

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

Contact Us :

Healthcare Sector Skill Council

711, 7th Floor, DLF Tower A,

Jasola Distric Centre

New Delhi - 110025

Ph : 011 40505850

Website: www.healthcare-ssc.in

Email ID : info@healthcare-ssc.in



Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack..... P.2
3. OS Units.....P.7
4. Glossary of Key TermsP.3
5. Annexure: Nomenclature for QP & OS.....P.5

Introduction

Qualifications Pack- Dento Oral Hygienist

SECTOR: HEALTH

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Dento Oral Hygienist

REFERENCE ID: HSS/ Q 2201

ALIGNED TO: NCO-2004/NIL

Dento Oral Hygienist: in the Healthcare Industry is also known as Dental Hygienist and Dental Health Worker.

Brief Job Description: is a dental allied professional who provides preventive oral health, typically focusing on techniques in oral hygiene. Some of the key responsibilities of the Dento Oral Hygienists are to remove plaque and clean and polish teeth using scaling instruments and a rotating polisher. They apply decay preventive agents such as fluorides and sealants, chart medical and patients, take a medical history, and add information to the patient's chart.

Personal Attributes: This job requires the individual to work in collaboration with dentist and deliver the healthcare services as suggested by them. The individual should be result oriented. The individual should also be able to demonstrate clinical skills, communication skills and ethical behaviour.

Job Details	Qualifications Pack Code	HSS/ Q 2201		
	Job Role	Dento Oral Hygienist		
	Credits(NSQF)	TBD	Version number	1.0
	Industry	Health	Drafted on	28/01/13
	Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	30/06/15
	Occupation	Dento Oral Hygienist	Next review date	30/06/17
	Job Role	Dento Oral Hygienist		
	Role Description	A dental allied professional who provides preventive oral health, typically focusing on techniques in oral hygiene.		
	NSQF level	5		
	Minimum Educational Qualifications	Class XII in Science or Level 4 Dental Assistant with 3 years of experience in the field or Level 4 Dental Technician with two years of experience in the field		
Maximum Educational Qualifications	Not Applicable			
Training	Not Applicable			
Experience	Not Applicable			
Occupational Standards (OS)	<p>Compulsory:</p> <p>HSS/ N 2201: Promote community oral health HSS/ N 2202: Perform infection control and safety procedures HSS/ N 2203: Perform risk management/ patient assessment HSS/ N 2204: Plan to provide dental hygiene treatment HSS/ N 2205: Provide preventive dental hygiene care HSS/ N 2206: Assist in providing therapeutic treatment HSS/ N 2207: Perform stress/anxiety and pain control procedures HSS/ N 2208: Maintain records, inventory and equipment HSS/ N 2209: Promote and practice productivity/growth HSS/ N 9603: Act within the limits of one's competence and authority HSS/ N 9604: Work effectively with others HSS/ N 9605: Manage work to meet requirements HSS/ N 9611: Monitor and assure quality</p> <p>Optional: N.A.</p>			
Performance Criteria	As described in the relevant OS units			

Definitions

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

Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
DCI	Dental council of India
DH	Dento Oral Hygienist
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

Acronyms

HSS/ N 2201: Promote community oral health

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Dento Oral Hygienist to promote community oral health under the direct supervision of a licensed dental practitioner.

