5 Understand the clinical procedural requirements of the patient		5	0	5		
	PC 6 Prepare and implement patient risk management procedures		20	0	20		
	PC7 Ensure access to the dental treatment area and chair is appropriately provided		5	0	5		
	PC 8 Ensure all hand carried items are removed from patient and placed within the patient's view		5	0	5		
	PC9 Ensure that the mouth of the patient is free of lipstick, gum and lozenges		5	0	5		
	PC10 Ensure availability of antibacterial mouthwash for patient pre-rinsing		5	0	5		
	PC11 Thoroughly explain the procedure to the patient and answer patient's queries		5	0	5		
	PC12 Maintain clinical asepsis according to the protocols, and identify breach of any aseptic technique		5	0	5		
	PC13 Ensure timely implementation of appropriate procedures to correct and prevent further contamination		20	0	20		
	PC14 Identify and manage potential and actual risks to the quality and safety of practice		5	0	5		
	PC15 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		20	20	0		
	PC16 Establish trust and rapport with colleagues		5	0	5		
	PC17 Maintain competence within one's role and field of practice		5	0	5		
	PC18 Promote and demonstrate good practice as an individual and as a teammember at all times		20	0	20		
	PC19 Identify and manage potential and actual risks to the quality and safety of practice		20	0	20		
	PC20 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0		
	Total		200	25	175		
3.HSS/ N 2403 (Assist with intra-oral Preventive	PC1.Assist in performing the procedure to thoroughly rinse the mouth and floss teeth contacts to ensure that it is free of debris		25	0	25		

Procedures)	PC2. Assist in ensuring that teeth are polished, free of plaque, glossy and uniformly reflect light	200	10	2	8		
	PC3. Assist in ensuring that soft tissue gingiva is free of trauma evidence		10	2	8		
	PC4 Assist in applying topical fluorides following the recommended application procedures of each fluoride agent		10	2	8		
	PC5 Assist in preparing the teeth and sealant material according to the dental		10	2	8		
	PC6 Assist in achieving thorough, even and appropriately coverage of all indicated pits and fissures		10	2	8		
	PC7 Assist in ensuring teeth are flossed and free of excess sealant material		10	2	8		
	PC8 Assist in ensuring timely implementation of appropriate procedures		40	10	30		
	PC9 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence		25	5	20		
	PC10 Establish trust and rapport with colleagues		10	2	8		
	PC11 Maintain competence within one's role and field of practice		10	2	8		
	PC12 Promote and demonstrate good practice as an individual and as a team member at all times		10	2	8		
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		10	2	8		
	PC14 Evaluate and reflect the quality of one's work and make continuing improvements		10	2	8		
	Total		200	37	163		
	4.HSS/ N 0304 (Provide information about test results)		PC1 Assist in accurately matching shade to patient's dentition and document it	200	5	0	5
PC 2 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards		20	0		20		
PC3 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		5	0		5		
PC4 Assist in performing the procedure to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		20	0		20		
PC 5 Assist in accurately matching shade to the patient's dentition and document it		5	0		5		
PC 6 Punch rubber dam pattern as per the appropriate industry punch size and pattern		5	0		5		
PC7 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth		5	0		5		
PC8 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue		5	0		5		
PC9 Assist in flossing the rubber dam and tuck it between each isolated tooth		5	5		0		

PC10 Assist in selecting and setting up appropriate matrix and ensure matrix band is accurately contoured, fitting the tooth
PC11 Assist in placing a wedge in the contact area of interproximal restorations and carefully remove the wedge using appropriate dental instruments
PC 12 Assist in carefully loosening the matrix band and remove it
PC13 Assist in performing the restoration procedure with appropriate instruments and methods
PC14 Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma
PC15 Assist in ensuring timely implementation of appropriate procedures supervision from superior when situations are beyond one's competence and authority
PC17 Establish trust and rapport with colleagues
PC 18 Promote and demonstrate good practice as an individual and as a team member at all times
PC 19 Identify and manage potential and actual risks to the quality and safety of practice
PC 20 Evaluate and reflect on the quality of one's work and make continuing improvements

20	0	20		
5	5	0		
5	5	0		
40	10	30		
5	0	5		
25	5	20		
5	0	5		
5	0	5		
5	0	5		
5	5	0		
5	5	0		

