

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

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 Technician

SECTOR: HEALTH

SUB-SECTOR: ALLIED HEALTH AND PARAMEDICS

OCCUPATION: DENTAL TECHNICIAN

REFERENCE ID: HSS/ Q 5301

Dental Technician in the Healthcare Industry is also known as a Dental Laboratory Technician and Dental Mechanics.

Brief Job Description: Dental Technician works closely with and in direction from Dentist to fabricate dental prostheses to replace or restore missing or damaged teeth. The work in conjunction with dentist, but have little contact with patients.

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. 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 5301		
	Job Role	Dental Technician		
	Credits(NSQF)	TBD	Version number	1.0
	Industry	Health	Drafted on	28/01/13
	Sub-sector	<u>ALLIED HEALTH AND PARAMEDICS</u>	Last reviewed on	30/06/15
	Occupation	Dental Technician	Next review date	30/06/15

Job Role	Dental Technician
Role Description	Works in conjunction with the Dentist to fabricate dental prostheses to replace or restore missing or damaged teeth.
NSQF level	4
Minimum Educational Qualifications	Class XII or Level 4 Dental Assistant with 2 years of experience in the field
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Experience	Not Applicable
Occupational Standards (OS)	Compulsory : HSS/ N 5301: Assess Case Requirements HSS/ N 5302: Fabricate Cast HSS/ N 5303: Fabricate Ceramics Dentures Prostheses HSS/ N 5304: Fabricate Partial Removable Dentures Prostheses HSS/ N 5305: Fabricate Completely Removable Dentures Prostheses HSS/ N 5306: Fabricate Fixed Prostheses HSS/ N 5307: Fabricate Orthodontic Appliances

	<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 9611 : Monitor and assure quality</p> <p>Optional : N,A</p>
Performance Criteria	As described in the relevant OS units

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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

National Occupational Standards



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Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Technician to assess requirements of the case to produce custom-made dental device.

HSS/ N 5301 Assess Case Requirements

National Occupational Standard	Unit Code	HSS/ N 5301
	Unit Title (Task)	Assess Case Requirements
	Description	This OS unit is about the Dental Technician’s assessment of requirement for custom-made dental devices after reviewing the prescriptions and instructions provided by dentist.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding prescription and instructions provided by the dentist • Preparing environment, materials and equipment ready • Assessing the case to evaluate the type of request, and sufficiency and quality of information to go ahead with the task of designing and fabricating the dental device
	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. Thoroughly understand all the instructions provided by dentists</p> <p>PC2. Identify the materials and equipment required for fabricating the dental device</p> <p>PC3. Assess and evaluate the case in a timely manner</p> <p>PC4. Assess risks associated with fabrication of the custom-made dental device</p> <p>PC5. Prepare equipment and materials required to fabricate casts</p> <p>PC6. Ensure that cast is smooth and is properly cleaned before it is evaluated</p> <p>PC7. Assess the quality of impressions, casts and occlusal registration to ensure they are prepared as per the prescription</p> <p>PC8. Properly handle the impressions to avoid distortion</p> <p>PC9. Properly handle received impressions and other items placed in mouth to control infection</p> <p>PC10. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC11. Clearly communicate the reason, if not able to fabricate the custom-made dental device</p> <p>PC12. Identify and manage potential and actual risks to the quality and safety</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<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 Lab Technician in providing efficient dental treatment</p> <p>KA3. The procedures and requirements for recording of information about work received, work in progress and work delivered</p> <p>KA4. The importance of maintaining confidentiality of the patient information</p> <p>KA5. How to engage with the superior for support in case the situation is beyond</p>

HSS/ N 5301 Assess Case Requirements

	one's competence KA6. How to dress appropriately as per the guidelines of the healthcare provider
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The dental terminology, tooth morphology and oral physiology KB2. The prescription and instructions provided by dentist to fabricate custom-made device KB3. How to obtain information required to assess the case requirements KB4. The dental laboratory fabrication procedures KB5. The information and materials required in the fabrication procedures KB6. The possibilities of inaccuracies in the casts and how these could be rectified KB7. How to ensure the casts are properly produced KB8. How to record patient information and marking casts with patient identity KB9. The type of occlusal registration material and possible inaccuracies KB10. The type of cleaning materials and their effect on impressions, casts and occlusal registrations KB11. How to safely handle impressions and other items placed in mouth to control infection
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record entries in forms SA2. Write procedures and notes on fabrication processes SA3. Communicate queries, concerns and issues regarding the case SA4. Write reminders and notes to colleagues
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read prescription and instruction from dentist SA6. Read labels on dental instruments, equipment and materials SA7. Read equipment and product manuals SA8. Read text entries in forms SA9. Read notes and memos from colleagues
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. Listen and understand instructions of the dentist SA11. Discuss the queries, issues and concerns regarding the case with dentist SA12. Interact with colleagues to evaluate the case SA13. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA14. Participate in meetings
B. Professional Skills	Decision Making

HSS/ N 5301 Assess Case Requirements

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Assess the case and decide whether it is feasible to go ahead with fabrication of the custom-made device</p> <p>SB2. Ensure all the instruments, equipment and materials are available to perform fabrication</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 required to assess case requirements for fabrication of custom-made device</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. Assess the case for fabrication of dental devices as per the patient requirements</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to:</p> <p>SB6. Interact with dentists to explain the imperfections in the impressions and request for new impressions be taken</p> <p>SB7. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear</p> <p>SB8. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Analyse and interpret prescription and instructions provided by dentist, and assess the case</p> <p>SB10. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p> <p>SB12. Assess the quality of the casts and review for the cleanliness of the cast</p> <p>SB13. Accurately assess efficiency and accuracy of the outcome as per the guidelines</p>

HSS/ N 5301 Assess Case Requirements

NOS Version Control

NOS Code	HSS/ N 5301		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	2 /01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dental Technician	Next review date	30/06/2017



HSS/ N 5302 Fabricate Cast

National Occupational Standards



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Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Technician to prepare and evaluate casts and dies to produce custom-made dental devices.