HSS/ N 2201: Promote community oral health

National Occupational Standard	Unit Code	HSS/ N 2201
	Unit Title (Task)	Promote community oral health
	Description	This OS unit is about promoting community oral health under the direct supervision of a licensed dental practitioner.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Identifying behavioural health risks ,Providing preventive health counselling/ referrals and public oral health education ,Assessing public oral health care needs
	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. Consistently demonstrate good personal health habits PC2. Consistently demonstrated meticulous personal hygiene PC3. Accurately provide appropriate education of behaviour health risk relationships PC4. Effectively provide appropriate health behaviour counselling PC5. Accurately inform the role of oral health in total health PC6. Assess the oral health care needs of the community PC7. Identify barriers to oral health care in the community PC8. Reduce or eliminate barriers to oral health care
	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. How to prepare content for promotional material KA2. How to collect and record feedback about the services at the helpdesk KA3. Promotion policy and procedures guidelines KA4. Relevant protocols, good practices, standards, policies and procedures followed
	B. Technical Knowledge	The user/individual on the job should have: <ul style="list-style-type: none"> KB1. Knowledge of habits/lifestyle choices which increase health risks KB2. Knowledge of communicable diseases, modes of transmission, methods of control and related personal and public health risks KB3. Ability to recognise signs and symptoms of chemical dependency KB4. Knowledge of the potential impact of chemical abuse/ dependency on the individual, families and society KB5. Ability to identify habits/lifestyle choices which increase health risks KB6. Knowledge of the potential impact of chemical abuse/dependency on the

HSS/ N 2201: Promote community oral health

	<p>individual, families and society</p> <p>KB7. Knowledge of resources and treatment options available for persons with behavioural health risks</p> <p>KB8. Knowledge of oral epidemiology</p> <p>KB9. Ability to gather, interpret and present public oral health statistics</p> <p>KB10. Knowledge of effective educational methods/strategies for small and large groups</p> <p>KB11. Ability to develop and present educational programs</p> <p>KB12. Ability to describe and discuss the relationship between oral and general health</p> <p>KB13. Ability to gather and interpret public oral health statistics</p> <p>KB14. Ability to collaborate with public and private health, school and community representatives</p> <p>KB15. Knowledge of effective community oral health programs and their care delivery systems</p> <p>KB16. Knowledge of common barriers to oral health care</p> <p>KB17. Knowledge of cultural and ethical standards/beliefs</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	<p>SA1. Write and/or assist in writing educational material</p> <p>SA2. Record the completion of the procedure with relevant details</p> <p>SA3. Update the dentist and the other co-workers with relevant clinical notes</p>
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	<p>SA4. Read the dentists instructions and interpret it correctly</p> <p>SA5. Comprehend important instructions mentioned in workplace safety pamphlets or procedure manual to reading labels and handling chemical such as cleaning fluids and material</p>
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	<p>SA6. Discuss procedures with the patient and make him/ her feel comfortable</p> <p>SA7. Provide appropriate verbal/nonverbal communication</p> <p>SA8. Answer questions that patient may have</p> <p>SA9. Listen and understand workplace instructions</p> <p>SA10. Clarify workplace instructions when necessary</p> <p>SA11. Communicate in English or a community language, depending on patient group and organisation requirements</p>
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	<p>SB1. Make decisions regarding the preparation method</p> <p>SB2. Apply best practices in existing process to drive improvements</p>