Total

200 40 160

5. HSS/N2405 (Assist with Operative Dentistry Procedures)

PC 1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards
PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local
PC 3 Efficiently and smoothly transfer instruments, equipment and materials
PC 4 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris
PC5 Assist in properly and thoroughly remove sutures
PC6 Assist in freeing the Internal wound tissues of external contamination
PC7 Assist in gently packing extraction site in medicament dipped, appropriate packing material
PC8 Assist in controlling all bleeding
PC9 Provide all prescriptions and patient items to the patient
PC10 Clearly and accurately instruct the patient on follow-up procedures
PC11 Assist in ensuring that the adjacent soft tissue remains intact without signs of
PC12 Assist in ensuring timely implementation of appropriate procedures
PC13 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence
PC14. Establish trust and rapport with colleagues

200

20	5	15		
20	15	5		
15	5	10		
25	5	20		
5	0	5		
5	0	5		
5	0	5		
5	0	5		
20	0	20		
15	0	15		
5	0	5		
5	0	5		
10	10	0		
5	0	5		

	PC15 Promote and demonstrate good practice as an individual and as a team member at all times		5	0	5		
	PC16 Identify and manage potential and actual risks to the quality and safety of practice		30	0	30		
	PC17 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0		
	Total		200	45	155		
6.HSS/ N 2406 (Assist with Endodontic Dental Procedures)	PC 1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards		5	0	5		
	PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		5	5	0		
	PC3 Assist in punching rubber dam pattern as per the appropriate industry punch size and pattern		5	0	5		
	PC4 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth		5	0	5		
	PC5 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue		5	0	5		
	PC6 Assist in flossing the rubber dam and tuck it between each isolated tooth		5	0	5		
	PC7 Efficiently and smoothly transfer instruments, equipment and materials		30	0	30		
	PC 8 Assist in exposing, processing and mounting radiographs that are clear of exposure and contain appropriate teeth and anatomy		20	0	20		
	PC9 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		5	0	5		
	PC10 Assist in placing temporary filling, ensuring that the temporary site is cleaned, dried and isolated properly as per the guidelines	200	30	0	30		
	PC 11 Assist in ensuring that temporary material is accurately placed and adapted into the cavity/preparation		5	0	5		
	PC12 Assist in ensuring that temporary filling is free of excess material		5	0	5		
	PC13 Assist in controlling all bleeding		5	0	5		
	PC14 Provide all prescriptions and patient items to the patient		5	0	5		
	PC 15 Clearly and accurately instruct the patient on follow-up procedures		5	0	5		

	PC16 Assist in ensuring timely implementation of appropriate procedures	5	0	5		
	PC17 Recognise the boundary of one's role and responsibility and seek supervision	5	5	0		
	PC18 Establish trust and rapport with colleagues	5	0	5		
	PC19 Promote and demonstrate good practice as an individual and as a team member at all times	5	0	5		
	PC20 Identify and manage potential and actual risks to the quality and safety of practice	35	0	35		
	PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements	5	5	0		
	Total	200	15	185		
7.HSS/ N 24 07 (Assist with Prosthodontic Dental Procedures)	PC1 Assist in taking impressions that include all teeth present, surrounding tissues and appropriate landmark	6	0	6		
	PC2 Assist in taking impressions that are free of bubbles, tears and voids	6	0	6		
	PC3 Assist in taking impressions that accurately establish centric relationship with approved methods	6	0	6		
	PC 4 Assist in fabricating diagnostic cast as per the guidelines, with proper plane of occlusion, trimming and thickness	6	0	6		
	PC5 Assist in properly fabricating custom tray that fits and adapts to arch without impinging tissue	6	0	6		
	PC 6 Assist in ensuring that custom tray is free sharp edges, compounds, waxes and debris	6	0	6		
	PC 7 Assist in maintaining proper room of the impression material between the tray and the teeth	6	0	6		
	PC 8 Assist in properly fabricating Maxillary tray that covers the teeth and hard palate and extends slightly behind the gingival margin but not into the mucobuccal fold	6	0	6		
	PC 9 Assist in properly fabricating Mandibular tray that covers the teeth and extends beyond the gingival margin but not into the mucobuccal fold	6	0	6		
	PC 10 Assist in properly preparing tray and material according to the instructions	25	5	20		
	PC 11 Efficiently and smoothly transfer instruments, equipment and materials	6	0	6		
	PC 12 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris	6	0	6		
	PC 13 Assist in controlling all bleeding	6	0	6		
	PC14 Assist in providing all prescriptions and patient items to the patient	6	0	6		
	PC15 Assist in clearly and accurately instructing the patient on follow-up procedures	6	0	6		
	PC16 Assist in ensuring timely implementation of appropriate procedures	6	0	6		
	200					

	PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		25	25	0		
	PC18 Establish trust and rapport with colleagues		6	0	6		
	PC19 Promote and demonstrate good practice as an individual and as a team member at all times		6	0	6		
	PC20 Identify and manage potential and actual risks to the quality and safety of practice		40	10	30		
	PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements		8	8	0		
	Total		200	48	152		
8. HSS/ N 2408 (Assist with Periodontal Dental Procedures)	PC1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards	200	10	0	10		
	PC2 Assist in appropriately and effectively managing the suspected or known local		10	10	0		
	PC 3 Assist in properly preparing wound site and dressing material, and carefully place dressing covering entire wound site		10	0	10		
	PC 4 Assist in properly adapting the dressing to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference		10	0	10		
	PC5 Efficiently and smoothly transfer instruments, equipment and materials		10	0	10		
	PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		10	0	10		
	PC7 Assist in providing all prescriptions and patient items to the patient		10	0	10		
	PC8 Clearly and accurately instruct the patient on follow-up procedures		10	0	10		
	PC9 Assist in ensuring timely implementation of appropriate procedures		20	0	20		
	PC 10 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		20	20	0		
	PC11 Establish trust and rapport with colleagues		10	0	10		
	PC1 2 Promote and demonstrate good practice as an individual and as a team member at all times		10	0	10		
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		40	0	40		
	PC14 Evaluate and reflect on the quality of one's work and make continuing improvements		20	20	0		
	Total	200	50	150			
9. HSS/ N 2409 (Assist with Orthodontic Procedures)	PC 1 Assist in appropriately fitting and removing orthodontic equipment, bands and brackets as per the guidelines		30	10	20		
	PC2 Assist in applying direct and indirect bracket bonding material, using proper		15	0	15		

	PC3 Assist in properly placing and bonding orthodontic bands and brackets		15	0	15		
	PC4 Assist in appropriately placing, bonding and removing orthodontic equipment		30	10	20		
	PC5 Efficiently and smoothly transfer instruments, equipment and materials		15	0	15		
	PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it		5	0	5		
	PC 7 Assist in providing all prescriptions and patient items to the patient		5	0	5		
			5	0	5		
	PC8 Clearly and accurately instruct the patient on follow-up procedures		30	10	20		
	PC9 Assist in ensuring timely implementation of appropriate procedures		5	5	0		
	PC10 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		5	0	5		
	PC11 Establish trust and rapport with colleagues		5	5	0		
	PC12 Maintain competence within one's role and field of practice		5	0	5		
	PC13 Promote and demonstrate good practice as an individual and as a team member at all times		25	5	20		
	PC14 Identify and manage potential and actual risks to the quality and safety of practice		5	5	0		
	PC15 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0		
	Total	200	200	50	150		
9. HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements		5	0	5		
	PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection		5	0	5		
	PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter		5	5	0		
	PC4. Identify infection risks and implement an appropriate response within own role and responsibility		20	10	10		
	PC5. Document and report activities and tasks that put patients and/or other workers at risk		5	0	5		
	PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization		5	0	5		
	PC7. Follow procedures for risk control and risk containment for specific risks		10	0	10		
	PC8. Follow protocols for care following exposure to blood or other body fluids as required		10	0	10		
	PC9. Place appropriate signs when and where appropriate		20	10	10		
	PC10. Remove spills in accordance with the policies and procedures of the organization		5	0	5		
	PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination		5	0	5		