HSS/ N 5302 Fabricate Cast

National Occupational Standard	Unit Code	HSS/ N 5302
	Unit Title (Task)	Fabricate Cast
	Description	This OS unit is about the Dental Technician’s fabrication of cast to produce custom-made dental device as per the prescription and instructions of the dentist.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Preparing and evaluating casts • Articulating casts • Preparing and evaluation dies
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. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for preparing the cast</p> <p>PC5. Prepare equipment and materials required to fabricate casts</p> <p>PC6. Prepare master cast using approved die stone, free of bubble, void or damage</p> <p>PC7. Ensure that the master cast is produced according to the guidelines and instructions of the dentist</p> <p>PC8. Produce opposing cast using approved base former with approved base stone, and free of bubble, void or damage</p> <p>PC9. Ensure that the opposing cast is produced according to the guidelines and instructions of the dentist</p> <p>PC10. Articulate cast using proper bite registration material and as per the guidelines</p> <p>PC11. Ensure that the die is prepared and evaluated according to the guidelines</p> <p>PC12. Assess risks associated with preparation of casts and dies</p> <p>PC13. Ensure that cast is smooth and is properly cleaned before it is evaluated</p> <p>PC14. Assess the quality of casts and dies to ensure they are prepared as per the prescription</p> <p>PC15. Properly handle the impressions to avoid distortion</p> <p>PC16. Identify and manage potential and actual risks to the quality and safety</p> <p>PC17. Ensure timely implementation of appropriate procedures</p> <p>PC18. 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>PC19. Establish trust and rapport with colleagues</p> <p>PC20. Maintain competence within one’s role and field of practice</p> <p>PC21. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC22. Identify and manage potential and actual risks to the quality and safety of practice</p>	

HSS/ N 5302 Fabricate Cast

	PC23. Evaluate and reflect on the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<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 Laboratory Assistant in fabricating casts</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. The infection control procedures and protocols followed by the provider</p> <p>KA7. The personal protective equipment to be used as per guidelines and regulations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental, oral, head and neck anatomy and treatment</p> <p>KB2. The dental terminology, tooth morphology and oral physiology</p> <p>KB3. How to use dental materials and equipment required to safely and effectively fabricate casts</p> <p>KB4. The fabrication techniques, methods and proper procedures to prepare casts</p> <p>KB5. The impression materials and other products related to preparation of casts</p> <p>KB6. How to produce master casts that are free of bubbles, voids and damage, and could properly accommodate articulators</p> <p>KB7. The bite registration material used to articulate the casts</p> <p>KB8. The die preparation techniques, and the methods to properly evaluate the prepared die</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record entries in forms</p> <p>SA1. Record details about the case</p> <p>SA2. Write procedures and notes on the process</p> <p>SA3. Communicate queries, concerns and issues regarding the case</p> <p>SA4. Write reminders and notes to colleagues</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read prescription and instructions from dentist</p> <p>SA6. Read labels on dental instruments, equipment and materials</p> <p>SA7. Read equipment and product manuals</p> <p>SA8. Read text entries in forms</p> <p>SA9. Read notes and memos from colleagues</p> <p>SA10. Read about new products, services and cast preparation techniques in catalogues and promotional brochures</p>

HSS/ N 5302 Fabricate Cast

	<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 and understand instructions of the dentist SA12. Discuss the queries, issues and concerns regarding the case with dentist SA13. Interact with colleagues to discuss on going work SA14. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA15. Participate in meetings</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. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods, equipment and material to go ahead with fabrication of cast</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 required to efficiently fabricate cast as required by the case</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 SB5. Respect the rights of the patient(s) SB6. Prepare the cast and die meet the requirement of the patient</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to:</p> <p>SB7. Handle the situation when the cast cannot be prepared properly because of unavailability of proper material or defective material. SB8. Interact with dentists to explain the imperfections in the impressions and request for new impressions be taken SB9. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear SB10. Handle the situation when the work is running behind schedule SB11. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Analyse and interpret prescription and instructions provided by dentist, and prepare cast for the case SB13. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner</p>
	<p>Critical Thinking</p>

HSS/ N 5302 Fabricate Cast

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none">SB14. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficientlySB15. Assess the quality of the completed casts and diesSB16. Accurately assess efficiency and accuracy of the outcome as per the guidelines
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HSS/ N 5302 Fabricate Cast

NOS Version Control

NOS Code	HSS/ N 5302		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	2 /01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dental Technician	Next review date	30/06/2017



HSS/ N 5303 Fabricate Ceramics Dentures Protheses

National Occupational Standards



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Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Technician to design and produce ceramics restorations as per the prescription and instructions.

HSS/ N 5303 Fabricate Ceramics Dentures Prostheses

National Occupational Standard	Unit Code	HSS/ N 5303
	Unit Title (Task)	Fabricate Ceramics Dentures Prostheses
	Description	This OS unit is about the Dental Technician’s fabrication of custom-made ceramic prostheses as per the prescription and instructions of the dentist.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Designing and producing ceramics prostheses • Preparing substructure to receive ceramics
	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. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the ceramic prostheses</p> <p>PC5. Prepare equipment and materials required to fabricate the ceramic prostheses</p> <p>PC6. Prepare substructure to receive porcelain according to the guidelines and instructions</p> <p>PC7. Prepare ceramic restoration that fits properly to the die margins and cast parameters</p> <p>PC8. Ensure that the ceramic restoration provides the correct occlusion and articulation as per the requirements</p> <p>PC9. Ensure that there is adequate retention and fixing to correctly fit the ceramic restoration in mouth</p> <p>PC10. Ensure that the ceramic restoration should not cause damage to tissues in the mouth of the patient</p> <p>PC11. Prepare faultless, smooth and properly finished ceramic restoration</p> <p>PC12. Assess risks associated with preparation of ceramic prostheses</p> <p>PC13. Ensure that finished ceramic restoration is properly cleaned and quality of the product is checked properly</p> <p>PC14. Ensure timely implementation of appropriate procedures</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. Maintain competence within one’s role and field of practice</p> <p>PC18. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC19. Identify and manage potential and actual risks to the quality and safety of practice</p>

HSS/ N 5303 Fabricate Ceramics Dentures Prostheses

	PC20. Evaluate and reflect on the quality of one’s work and make continuing improvements
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<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 Laboratory Assistant in fabricating ceramics prostheses</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. The infection control procedures and protocols followed by the provider</p> <p>KA7. The personal protective equipment to be used as per guidelines and regulations</p>
B Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental, oral, and head and neck anatomy and treatment</p> <p>KB2. The dental terminology, tooth morphology and oral physiology</p> <p>KB3. How to use dental materials and equipment required to safely and effectively fabricate ceramic restorations</p> <p>KB4. The fabrication techniques, methods and proper procedures to produce ceramic restorations</p> <p>KB5. The impression materials and other products related to preparation of casts</p> <p>KB6. How to reproduce colour using dental materials and handle dental porcelains</p> <p>KB7. How to operate dental furnaces, oven and other equipment to produce ceramics restorations</p> <p>KB8. The importance of contour, colour and design to produce ceramics prostheses</p> <p>KB9. The techniques to fabricate ceramic prostheses, and the methods to properly evaluate the prepared prostheses</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record entries in forms</p> <p>SA2. Write procedures and notes on the process</p> <p>SA3. Communicate queries, concerns and issues regarding the case</p> <p>SA1. Write reminders and notes to colleagues</p> <p>SA4. Make complete, accurate and up-to-date records related to the identification, components and fabrication of ceramics restoration</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read prescription and instructions from dentist</p> <p>SA6. Read labels on dental instruments, equipment and materials</p>