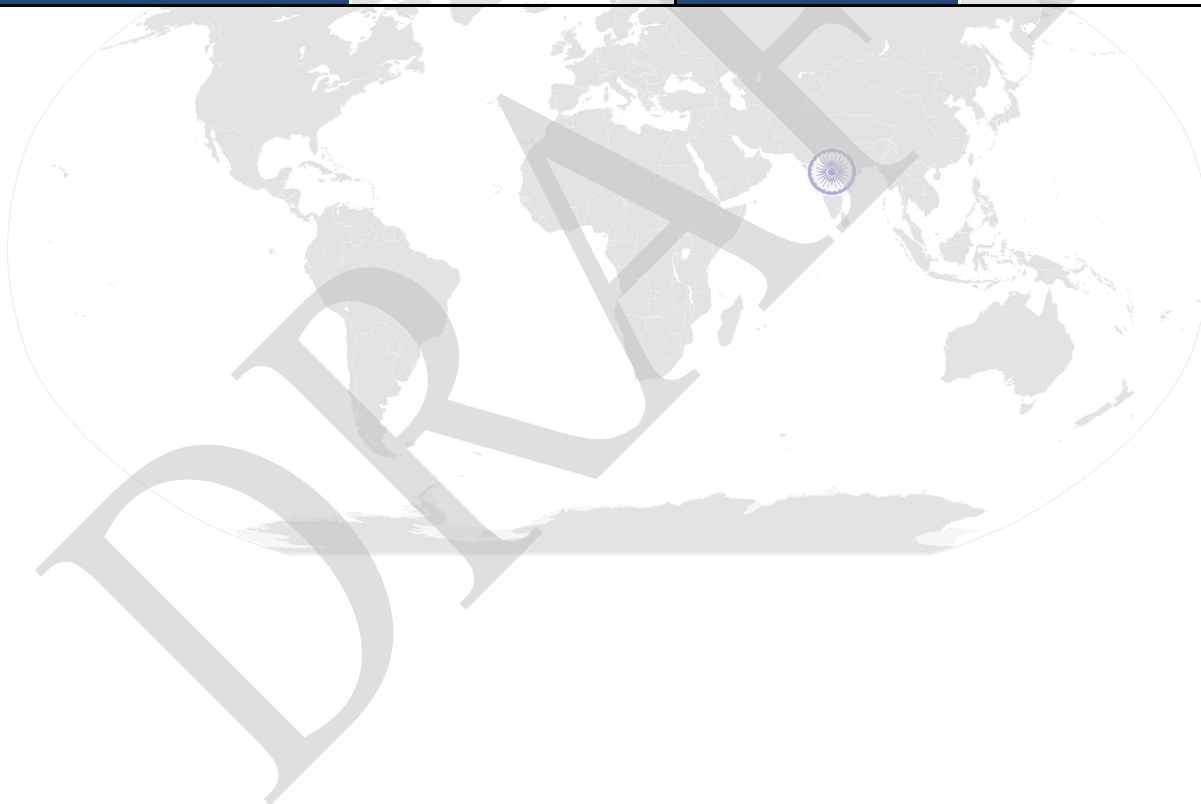
HSS/ N 2201: Promote community oral health

	Plan and Organise
	The user/individual on the job must be able to:
	SB3. Document the procedure completion and any observations
	SB4. Devise/implement plan of action
	SB5. Complete all activities accurately and in a timely and safe manner
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB6. Use patient centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB7. Solve problems including the ability to use available resources, assemble equipment
	SB8. Analyse possible causes/reasons
	SB9. Generate/evaluate solutions
	SB10. Proactively work to identify/remove barriers
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB11. Interpret the observations and design a solution for that	
SB12. Synthesize information	
SB13. Use the existing experience for improving the preparation& cleaning process	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB14. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

HSS/ N 2201: Promote community oral health

NOS Version Control

NOS Code	HSS/ N 2201		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dento Oral Hygienist	Next review date	30/06/2017



HSS/ N 2202: Perform infection control and safety procedures

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Dento Oral Hygienist for performing necessary steps needed for infection control and safety procedures.

HSS/ N 2202: Perform infection control and safety procedures

National Occupational Standard

Unit Code	HSS/ N 2202
Unit Title (Task)	Perform infection control and safety procedures
Description	This OS unit is about the necessary steps needed for performing infection control and safety procedures.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Disinfecting and preparing patient treatment areas , Preparing, sterilising and storing instruments/equipment, Handling and processing hazardous materials , Maintaining local, state, and federal documentation , Reviewing local, state, and federal compliance for revisions and applications
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job needs to know and understand:</p> <p>PC1. How to select appropriate personal protective equipment and use it in accordance with local, state and federal requirements for all clinical and laboratory procedures</p> <p>PC2. Patient treatment areas are thoroughly and efficiently disinfected</p> <p>PC3. Patient treatment areas are thoroughly prepared</p> <p>PC4. Preparation is completed in a timely manner as per the protocol</p> <p>PC5. All clinical instruments and equipment are thoroughly prepared and sterilise in accordance with local, state, federal and manufacturer’s recommendations</p> <p>PC6. Preparation is completed in a timely manner as per protocol</p> <p>PC7. All hazardous materials are safely handled, labelled and disposed of through strict adherence to local, state and federal regulations</p> <p>PC8. All exposure incident reports are thoroughly and accurately completed according to regulation standards</p> <p>PC9. All exposure follow-up procedures are promptly and thoroughly completed according to regulation standards</p> <p>PC10. That compliance with recommended/required local, state and federal infection control is effectively monitored</p> <p>PC11. That compliance with recommended/required local, state and federal safety procedures is effectively monitored</p> <p>PC12. Breaches in compliance are accurately identified</p> <p>PC13. Breaches in compliance are immediately reported to the assigned local, state and federal safety officer</p> <p>PC14. Solutions for problems related to infection control and/or safety procedures are accurately developed and implemented</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The importance of understanding the infection control and safety procedures.</p>