PC12. Follow hand washing procedures	5	0	5		
PC13. Implement hand care procedures	5	0	5		
PC14. Cover cuts and abrasions with water-proof dressings and change as necessary	5	5	0		
PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use	5	0	5		
PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	5	0	5		
PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work					
PC18. Confine records, materials and medicaments to a well-designated clean zone	20	10	10		
PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone					
PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste	5	0	5		
PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified	5	0	5		
PC22. Store clinical or related waste in an area that is accessible only to authorised persons	5	5	0		
PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release	5	0	5		
PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements	5	5	0		
PC25. Wear personal protective clothing and equipment during cleaning procedures	5	0	5		
PC26. Remove all dust, dirt and physical debris from work surfaces	5	0	5		
PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	5	0	5		
PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols	5	0	5		
PC29. Dry all work surfaces before and after use	5	0	5		
PC30. Replace surface covers where applicable	5	0	5		
PC31. Maintain and store cleaning equipment	5	5	0		
Total	200	55	145		

200

Grand Total-1 (Subject Domain)

400

Soft Skills and Communication

Pick one field from part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totalling 100

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation		Marks Awarded by Assessor		Grand Total of Practical
				Viva	Observation / Role Play	Viva	Skills Practical	
Part 1 (Pick one field randomly carrying 50 marks)								
1. Attitude								
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	30	2	0	2			
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2			
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4			
	PC4. Maintain competence within one's role and field of practice		2	0	2			
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2			
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2			
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2			
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2			
				30	12	18		
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2			
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2			
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2			
	PC4. Maintain competence within the role and field of practice		1	0	1			
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2			
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1			
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1			
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2			
				20	7	13		
Attitude Total		50	50	19	31			
2. Work Management								
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	50	20	10	10			
	PC2. Utilise time effectively		6	0	6			
	PC3. Ensure his/her work meets the agreed requirements		6	0	6			
	PC4. Treat confidential information correctly		6	6	0			

	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		12	6	6		
			50	22	28		
Work Management Total		50	50	22	28		
Part 2 (Pick one field as per NOS marked carrying 50 marks)							
1. Team Work							
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	50	3	0	3		
	PC2. Integrate one's work with other people's work effectively		3	0	3		
	PC3. Pass on essential information to other people on timely basis		3	0	3		
	PC4. Work in a way that shows respect for other people		3	0	3		
	PC5. Carry out any commitments made to other people		6	6	0		
	PC6. Reason out the failure to fulfil commitment		6	6	0		
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8		
	PC8. Follow the organisation's policies and procedures		10	4	6		
				50	24	26	
2. Safety management							
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4		
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1		
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2		
	PC9. Complete any health and safety records legibly and accurately		6	2	4		
		50	25	25			
3. Waste Management							
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type		6	2	4		
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4		
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4		

PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste
PC5. Check the accuracy of the labelling that identifies the type and content of waste
PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal
PC7. Check the waste has undergone the required processes to make it safe for transport and disposal
PC8. Transport the waste to the disposal site, taking into consideration its associated risks
PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures
PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols

50

8	4	4		
4	2	2		
4	4	0		
4	4	0		
4	4	0		
4	4	0		
4	4	0		
50	32	18		

Grand Total-2 (Soft Skills and Communication)

100

Assessment Form (To be filled by Assessor for Each Trainee)

Job Role	Dental Assistant	Trainee Name		UID No.		Batch	
Qualification Pack		Taining Partner		Date			
Sector Skill Council	Healthcare	Name of Assessor					

Name & Signature of Representative & Stamp of Assessing Body:

Theory (20% weightage)

	Marks Alloted	Marks Awarded by Assessor
Grand Total-1 (Subject Domain)	80	0
Grand Total-2 (Soft Skills and Comunication)	20	0
Grand Total-(Theory)	100	0

Detailed Break Up of Marks

Theory

Subject Domain

Select each NOS totalling 80

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (80)	Marks Allocation	Marks Awarded by Assessor	Grand Total of Theory
			Theory	Theory	
1. HSS/N2401 (Perform Supportive Tasks)	PC1. Efficiently schedule patient's appointment considering the available resources,minimising patient wait time and non-productive time of staff	6	6		
	PC2. Make the appointments as per the requirements of the patient, and healthcare provider policies and guidelines				
	PC3.Schedule appointments that facilitate smooth patient flow and ease of patient transitions				
	PC4. Accurately document the appointments in a timely manner				
	PC5. Effectively adjust the treatment plans and schedules to meet changing needs				
	PC6 Develop patient treatment plan in consultation with dentist and ensure that the plan includes treatment of emergencies, standard care and optimal care				
	PC7.Determine the treatment requirements of the patient				
	PC8.Prepare and implement patient risk management procedures				
	PC9. Recognise the boundary of one's role and responsibility and seek supervision				
	PC10 Establish trust and rapport with colleagues				
	PC11 Maintain competence within one's role and field of practice				
	PC12 Promote and demonstrate good practice as an individual and as a team				
	PC13 Identify and manage potential and actual risks to the quality and safety of practice				