HSS/ N 5303 Fabricate Ceramics Dentures Prosthesis

	<p>SA7. Read text entries in forms</p> <p>SA8. Read notes and memos from colleagues</p> <p>SA9. Read about new products, services and ceramics prostheses preparation techniques in catalogues and promotional brochures</p> <p>SA10. Read, interpret and follow technical instructions</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 and understand instructions of the dentist</p> <p>SA12. Discuss the queries, issues and concerns regarding the case with dentist</p> <p>SA13. Interact with colleagues to discuss on going work</p> <p>SA14. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist</p> <p>SA15. Participate in meetings</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. Ensure all the instruments, equipment and materials are available and ready for use</p> <p>SB2. Select methods, equipment and material to go ahead with fabrication of ceramics restorations</p> <p>SB3. Correct the devices fabricated incorrectly</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 required to efficiently fabricate ceramics dentures as required by the case</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. Prepare ceramics prostheses that meet requirement of the patient</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to:</p> <p>SB8. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear</p> <p>SB9. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material</p> <p>SB10. Interact explaining the imperfections in the casts and request for new casts be prepared</p> <p>SB11. Handle the situation when the work is running behind schedule</p> <p>SB12. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems</p>
	<p>Analytical Thinking</p>

HSS/ N 5303 Fabricate Ceramics Dentures Prostheses

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Analyse and interpret prescription and instructions provided by dentist, and fabricate ceramics prostheses</p> <p>SB14. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner</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> <p>SB16. Evaluate the quality of completed ceramics restoratives</p> <p>SB17. Judge the aesthetic quality and appeal of the fabricated ceramics dental device</p> <p>SB18. Accurately assess efficiency and accuracy of the outcome as per the guidelines</p>

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HSS/ N 5303 Fabricate Ceramics Dentures Prosthesis

NOS Version Control

NOS Code	HSS/ N 5303		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	2 /01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dental Technician	Next review date	30/06/2017



HSS/ N 5304 Fabricate Removable Partial Dentures Prosthesis

National Occupational Standards



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Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Technician to design and produce custom-made removable partial dentures as per the prescription and instructions.

HSS/ N 5304 Fabricate Removable Partial Dentures Prosthesis

National Occupational Standard	Unit Code	HSS/ N 5304
	Unit Title (Task)	Fabricate Removable Partial Dentures Prosthesis
	Description	This OS unit is about the Dental Technician’s fabrication of custom-made removable partial dentures prosthesis as per the prescription and instructions of the dentist.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Preparing framework • Designing and producing removable partial denture
	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. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the ceramic prosthesis</p> <p>PC5. Prepare equipment and materials required to fabricate the ceramic prosthesis</p> <p>PC6. Prepare master cast that includes all denture support areas and landmarks necessary to determine border extensions</p> <p>PC7. Ensure that the master cast is free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist</p> <p>PC8. Ensure that the master cast is properly cleaned before it is evaluated</p> <p>PC9. Assess the master cast and design framework</p> <p>PC10. Prepare refractory cast free of bubble, void or damage, with approved refractory material</p> <p>PC11. Prepare wax pattern that adapts and seals to the refractory cast as per the design</p> <p>PC12. Invest the wax pattern that accurately duplicates its shape and anatomic features</p> <p>PC13. Burnout the wax pattern and cast the framework with alloy according to the guidelines and instructions</p> <p>PC14. Prepare a framework that fits properly to the master cast</p> <p>PC15. Evaluate the fit of the framework to the master cast</p> <p>PC16. Finish and polish the framework</p> <p>PC17. Arrange teeth on the framework as per the instructions of the dentist</p> <p>PC18. Prepare the partial denture free of porosity, internal bubbles as per the prescription</p> <p>PC19. Ensure that finished ceramic restoration is properly cleaned and quality of the product is checked properly</p>

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	<p>PC20. Assess risks associated with preparation of removable partial dentures</p> <p>PC21. Ensure timely implementation of appropriate procedures</p> <p>PC22. 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>PC23. Establish trust and rapport with colleagues</p> <p>PC24. Maintain competence within one’s role and field of practice</p> <p>PC25. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC26. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC27. 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 Laboratory Assistant in fabricating removable partial dentures</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. The infection control procedures and protocols followed by the provider</p> <p>KA7. The personal protective equipment to be used as per guidelines and regulations</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental, oral, and head and neck anatomy and treatment</p> <p>KB2. The dental terminology, tooth morphology and oral physiology</p> <p>KB3. How to use dental materials and equipment required to safely and effectively fabricate removable partial dentures</p> <p>KB4. The fabrication techniques, methods and proper procedures to produce removable partial dentures</p> <p>KB5. The impression materials and other products related to preparation of casts</p> <p>KB6. How to use investments, impression materials, articulators, dental waxes and dental alloys properly</p> <p>KB7. The importance of contour and design to produce removable partial dentures</p> <p>KB8. The techniques to fabricate removable partial dentures, and the methods to properly evaluate the prepared dental devices</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 entries in forms</p> <p>SA2. Write procedures and notes on the process</p> <p>SA3. Communicate queries, concerns and issues regarding the case</p>

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	SA4. Write reminders and notes to colleagues SA5. Make complete, accurate and up-to-date records related to the identification, components and fabrication of removable partial dentures
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA6. Read prescription and instructions from dentist SA7. Read labels on dental instruments, equipment and materials SA8. Read text entries in forms SA9. Read notes and memos from colleagues SA10. Read about new products, services and removable partial dentures fabrication techniques in catalogues and promotional brochures SA11. Read, interpret and follow technical instructions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA12. Listen and understand instructions of the dentist SA13. Discuss the queries, issues and concerns regarding the case with dentist SA14. Interact with colleagues to discuss on going work SA15. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA16. Participate in meetings
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods, equipment and material to fabricate removable partial dentures SB3. Make correction to the dental devices fabricated incorrectly
	Plan and Organise
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities required to efficiently fabricate removable partial dentures as required by the case
	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. Prepare removable partial dentures that meet requirement of the patient
	Problem Solving
	The user/individual on the job needs to: SB8. Interact with prescribing dentist to clarify specifications and instructions,

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	<p>when the information provided in prescriptions and instructions is not clear</p> <p>SB9. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material</p> <p>SB10. Interact explaining the imperfections in the casts and request for new casts be prepared</p> <p>SB11. Handle the situation when the work is running behind schedule</p> <p>SB12. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Analyse and interpret prescription and instructions provided by dentist, and fabricate removable partial dental device</p> <p>SB14. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner</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> <p>SB16. Evaluate the quality of completed removable partial dentures</p> <p>SB17. Judge the aesthetic quality and appeal of the fabricated removable partial dental device</p> <p>SB18. Accurately assess efficiency and accuracy of the outcome as per the guidelines</p>

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NOS Version Control

NOS Code	HSS/ N 5304		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	2 /01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dental Technician	Next review date	30/06/2017



HSS/ N 5305 Fabricate Complete Dentures Protheses

National Occupational Standards



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Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Technician to design and produce complete dentures as per the prescription and instructions.