HSS/ N 2202: Perform infection control and safety procedures

<p>Healthcare provider/ Organisation and its processes)</p>	<p>KA2. Different infection control and safety procedures lists KA3. Relevant protocols, good practices, standards, policies and procedures KA4. Safety and environmental aspects related to workplace operation and manual handling, including workplace hazards KA5. How to comply with enterprise requirements, legislation, infection control and relevant health regulations</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand how to:</p> <p>KB1. Apply completed local, state and federal training KB2. Use local, state and federal guidelines for personal protective equipment KB3. Match personal protective equipment requirements with potential procedural risks KB4. Apply current local, state, federal guidelines for infection control KB5. Use the different chemical disinfectants and their recommended applications KB6. Select and prepare dental equipment, instruments and materials KB7. Apply current local, state, federal, and manufacturer recommendations KB8. Interpret and apply labelling information KB9. Perform individual facility's waste management/disposal procedures KB10. Apply current legal requirements for local, state and federal documentation and records management KB11. Comply with current standards for reporting and management of exposure incidents KB12. Apply the required procedure to report performance deficiencies and/or procedural violations</p>
<p>Skills (S) (Optional)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record the unusual symptoms during the procedure SA2. Create detailed supporting documents SA3. Interpret charts, graphs and symbols</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read the dentist's instructions and interpret it correctly SA5. Comprehend important instructions mentioned in clinical notes</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>SA6. Ask questions SA7. Interpret and clarify information SA8. Provide clear information SA9. Listen and understand workplace instructions</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>

HSS/ N 2202: Perform infection control and safety procedures

	The user/individual on the job needs to know and understand how to:
	SB1. Carry out all work according to safe working guidelines
	SB2. Monitor safe and efficient utilisation of materials
	Plan and Organise
	The user/individual on the job needs to know and understand:
	SB3. How to address waste minimisation, environmental responsibility and sustainable practice issues
	SB4. How to undertake special cleaning processes for theatre equipment
	Patient Centricity
	The user/individual on the job needs to:
	SB5. Be compassionate and friendly
	SB6. Maintain clean environment to avoid infection
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB7. Solve problems including the ability to use available resources and prioritise workload	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues	
SB9. Analyse and synthesise information	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB10. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

HSS/ N 2202: Perform infection control and safety procedures

NOS Version Control

NOS Code	HSS/ N 2202		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dento Oral Hygienist	Next review date	30/06/2017



HSS/ N 2203 Perform risk management/patient assessment

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Dento Oral Hygienist to perform risk management/patient assessment.