	PC14 Evaluate and reflect on the quality of one's work and make continuing				
	Total		6		
2.HSS/ N 2402 (Prepare work area for patient treatment)	PC1 Efficiently disinfect and prepare patient treatment areas				
	PC2 Set up equipment, instruments and required materials for scheduled dental procedure				
	PC3 Complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols of the provider.				
	PC4 Properly prepare, sterilise and store required instruments and equipment as per the protocols and guidelines				
	PC5 Understand the clinical procedural requirements of the patient				
	PC 6 Prepare and implement patient risk management procedures				
	PC7 Ensure access to the dental treatment area and chair is appropriately provided				
	PC 8 Ensure all hand carried items are removed from patient and placed within the patient's view				
	PC9 Ensure that the mouth of the patient is free of lipstick, gum and lozenges				
	PC10 Ensure availability of antibacterial mouthwash for patient pre-rinsing				
	PC11 Thoroughly explain the procedure to the patient and answer patient's queries	4	4		
	PC12 Maintain clinical asepsis according to the protocols, and identify breach of any aseptic technique				
	PC13 Ensure timely implementation of appropriate procedures to correct and prevent further contamination				
	PC14 Identify and manage potential and actual risks to the quality and safety of practice				
	PC15 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority				
	PC16 Establish trust and rapport with colleagues				
	PC17 Maintain competence within one's role and field of practice				
	PC18 Promote and demonstrate good practice as an individual and as a teammember at all times				
	PC19 Identify and manage potential and actual risks to the quality and safety of practice				
PC20 Evaluate and reflect on the quality of one's work and make continuing improvements					
	Total		4		
3.HSS/ N 2403 (Assist with intra-oral Preventive	PC1.Assist in performing the procedure to thoroughly rinse the mouth and floss teeth contacts to ensure that it is free of debris				

Procedures)	PC2. Assist in ensuring that teeth are polished, free of plaque, glossy and uniformly reflect light	8	8				
	PC3. Assist in ensuring that soft tissue gingiva is free of trauma evidence						
	PC4 Assist in applying topical fluorides following the recommended application procedures of each fluoride agent						
	PC5 Assist in preparing the teeth and sealant material according to the dental						
	PC6 Assist in achieving thorough, even and appropriately coverage of all indicated pits and fissures						
	PC7 Assist in ensuring teeth are flossed and free of excess sealant material						
	PC8 Assist in ensuring timely implementation of appropriate procedures						
	PC9 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence						
	PC10 Establish trust and rapport with colleagues						
	PC11 Maintain competence within one's role and field of practice						
	PC12 Promote and demonstrate good practice as an individual and as a team member at all times						
	PC13 Identify and manage potential and actual risks to the quality and safety of practice						
	PC14 Evaluate and reflect the quality of one's work and make continuing improvements						
	Total				8		
	4.HSS/ N 0304 (Provide information about test results)			PC1 Assist in accurately matching shade to patient's dentition and document it	10	10	
PC 2 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards							
PC3 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia							
PC4 Assist in performing the procedure to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris							
PC 5 Assist in accurately matching shade to the patient's dentition and document it							
PC 6 Punch rubber dam pattern as per the appropriate industry punch size and pattern							
PC7 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth							
PC8 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue							
PC9 Assist in flossing the rubber dam and tuck it between each isolated tooth							