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National Occupational Standard	Unit Code	HSS/ N 5305
	Unit Title (Task)	Fabricate Complete Dentures Prosthesis
	Description	This OS unit is about the Dental Technician’s fabrication of custom-made complete dentures prosthesis as per the prescription and instructions of the dentist.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Preparing baseplate and occlusion rim • Designing and producing complete denture • Finishing and polishing denture
	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. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the complete denture</p> <p>PC5. Prepare equipment and materials required to fabricate the complete denture</p> <p>PC6. Ensure that preliminary cast include all denture support areas and features that define denture borders</p> <p>PC7. Prepare custom impression tray and combination tray that provide room for an even controlled thickness of impression thickness</p> <p>PC8. Prepare master cast that includes all denture support areas and landmarks necessary to determine border extensions</p> <p>PC9. Ensure that the master cast is free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist</p> <p>PC10. Ensure that the fabricated baseplate covers the same area as required by the denture and exactly fits the master cast</p> <p>PC11. Prepare baseplate that adapts to the occlusion rim and follows the standard dimensions</p> <p>PC12. Articulate and index master cast</p> <p>PC13. Select and arrange teeth as per anatomical measurements and instructions of the dentist</p> <p>PC14. Fabricate the complete denture free of porosity, internal bubbles as per the prescription</p> <p>PC15. Ensure that finished complete denture is properly cleaned and quality of the product is checked properly</p> <p>PC16. Assess risks associated with preparation of removable partial dentures</p> <p>PC17. Ensure timely implementation of appropriate procedures</p> <p>PC18. Recognise the boundary of one’s role and responsibility and seek supervision</p>

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	<p>from superior when situations are beyond one's competence and authority</p> <p>PC19. Establish trust and rapport with colleagues</p> <p>PC20. Maintain competence within one's role and field of practice</p> <p>PC21. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC22. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC23. 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 Laboratory Assistant in preparing complete dentures prosthesis</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. The infection control procedures and protocols followed by the provider</p> <p>KA7. The personal protective equipment to be used as per guidelines and regulations</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental, oral, and head and neck anatomy and treatment</p> <p>KB2. The dental terminology, tooth morphology and oral physiology</p> <p>KB3. How to use dental materials and equipment required to safely and effectively fabricate complete dentures</p> <p>KB4. The fabrication techniques, methods and proper procedures to produce complete dentures</p> <p>KB5. The impression materials and other products related to preparation of casts</p> <p>KB6. The preparation of base plates and occlusion rims</p> <p>KB7. How to arrange balanced set-up using anatomical teeth</p> <p>KB8. The wax contouring for complete denture prior to try-in and processing</p> <p>KB9. The flasking, packing, processing and recovering techniques for complete dentures</p> <p>KB10. The procedure for clinical remount and equilibration to reduce occlusal discrepancies</p> <p>KB11. The procedures and materials required to finish and polish the complete dentures</p> <p>KB12. The use of a semi-adjustable articulator during fabrication of complete dentures</p> <p>KB13. The importance of contour and design to produce complete dentures</p> <p>KB14. The techniques to fabricate complete dentures, and the methods to properly evaluate the prepared dentures</p>
Skills (S) (Optional)	
<p>A. Core Skills/</p>	<p>Writing Skills</p>

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Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Record entries in forms SA2. Write procedures and notes on the process SA3. Write reminders and notes to colleagues
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read prescription and instructions from dentist SA5. Read labels on dental instruments, equipment and materials SA6. Read text entries in forms SA7. Read notes and memos from colleagues SA8. Read about new products, services and complete dentures fabrication techniques in catalogues and promotional brochures SA9. Read, interpret and follow technical instructions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. Listen and understand instructions of the dentist SA11. Discuss the queries, issues and concerns regarding the case with dentist SA12. Interact with colleagues to discuss on going work SA13. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA14. Participate in meetings
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods, equipment and material to fabricate complete dentures SB3. Make correction to the dental devices fabricated incorrectly
	Plan and Organise
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities required to efficiently fabricate complete dentures as required by the case
	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. Prepare complete denture prostheses that meet requirement of the patient
	Problem Solving

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	<p>The user/individual on the job needs to:</p> <p>SB8. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear</p> <p>SB9. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material</p> <p>SB10. Interact explaining the imperfections in the casts and request for new casts be prepared</p> <p>SB11. Handle the situation when the work is running behind schedule</p> <p>SB12. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Analyse and interpret prescription and instructions provided by dentist, and fabricate complete dental device</p> <p>SB14. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner</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> <p>SB16. Evaluate the quality of finished complete dentures</p> <p>SB17. Judge the aesthetic quality and appeal of the fabricated complete dental device</p> <p>SB18. Accurately assess efficiency and accuracy of the outcome as per the guidelines</p>

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NOS Version Control

NOS Code	HSS/ N 5305		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	2 /01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dental Technician	Next review date	30/06/2017



HSS/ N 5306 Fabricate Fixed Protheses

National Occupational Standards

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Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Technician to design and produce fixed dentures as per the prescription and instructions.