HSS/ N 2203 Perform risk management/patient assessment

National Occupational Standard	Unit Code	HSS/ N 2203
	Unit Title (Task)	Perform risk management/patient assessment
	Description	This OS unit is about performing risk management/patient assessment.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Identify and confirm risks associated with the delivery of care Manage and document risks associated with the delivery of care Perform and record patient general physical evaluation Perform and record extraoral and intraoral examinations Determine the need for and recommend diagnostic records Obtain and document diagnostic records
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Record an accurate and comprehensive health, social and dental history for each patient</p> <p>PC2. Accurately identify potential oral health risk factors and patient concerns</p> <p>PC3. Identify potential risks associated with the delivery of care</p> <p>PC4. Obtain thorough medical clearance for the patient presenting unstable or suspected health conditions</p> <p>PC5. Clearly and accurately document medical alerts and required risk management strategies</p> <p>PC6. Perform all risk management procedures accurately and conscientiously</p> <p>PC7. Manage emergencies/complications efficiently and effectively in accordance with recommended emergency protocol</p> <p>PC8. Document utilised risk management procedures accurately</p> <p>PC9. Record overall appearance, gait and movements of patient</p> <p>PC10. Record and measure vital signs including respiration rate, pulse and blood pressure accurately</p> <p>PC11. Perform clinical extraoral and intraoral examination thoroughly and systematically</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. Safety and environmental aspects related to workplace operation</p> <p>KA2. The importance of asepsis as a contribution to care</p> <p>KA3. How to follow relevant protocols, good practices, standards, policies and procedures while transferring the patient</p> <p>KA4. How to use equipment and techniques correctly to avoid injury or inconvenience to the patient</p>

HSS/ N 2203 Perform risk management/patient assessment

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The ability to complete a comprehensive health history and general physical evaluation</p> <p>KB2. The current legal requirements for maintaining patient records</p> <p>KB3. The ability to identify history findings which require treatment modification, consultation, or referral</p> <p>KB4. The requirements for a thorough medical clearance</p> <p>KB5. The ability to apply current risk management protocols</p> <p>KB6. The ability to recognise medical emergencies and follow recommended emergency procedures</p> <p>KB7. The potential postoperative complications and their management</p> <p>KB8. The ability to apply risk management protocols</p> <p>KB9. The ability to measure and record vital signs</p> <p>KB10. The ability to identify potential disease processes</p> <p>KB11. The ability to accurately evaluate and interpret oral radiographs</p> <p>KB12. The universally accepted dental/periodontal charting systems/methods</p> <p>KB13. The ability to differentiate between normal and abnormal head, neck and oral anatomy</p> <p>KB14. The ability to safely produce diagnostic/archival quality intraoral and extraoral radiographs and photographs</p> <p>KB15. The ability to safely produce diagnostic quality impressions and occlusal registrations</p>
<p>Skills (S) (Optional)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Create detailed supporting documents</p> <p>SA2. Research additional information sources</p> <p>SA3. Ensure work is completed systematically with attention to detail without damaging equipment or causing injury to oneself or others</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read instructions written on equipment, workplace safety or procedure manual and reading labels</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Ask question</p> <p>SA6. Listen and understand workplace instruction</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. Use proper body mechanics while moving the patient</p>