	PC15 Promote and demonstrate good practice as an individual and as a team member at all times				
	PC16 Identify and manage potential and actual risks to the quality and safety of practice				
	PC17 Evaluate and reflect on the quality of one's work and make continuing improvements				
	Total		8		
6.HSS/ N 2406 (Assist with Endodontic Dental Procedures)	PC 1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards				
	PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia				
	PC3 Assist in punching rubber dam pattern as per the appropriate industry punch size and pattern				
	PC4 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth				
	PC5 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue				
	PC6 Assist in flossing the rubber dam and tuck it between each isolated tooth				
	PC7 Efficiently and smoothly transfer instruments, equipment and materials				
	PC 8 Assist in exposing, processing and mounting radiographs that are clear of exposure and contain appropriate teeth and anatomy				
	PC9 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris				
	PC10 Assist in placing temporary filling, ensuring that the temporary site is cleaned, dried and isolated properly as per the guidelines	10	10		
	PC 11 Assist in ensuring that temporary material is accurately placed and adapted into the cavity/preparation				
	PC12 Assist in ensuring that temporary filling is free of excess material				
	PC13 Assist in controlling all bleeding				
	PC14 Provide all prescriptions and patient items to the patient				
	PC 15 Clearly and accurately instruct the patient on follow-up procedures				

	PC16 Assist in ensuring timely implementation of appropriate procedures				
	PC17 Recognise the boundary of one's role and responsibility and seek supervision				
	PC18 Establish trust and rapport with colleagues				
	PC19 Promote and demonstrate good practice as an individual and as a team member at all times				
	PC20 Identify and manage potential and actual risks to the quality and safety of practice				
	PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements				
	Total		10		
7.HSS/ N 24 07 (Assist with Prosthodontic Dental Procedures)	PC1 Assist in taking impressions that include all teeth present, surrounding tissues and appropriate landmark				
	PC2 Assist in taking impressions that are free of bubbles, tears and voids				
	PC3 Assist in taking impressions that accurately establish centric relationship with approved methods				
	PC 4 Assist in fabricating diagnostic cast as per the guidelines, with proper plane of occlusion, trimming and thickness				
	PC5 Assist in properly fabricating custom tray that fits and adapts to arch without impinging tissue				
	PC 6 Assist in ensuring that custom tray is free sharp edges, compounds, waxes and debris				
	PC 7 Assist in maintaining proper room of the impression material between the tray and the teeth				
	PC 8 Assist in properly fabricating Maxillary tray that covers the teeth and hard palate and extends slightly behind the gingival margin but not into the mucobuccal fold				
	PC 9 Assist in properly fabricating Mandibular tray that covers the teeth and extends beyond the gingival margin but not into the mucobuccal fold				
	PC 10 Assist in properly preparing tray and material according to the instructions	12	12		
	PC 11 Efficiently and smoothly transfer instruments, equipment and materials				
	PC 12 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris				
	PC 13 Assist in controlling all bleeding				
	PC14 Assist in providing all prescriptions and patient items to the patient				
	PC15 Assist in clearly and accurately instructing the patient on follow-up procedures				
	PC16 Assist in ensuring timely implementation of appropriate procedures				

	PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority				
	PC18 Establish trust and rapport with colleagues				
	PC19 Promote and demonstrate good practice as an individual and as a team member at all times				
	PC20 Identify and manage potential and actual risks to the quality and safety of practice				
	PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements				
	Total		12		
8. HSS/ N 2408 (Assist with Periodontal Dental Procedures)	PC1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards				
	PC2 Assist in appropriately and effectively managing the suspected or known local				
	PC 3 Assist in properly preparing wound site and dressing material, and carefully place dressing covering entire wound site				
	PC 4 Assist in properly adapting the dressing to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference				
	PC5 Efficiently and smoothly transfer instruments, equipment and materials				
	PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris				
	PC7 Assist in providing all prescriptions and patient items to the patient	8	8		
	PC8 Clearly and accurately instruct the patient on follow-up procedures				
	PC9 Assist in ensuring timely implementation of appropriate procedures				
	PC 10 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority				
	PC11 Establish trust and rapport with colleagues				
	PC1 2 Promote and demonstrate good practice as an individual and as a team member at all times				
	PC13 Identify and manage potential and actual risks to the quality and safety of practice				
	PC14 Evaluate and reflect on the quality of one's work and make continuing improvements				
	Total		8		
9. HSS/ N 2409 (Assist with Orthodontic Procedures)	PC 1 Assist in appropriately fitting and removing orthodontic equipment, bands and brackets as per the guidelines				
	PC2 Assist in applying direct and indirect bracket bonding material, using proper				