HSS/ N 5306 Fabricate Fixed Prosthesis

National Occupational Standard	Unit Code	HSS/ N 530
	Unit Title (Task)	Fabricate Fixed Prosthesis
	Description	This OS unit is about the Dental Technician’s fabrication of custom-made fixed dentures prosthesis, including crowns and bridges as per the prescription and instructions of the dentist.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Developing wax patterns • Designing and producing fixed dentures • Finishing and polishing dentures
	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. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the complete denture</p> <p>PC5. Prepare equipment and materials required to fabricate the fixed denture</p> <p>PC6. Create wax patterns that adapts to the cast as per the design</p> <p>PC7. Sprue and Invest the wax pattern that accurately duplicates its shape and anatomic features</p> <p>PC8. Burnout the wax pattern and cast with alloy according to the guidelines and instructions</p> <p>PC9. Properly trim dies and marking margins utilising proper magnification</p> <p>PC10. Ensure that interproximal contacts are closed on solid cast when seated completely</p> <p>PC11. Ensure that passively guided centric relation is used as the reference position for occlusal adjustments</p> <p>PC12. Harmonise the facial and lingual with surrounding dentitions</p> <p>PC13. Ensure that finished complete denture is properly cleaned and quality of the product is checked properly</p> <p>PC14. Assess risks associated with preparation of fixed dentures</p> <p>PC15. Ensure timely implementation of appropriate procedures</p> <p>PC16. 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>PC17. Establish trust and rapport with colleagues</p> <p>PC18. Maintain competence within one’s role and field of practice</p> <p>PC19. Promote and demonstrate good practice as an individual and as a team member at all times</p>	

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	<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 Laboratory Assistant in preparing fixed prostheses</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. The infection control procedures and protocols followed by the provider</p> <p>KA7. The personal protective equipment to be used as per guidelines and regulations</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental, oral, and head and neck anatomy and treatment</p> <p>KB2. The dental terminology, tooth morphology and oral physiology</p> <p>KB3. How to use dental materials and equipment required to safely and effectively fabricate fixed dentures</p> <p>KB4. The fabrication techniques, methods and proper procedures to produce fixed dentures</p> <p>KB5. The impression materials and other products related to preparation of casts</p> <p>KB6. How to trim dies and marking margins utilising magnifications</p> <p>KB7. Types of margins designs and their application</p> <p>KB8. The procedure and material required to create wax patterns that adapts to the cast as per the design</p> <p>KB9. The procedure and material required to burnout the wax pattern and cast</p> <p>KB10. The procedures and materials required to finish and polish the fixed dentures</p> <p>KB11. The importance of contour and design to produce fixed dentures</p> <p>KB12. The techniques to fabricate fixed dentures, and the methods to properly evaluate the prepared dentures</p>
Skills (S) (Optional)	
<p>A. Core Skills/ Generic Skills</p>	<p style="text-align: center;">Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record entries in forms</p> <p>SA2. Write procedures and notes on the process</p> <p>SA3. Write reminders and notes to colleagues</p> <p>SA4. Make complete, accurate and up-to-date records related to the identification, components and fabrication of fixed dentures</p>
	<p style="text-align: center;">Reading Skills</p>

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	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read prescription and instructions from dentist SA6. Read labels on dental instruments, equipment and materials SA7. Read text entries in forms SA8. Read notes and memos from colleagues SA9. Read about new products, services and fixed dentures fabrication techniques in catalogues and promotional brochures SA10. Read, interpret and follow technical instructions</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 and understand instructions of the dentist SA12. Discuss the queries, issues and concerns regarding the case with dentist SA13. Interact with colleagues to discuss on going work SA14. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA15. Participate in meetings</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods, equipment and material to fabricate fixed dentures SB3. Make correction to the dental devices fabricated incorrectly</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Plan and organise activities required to efficiently fabricate fixed dentures as required by the case</p>
	Patient Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s) SB7. Prepare fixed prostheses that meet requirement of the patient</p>
	Problem Solving
	<p>The user/individual on the job needs to:</p> <p>SB8. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear SB9. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material SB10. Interact explaining the imperfections in the casts and request for new casts be prepared SB11. Handle the situation when the work is running behind schedule</p>

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	SB12. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB13. Analyse and interpret prescription and instructions provided by dentist, and fabricate fixed dental device
	SB14. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner
	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	
SB16. Evaluate the quality of finished fixed dentures	
SB17. Judge the aesthetic quality and appeal of the fabricated fixed dentures	
SB18. Accurately assess efficiency and accuracy of the outcome as per the guidelines	

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HSS/ N 5306 Fabricate Fixed Protheseses

NOS Version Control

NOS Code	HSS/ N 530		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	2 /01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dental Technician	Next review date	30/06/2017



HSS/ N 5307 Fabricate Orthodontic Appliances

National Occupational Standards



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Overview

This Occupational Standard describes the knowledge, understanding and skills required of Dental Technician to design and produce orthodontic appliances as per the prescription and instructions.

HSS/ N 5307 Fabricate Orthodontic Appliances

National Occupational Standard	Unit Code	HSS/ N 5307
	Unit Title (Task)	Fabricate Orthodontic Appliances
	Description	This OS unit is about the Dental Technician’s fabrication of orthodontic appliances for influencing the tooth position as per the prescription and instructions of the dentist.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understanding the prescription and instructions • Preparing and evaluating study casts • Designing and producing orthodontic appliances • Finishing and polishing orthodontic appliances
	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. Ensure treatment of all materials received and other items placed in mouth as required by the infection control procedures</p> <p>PC2. Thoroughly understand all the instructions provided by dentists</p> <p>PC3. Contact the prescribing dentist to discuss queries, issues or concerns about the case</p> <p>PC4. Identify the materials and equipment required for producing the complete denture</p> <p>PC5. Prepare equipment and materials required to fabricate the orthodontic appliance</p> <p>PC6. Prepare study cast free of bubble, void or damage, and produced according to the guidelines and instructions of the dentist</p> <p>PC7. Articulate study cast using proper bite registration material and as per the guidelines</p> <p>PC8. Evaluate study cast and design, and identify required components to fabricate the appliance</p> <p>PC9. Fabricate matrixes ensuring that proper size stainless steel band fits the cast, without causing any occlusal interference</p> <p>PC10. Create stainless steel band that adapts to the tooth and matched the tissue contour on the cast</p> <p>PC11. Select wire of correct gauge and material based on the type of teeth</p> <p>PC12. Accurately solder parts of the component</p> <p>PC13. Ensure that the component properly fits the cast, without damaging surrounding tissues in the mouth</p> <p>PC14. Finish and polish the appliance</p> <p>PC15. Ensure that the finished appliance is free of porosity and internal bubbles</p> <p>PC16. Ensure that finished appliance is properly cleaned and quality of the product is checked properly</p> <p>PC17. Assess risks associated with preparation of orthodontic appliances</p> <p>PC18. Ensure timely implementation of appropriate procedures</p>