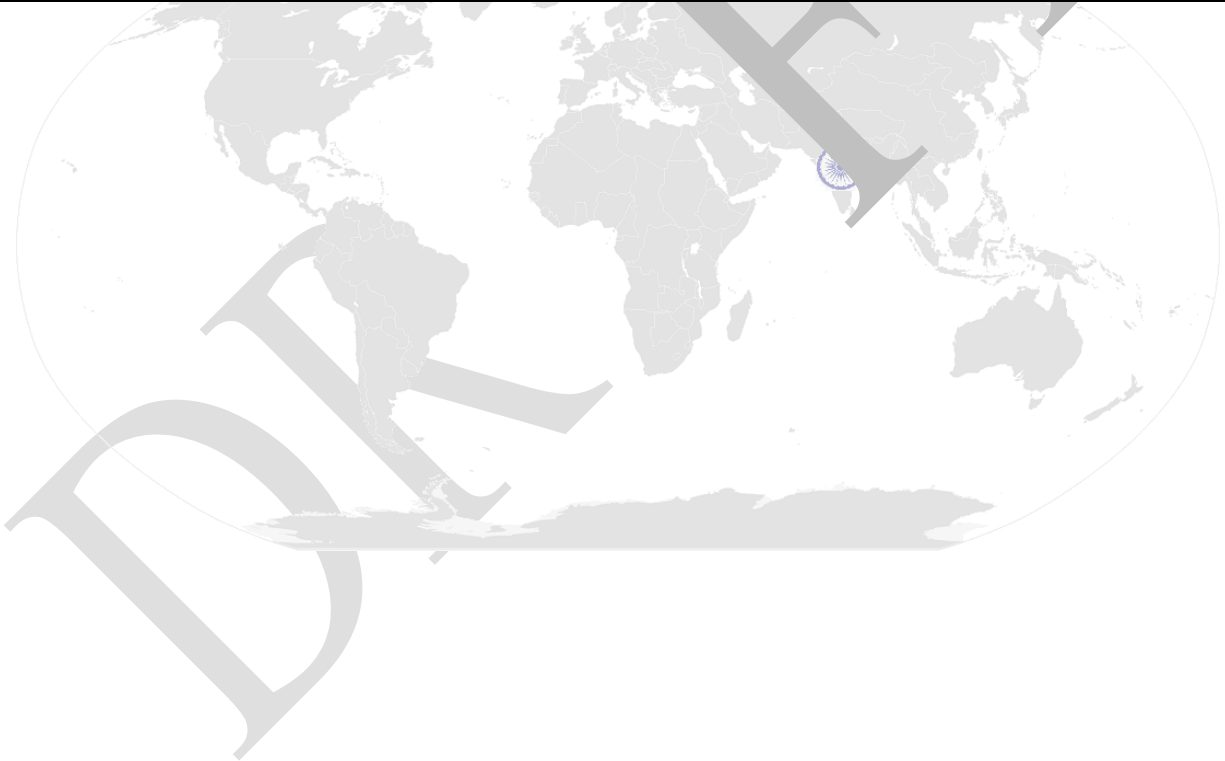
HSS/ N 2203 Perform risk management/patient assessment

	SB2. Summarise, integrate and analyse information about which equipment to use and how to use them to ensure patient safety
	Plan and Organise
	The user/individual on the job needs to:
	SB3. Complete all activities accurately and in a timely and safe manner
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. Have patience and take proper patient care
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. Look for solution to problem
	SB6. Propose simple technological solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Analyse task/technology relationship
	SB8. Monitor safe and efficient utilisation of materials
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB9. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

HSS/ N 2203 Perform risk management/patient assessment

NOS Version Control

NOS Code	HSS/ N 2203		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dento Oral Hygienist	Next review date	30/06/2017



HSS/ N 2204 Plan to provide dental hygiene treatment

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Dento Oral Hygienist to plan to provide dental hygiene treatment.

HSS/ N 2204 Plan to provide dental hygiene treatment

National Occupational Standard	Unit Code	HSS/ N 2204
	Unit Title (Task)	Plan to provide dental hygiene treatment
	Description	This OS unit is about the Plan to Provide dental Hygiene Treatment.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Develop and record the dental hygiene diagnosis , Develop and record the preventive and therapeutic dental hygiene treatment plan , Present the preventive and therapeutic dental hygiene treatment plan
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Accurately identify and evaluate patient data</p> <p>PC2. Develop and record the dental hygiene diagnosis</p> <p>PC3. Develop and record the preventive and therapeutic dental hygiene treatment plan</p> <p>PC4. Present the preventive and therapeutic dental hygiene treatment plan</p> <p>PC5. Obtain informed consent</p> <p>PC6. Prepare for patient care</p> <p>PC7. Maintain clinical asepsis throughout procedures</p> <p>PC8. Prepare patient for care</p> <p>PC9. Develop a thorough and appropriate therapeutic treatment plan accurately</p> <p>PC10. Check that patient’s mouth is free of lipstick, gum and lozenges</p> <p>PC11. Check that antibacterial mouthwash is available for patient pre-rinsing</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. The organisation's policies and procedures followed</p> <p>KA2. Organisation requirements relating to immunisation and take standard precautions where applicable</p>
	B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to accurately apply current dental and periodontal disease classification systems</p> <p>KB2. How to recognise factors which may influence oral and general health</p> <p>KB3. How to develop differential diagnoses</p> <p>KB4. How to make and justify diagnostic decisions</p> <p>KB5. How to accurately explain dental hygiene diagnoses</p>