	PC3 Assist in properly placing and bonding orthodontic bands and brackets				
	PC4 Assist in appropriately placing, bonding and removing orthodontic equipment				
	PC5 Efficiently and smoothly transfer instruments, equipment and materials				
	PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it				
	PC 7 Assist in providing all prescriptions and patient items to the patient				
		10	10		
	PC8 Clearly and accurately instruct the patient on follow-up procedures				
	PC9 Assist in ensuring timely implementation of appropriate procedures				
	PC10 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority				
	PC11 Establish trust and rapport with colleagues				
	PC12 Maintain competence within one's role and field of practice				
	PC13 Promote and demonstrate good practice as an individual and as a team member at all times				
	PC14 Identify and manage potential and actual risks to the quality and safety of practice				
	PC15 Evaluate and reflect on the quality of one's work and make continuing improvements				
	Total		10		
10. HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements				
	PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection				
	PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter				
	PC4. Identify infection risks and implement an appropriate response within own role and responsibility				
	PC5. Document and report activities and tasks that put patients and/or other workers at risk				
	PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization				
	PC7. Follow procedures for risk control and risk containment for specific risks				
	PC8. Follow protocols for care following exposure to blood or other body fluids as required				
	PC9. Place appropriate signs when and where appropriate				
	PC10. Remove spills in accordance with the policies and procedures of the organization				
	PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination				

PC12. Follow hand washing procedures				
PC13. Implement hand care procedures				
PC14. Cover cuts and abrasions with water-proof dressings and change as necessary				
PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use				
PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	4	4		
PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work				
PC18. Confine records, materials and medicaments to a well-designated clean zone				
PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone				
PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste				
PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified				
PC22. Store clinical or related waste in an area that is accessible only to authorised persons				
PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release				
PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements				
PC25. Wear personal protective clothing and equipment during cleaning procedures				
PC26. Remove all dust, dirt and physical debris from work surfaces				
PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled				
PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols				
PC29. Dry all work surfaces before and after use				
PC30. Replace surface covers where applicable				
PC31. Maintain and store cleaning equipment				
Total		4		
Grand Total-1 (Subject Domain)	80	80		
Soft Skills and Communication	Select each part each carrying 10 marks totalling 20			

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (20)	Marks Allocation	Marks Awarded by Assessor	Grand Total of Theory
			Theory	Theory	
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	4	4		
	PC2. Work within organisational systems and requirements as appropriate to one's role				
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority				
	PC4. Maintain competence within one's role and field of practice				
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice				
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times				
	PC7. Identify and manage potential and actual risks to the quality and safety of practice				
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements				
	Total				
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	4	4		
	PC2. Work within organisational systems and requirements as appropriate to the role				
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority				
	PC4. Maintain competence within the role and field of practice				
	PC5. Use protocols and guidelines relevant to the field of practice				
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times				
	PC7. Identify and manage potential and actual risks to the quality and patient safety				
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem				
	Total				
Attitude Total		4	8		
2. Work Management					
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	2	2		
	PC2. Utilise time effectively				
	PC3. Ensure his/her work meets the agreed requirements				
	PC4. Treat confidential information correctly				

	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role				
	Total		2		
	Work Management Total	2	2		
	Part 1 Total	10	10		
Part 2 (Pick one field as per NOS marked carrying 50 marks)					
1. Team Work					
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	2	2		
	PC2. Integrate one's work with other people's work effectively				
	PC3. Pass on essential information to other people on timely basis				
	PC4. Work in a way that shows respect for other people				
	PC5. Carry out any commitments made to other people				
	PC6. Reason out the failure to fulfil commitment				
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems				
	PC8. Follow the organisation's policies and procedures				
	Total				2
2. Safety management					
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	4	4		
	PC2. Comply with health, safety and security procedures for the workplace				
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person				
	PC4. Identify potential hazards and breaches of safe work practices				
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority				
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected				
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently				
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person				
	PC9. Complete any health and safety records legibly and accurately				
	Total				4
3. Waste Management					
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type				
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste				
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements				

PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste				
PC5. Check the accuracy of the labelling that identifies the type and content of waste	4	4		
PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal				
PC7. Check the waste has undergone the required processes to make it safe for transport and disposal				
PC8. Transport the waste to the disposal site, taking into consideration its associated risks				
PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures				
PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols				
Total		4		
Part 2 Total	10	10		
Grand Total-2 (Soft Skills and Communication)		20		