HSS/ N 5307 Fabricate Orthodontic Appliances

	<p>PC19. 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>PC20. Establish trust and rapport with colleagues</p> <p>PC21. Maintain competence within one’s role and field of practice</p> <p>PC22. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC23. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC24. 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 Laboratory Assistant in preparing orthodontic appliances</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. The infection control procedures and protocols followed by the provider</p> <p>KA7. The personal protective equipment to be used as per guidelines and regulations</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental, oral, and head and neck anatomy and treatment</p> <p>KB2. The dental terminology, tooth morphology and oral physiology</p> <p>KB3. How to use dental materials and equipment required to safely and effectively fabricate orthodontic appliances</p> <p>KB4. The fabrication techniques, methods and proper procedures to produce the appliances</p> <p>KB5. The impression materials and other products related to preparation of casts</p> <p>KB6. The procedure to create study cast and trim study models</p> <p>KB7. The procedure and principles of proper articulation</p> <p>KB8. The importance of articulation to produce orthodontic appliances</p> <p>KB9. The types of components required to produce orthodontic appliances, the importance and function of each</p> <p>KB10. The types gauges of wire that could be used to create orthodontic components</p> <p>KB11. How to identify which gauge of wire to use to create an orthodontic component</p> <p>KB12. The techniques to fabricate orthodontic appliances, and the methods to properly evaluate the finished appliances</p>
Skills (S) (Optional)	
<p>A. Core Skills/</p>	<p>Writing Skills</p>

HSS/ N 5307 Fabricate Orthodontic Appliances

Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record entries in forms SA2. Write procedures and notes on the process SA3. Communicate queries, concerns and issues regarding the case SA4. Write reminders and notes to colleagues SA5. Make complete, accurate and up-to-date records related to the identification, components and fabrication of orthodontic appliances</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Read prescription and instructions from dentist SA7. Read labels on dental instruments, equipment and materials SA8. Read text entries in forms SA9. Read notes and memos from colleagues SA10. Read about new products, services and fixed dentures fabrication techniques in catalogues and promotional brochures SA11. Read, interpret and follow technical instructions</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Listen and understand instructions of the dentist SA13. Discuss the queries, issues and concerns regarding the case with dentist SA14. Interact with colleagues to discuss on going work SA15. Avoid using jargon, slang or acronyms when communicating with colleagues or dentist SA1. Participate in meetings</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ensure all the instruments, equipment and materials are available and ready for use SB2. Select methods and equipment to fabricate an orthodontic appliance SB3. Select components and gauges of wire to fabricate an appliance SB4. Make correction to the dental devices fabricated incorrectly</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB5. Plan and organise activities required to efficiently fabricate orthodontic appliances as required by the case</p>
	Patient Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s) SB8. Prepare orthodontic appliances that meet requirement of the patient</p>

HSS/ N 5307 Fabricate Orthodontic Appliances

	<p>Problem Solving</p> <p>The user/individual on the job needs to:</p> <p>SB9. Interact with prescribing dentist to clarify specifications and instructions, when the information provided in prescriptions and instructions is not clear</p> <p>SB10. Handle the situation when the device cannot be prepared properly because of unavailability of proper material or defective material</p> <p>SB11. Interact explaining the imperfections in the casts and request for new casts be prepared</p> <p>SB12. Handle the situation when the work is running behind schedule</p> <p>SB13. Communicate possible preventive actions that could be implemented to minimise reoccurrence of same or similar problems</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Analyse and interpret prescription and instructions provided by dentist, and fabricate the orthodontic appliance</p> <p>SB15. Accurately locate the origin of the problem and identify most effective solution based on the available information, in a timely manner</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> <p>SB17. Evaluate the quality of finished orthodontic appliance</p> <p>SB18. Judge the aesthetic quality and appeal of the fabricated orthodontic appliance</p> <p>SB19. Accurately assess efficiency and accuracy of the outcome as per the guidelines</p>

HSS/ N 5307 Fabricate Orthodontic Appliances

NOS Version Control

NOS Code	HSS/ N 5307		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	2 /01/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dental Technician	Next review date	30/06/2017



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	The user/individual on the job needs to know and understand:	

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

<p>(Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>KA1. The relevant legislation, standards, policies, and procedures followed in the organisation KA2. The medical procedures and functioning of required medical equipment 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>

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>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> <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	<p>Decision Making</p> <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>	
	<p>Plan and Organise</p> <p>Not applicable</p>	
	<p>Patient Centricity</p> <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>	
	<p>Problem Solving</p> <p>Not applicable</p>	
	<p>Analytical Thinking</p> <p>Not applicable</p>	
	<p>Critical Thinking</p> <p>Not applicable</p>	

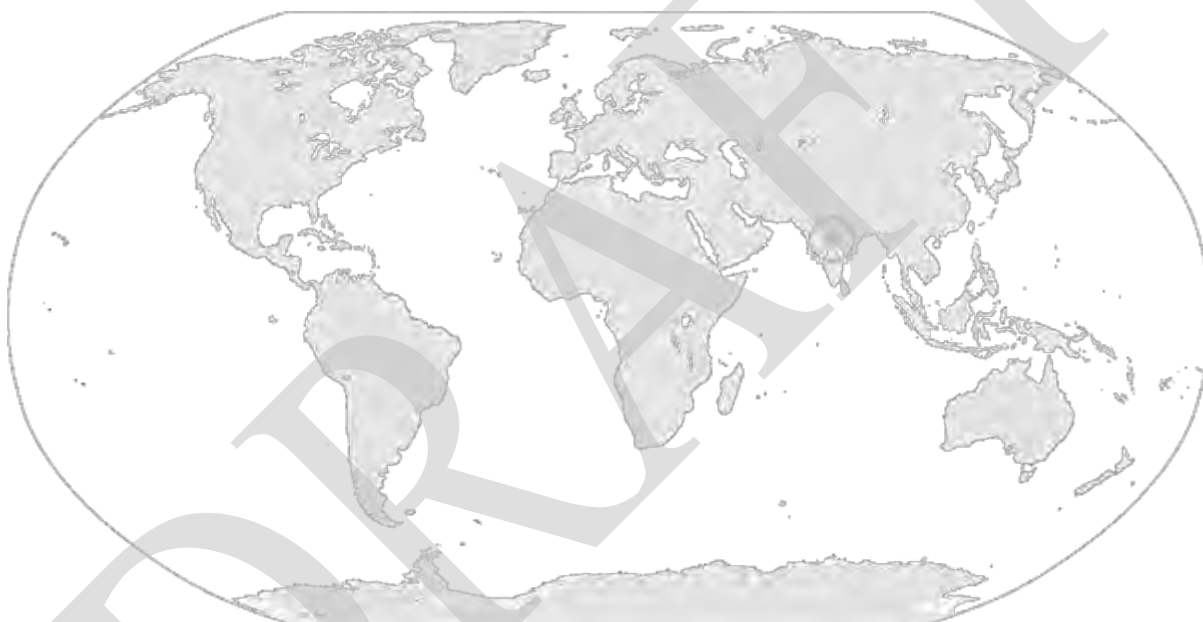
HSS/ N 9603: Act within the limits of one's competence and authority