HSS/ N 2204 Plan to provide dental hygiene treatment

	<p>KB6. How to select and plan dental hygiene services which best meet patient needs</p> <p>KB7. How to recognise the need for and make appropriate referral</p> <p>KB8. How to accurately explain dental hygiene treatment options, costs, risks and benefits</p> <p>KB9. The legal requirements for and components of informed consent</p> <p>KB10. The ethical and legal standards in patient record keeping and communication</p> <p>KB11. How to interpret medical/dental histories</p> <p>KB12. The different disease transmission modes</p> <p>KB13. The antibacterial rinses and the benefits of pre-procedure rinsing</p> <p>KB14. How to adjust the dental chair to accommodate individual patient conditions/needs</p> <p>KB15. How to explain dental/dental hygiene procedures</p>
Skills (S) (Optional)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Create detailed supporting documents</p>
	<p>Reading Skills</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Follow instructions as specified in the protocols</p>	
	<p>Oral Communication (Listening and Speaking skills)</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Listen patiently</p> <p>SA4. Communicate appropriate verbal/non-verbal messages</p> <p>SA5. Provide feedback (verbal and non-verbal) to encourage smooth flow of information</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. Analyse individual response, detect underlying issues and resolve conflict to patient's satisfaction</p> <p>SB2. Apply additional precautions when standard precautions are not sufficient</p>
	<p>Plan and Organise</p>
	<p>The user/individual on the job needs to:</p> <p>SB3. Consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)</p> <p>SB4. Consistently follow the procedure for washing and drying hands</p> <p>SB5. Consistently maintain clean surfaces and manage blood and body fluid spills</p>
	<p>Patient Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p>

HSS/ N 2204 Plan to provide dental hygiene treatment

	SB6. Be a good listener and be sensitive to patient
	SB7. Avoid unwanted and unnecessary communication with patients
	SB8. Maintain eye contact and non-verbal communication
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB9. Communicate only facts and not opinions
	SB10. Give feedback when required
SB11. Ability to present complex ideas/information and pose critical questions	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB12. Interpret, clarify, analyse and summarise information	
SB13. Examine task/ technology relationship	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB14. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

HSS/ N 2204 Plan to provide dental hygiene treatment

NOS Version Control

NOS Code	HSS/ N 2204		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dento Oral Hygienist	Next review date	30/06/2017



HSS/ N 2205 Provide preventive dental hygiene care

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Dento Oral Hygienist to provide preventive dental hygiene care.

HSS/ N 2205 Provide preventive dental hygiene care

National Occupational Standard	Unit Code	HSS/ N 2205
	Unit Title (Task)	Provide preventive dental hygiene care
	Description	This OS unit is about Providing preventive dental hygiene care to patient.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Providing bacterial plaque control education , Providing nutritional counselling for general and oral health , Providing and recording nutritional counselling referrals for simple diet/health relationships , Provide smoking/tobacco cessation counselling and referrals , Assessing the need and recommend topical and systemic fluorides , Applying and monitoring topical fluorides , Recommending pit and fissure sealants
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Describe accurately the location, composition and properties of bacterial plaque and their relationship to oral disease</p> <p>PC2. Recommend plaque control tools and procedures</p> <p>PC3. Explain the importance of diet and nutrition in maintaining oral and general health</p> <p>PC4. Assess the quality of patient’s diet accurately</p> <p>PC5. Implement and develop appropriate strategies to overcome barriers to nutritional compliance</p> <p>PC6. Identify signs of significant nutritional disorders</p> <p>PC7. Suspect patients with untreated or poorly controlled eating disorders, systemic disease or complicated medication regimens are promptly referred to a qualified care provider</p> <p>PC8. Explain the relationship between oral health, general health and tobacco use</p> <p>PC9. Identify ‘Triggers’ which lead to tobacco use</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. Personal hygiene protocols</p> <p>KA2. Standard procedures to prevent infection spread and maintain medical asepsis</p>