NOS Version Control

NOS Code	HSS/ N 9603		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



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

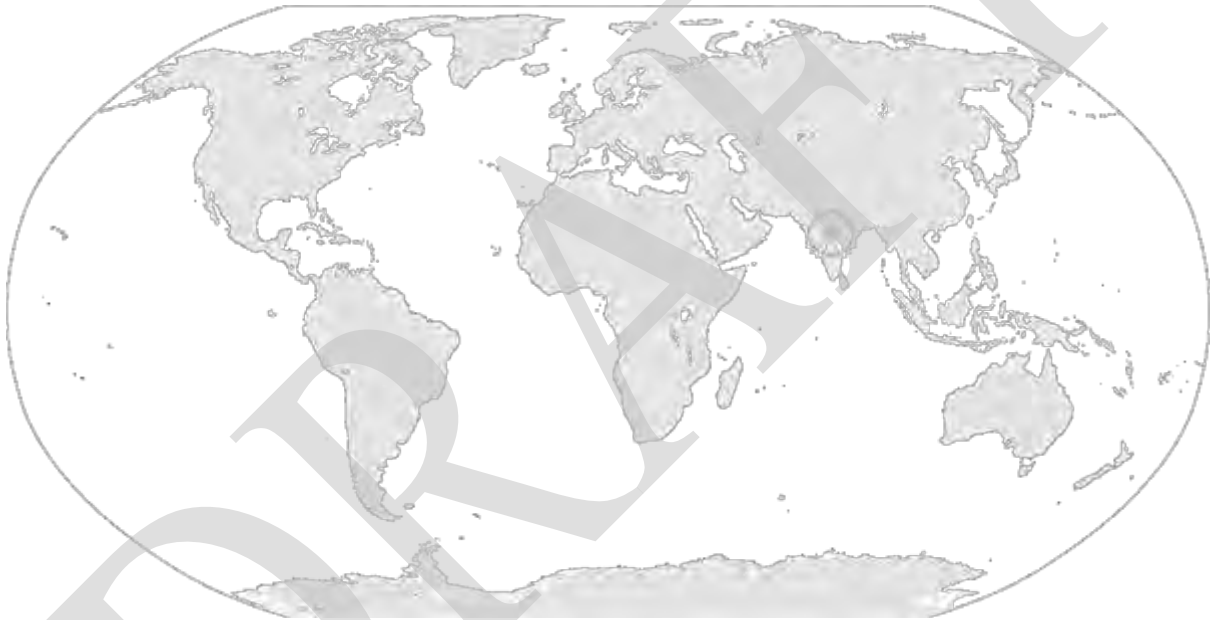
National Occupational Standard	Unit Code	HSS/ N 9604
	Unit Title (Task)	Work effectively with others
	Description	This OS unit is about working effectively with other people who can be part of the immediate team, organisation or external to the team or organisation This OS unit applies to all Allied 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

HSS/ N 9604: Work effectively with others

	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 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	12/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

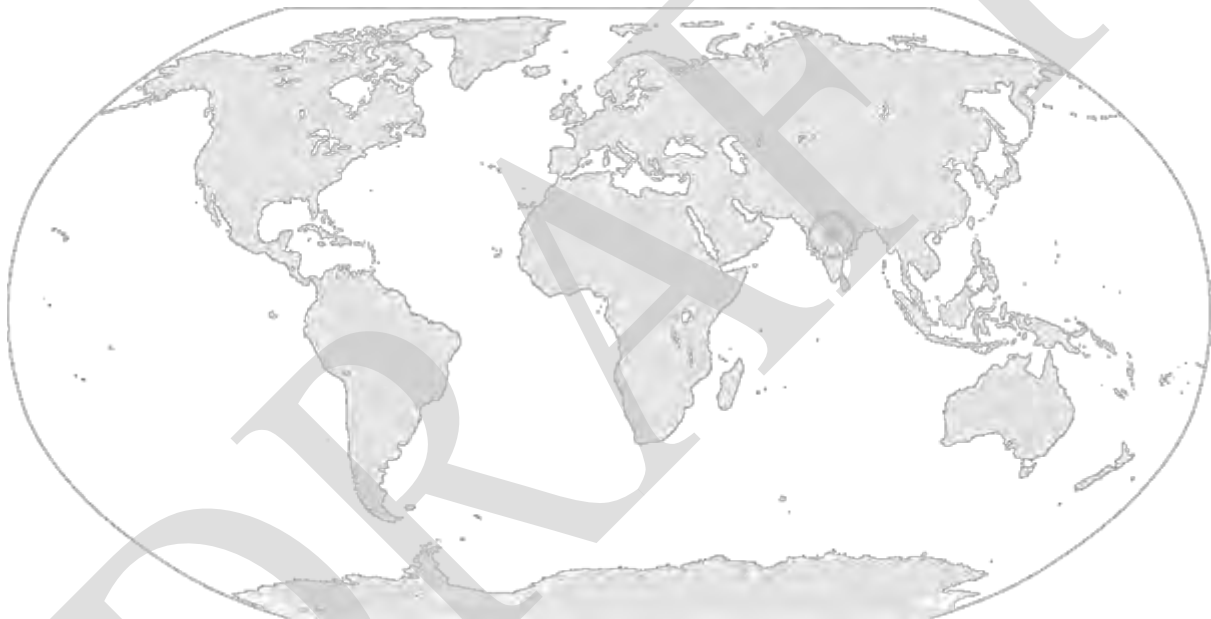
NOS Version Control

NOS Code	HSS/ N 9 05		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



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

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>

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

its processes)	<p>KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. How to report the hazard</p> <p>KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>
B. Technical Knowledge	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. Requirements of health, safety and security in workplace</p> <p>KB2. How to create safety records and maintaining them</p> <p>KB3. The importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. The common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. How to identify health, safety, and security hazards</p> <p>KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with</p>
Skills (S)	
A. Generic Skills	Writing Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p>
	Reading Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</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>SA3. Clearly report hazards and incidents with the appropriate level of urgency</p>
B. Professional Skills	Decision Making
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work</p>
	Plan and Organise
	<p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB2. Plan for safety of the work environment</p>
	Patient Centricity
	<p>To be competent, the user / individual on the job needs to know and understand:</p>

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

	<p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB5. Be sensitive to potential cultural differences</p> <p>SB6. Maintain patient confidentiality</p> <p>SB7. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify hazards, evaluate possible solutions and suggest effective solutions</p>
	<p>Analytical Thinking</p> <p>To be competent, the user needs to know and understand how to:</p> <p>SB9. Analyse the seriousness of hazards</p>
	<p>Critical Thinking</p> <p>To be competent, the user 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 9606: Maintain a safe, healthy, and secure working environment

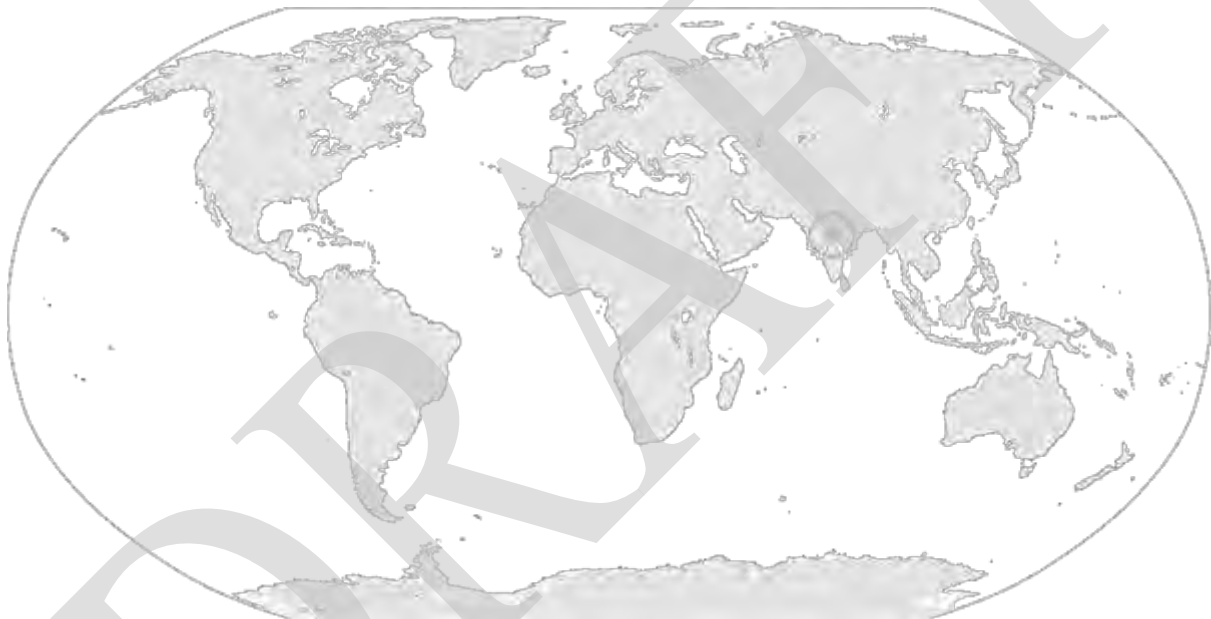
NOS Version Control

NOS Code	HSS/ N 9 0		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



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

National Occupational Standard

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</p> <p>PC2. Work within organisational systems and requirements as appropriate to the role</p> <p>PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority</p> <p>PC4. Maintain competence within the role and field of practice</p> <p>PC5. Use protocols and guidelines relevant to the field of 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 patient safety</p> <p>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</p> <p>KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>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</p> <p>KB2. The importance of working within the limits of one's competence and authority</p> <p>KB3. The detrimental effects of non-compliance</p>

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	<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
	To be competent, the user/ individual on the job needs to know and understand how to:
	<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
	To be competent, the user/ individual on the job needs to know and understand how to:
	<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)
	To be competent, the user/ individual on the job needs to know and understand how to:
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to:

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	SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise
	SB2. Act decisively by balancing protocols and work at hand
	Plan and Organise
	Not applicable
	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. Maintain patient confidentiality
	SB5. Respect the rights of the patient(s)
	SB6. Respond patients' queries and concerns
	SB7. Maintain personal hygiene to enhance patient safety
	Problem Solving
	Not applicable
Analytical Thinking	
Not applicable	
Critical Thinking	
Not applicable	

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NOS Version Control

NOS Code	HSS/ N 9 07		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



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 monitor and assure quality

HSS/ N 9611: Monitor and assure quality

National Occupational Standard	Unit Code	HSS/ N 9611
	Unit Title (Task)	Monitor and assure quality
	Description	This OS unit is about Assuring quality in all procedures. This unit applies to all Allied Health professionals.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Monitor treatment process/outcomes , Identify problems in treatment process/outcomes,Solve treatment process/outcome problems , Attend class/read publications to continue industry education, identify needs and expectations of patient/health care professionals
	Performance Criteria (PC) w.r.t. 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. Conduct appropriate research and analysis PC2. Evaluate potential solutions thoroughly PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly PC5. Report any identified breaches in health, safety, and security procedures to the designated person PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected PC8. Follow the organisation’s emergency procedures promptly, calmly, and efficiently PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person PC10. Complete any health and safety records legibly and accurately
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organisation KA2. Person(s) responsible for health, safety, and security in the organisation KA3. Relevant up-to-date information on health, safety, and security that applies to the organisation KA4. Organisation’s emergency procedures and responsibilities for handling

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	hazardous situations
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand how to:</p> <p>KB1. Evaluate treatment goals, process and outcomes</p> <p>KB2. Identify problems/deficiencies in dental hygiene treatment goals, processes and outcomes</p> <p>KB3. Accurately identify problems in dental hygiene care</p> <p>KB4. Conduct research</p> <p>KB5. Select and implement proper hygiene interventions</p> <p>KB6. Obtain informed consent</p> <p>KB7. Conduct an honest self-evaluation to identify personal and professional strengths and weaknesses</p> <p>KB8. Access and interpret medical, and scientific literature</p> <p>KB9. Apply human needs/motivational theory</p> <p>KB10. Provide thorough and efficient individualised care</p> <p>KB11. Employ methods to measure satisfaction</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Report hazards and incidents clearly with the appropriate level of urgency</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 area of work</p> <p>SB2. Exhibit commitment to the organisation and exert effort and perseverance</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Organise files and documents</p> <p>SB4. Plan for safety of the work environment</p> <p>SB1. Recommend and implement plan of action</p>
	Patient Centricity
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. How to make exceptional effort to meet patient needs and resolve conflict to</p>

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	patient satisfaction
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB3. Identify hazards and suggest effective solutions to identified problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB4. Analyse the seriousness of hazards
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB5. Evaluate opportunities to improve health, safety and security	
SB6. Show understanding and empathy for others	



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NOS Version Control

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