HSS/ N 2205 Provide preventive dental hygiene care

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The oral pathology and microbiology</p> <p>KB2. How to select and effectively use educational aids</p> <p>KB3. How to describe and explain the etiology, progression and significance of bacterial plaque related oral disease</p> <p>KB4. How to assess individual comprehension, dexterity and ability to perform tasks</p> <p>KB5. How to modify home care methods and tools to accommodate individuals with special needs/abilities</p> <p>KB6. How to explain relationships between diet/food/nutrients and general/oral health and disease</p> <p>KB7. How to accurately collect, analyse and evaluate patient diet/nutrition data</p> <p>KB8. The effects of smoking and tobacco use on general and oral health</p> <p>KB9. How to perform and teach oral self-exams</p> <p>KB10. The available fluoride compounds and their related indications for use</p> <p>KB11. How to disclose and remove or supervise patient removal of plaque</p> <p>KB12. How to describe, perform and supervise safe and effective topical fluoride applications</p> <p>KB13. How to quickly calculate the amount of fluoride ingested and implement appropriate emergency treatment</p> <p>KB14. How to identify teeth which meet the current selection criteria for sealant placement</p> <p>KB15. How to identify dental caries</p> <p>KB16. The pit and fissure sealant application</p> <p>KB17. How to explain post-operative procedures</p> <p>KB18. How to recognise and manage orthostatic hypotension/syncope</p>
<p>Skills (S) (Optional)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record and report routine protocols</p> <p>SA2. Use writing skills as required to fulfil job roles in a safe manner and as specified by organisation</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Follow instructions as specified</p> <p>SA4. Follow procedures and guidelines as specified</p> <p>SA5. Use reading skills as required to fulfil job roles in a safe manner and as specified by organisation at a level of skill that includes the ability to understand symbols used, reading workplace safety pamphlets or procedure manuals, and reading labels</p>
<p>Oral Communication (Listening and Speaking skills)</p>	

HSS/ N 2205 Provide preventive dental hygiene care

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Interact with the patient and explain the importance of hygiene care SA7. Make observations and communicate them correctly to the medical professionals</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Present basic ideas and information to take a decision SB2. Monitor safe and efficient utilisation of materials</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand on how to:</p> <p>SB3. Devise and implement plan of action SB4. Efficiently manage time SB5. Dispose biomedical waste as per guidelines</p>
	Patient Centricity
	<p>The user/individual on the job needs to:</p> <p>SB6. Display empathy with patient and relatives SB7. Comply with patient privacy requirements SB8. Keep all equipment used on the patient clean</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Solve problems including an ability to use available resources SB10. Deal with conflict SB11. Identify basic and routine faults and problems</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Perform minor maintenance procedures SB13. Analyse data SB14. Recognise hazards related to the use of each item</p>
	Critical Thinking
	<p>The user needs to know and understand how to:</p> <p>SB15. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>

HSS/ N 2205 Provide preventive dental hygiene care

NOS Version Control

NOS Code	HSS/ N 2205		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dento Oral Hygienist	Next review date	30/06/2017



HSS/ N 2206 Assist in providing therapeutic treatment

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Dento Oral Hygienist to assist the dentist in providing therapeutic treatment to the patient under the direct supervision of dentist.

HSS/ N 2206 Assist in providing therapeutic treatment

National Occupational Standard	Unit Code	HSS/ N 2206
	Unit Title (Task)	Assist in providing therapeutic treatment
	Description	This OS unit is about providing therapeutic treatment to the patient under the direct supervision of dentist.
	Scope	<p>This unit/task covers the following: Assist Dentist to:</p> <ul style="list-style-type: none"> Perform closed periodontal debridement ,Evaluate and clean removable intraoral appliances/prosthesis ,Evaluate tissue response , Establish a recommended professional care interval , Provide dentine hypersensitivity control , Place and remove periodontal dressings ,Remove surgical sutures and evaluate wound healing
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must:</p> <p>PC1. Treat supra-gingival and subgingival tooth surfaces of accessible plaque, plaque by-products and calculus</p> <p>PC2. Completely control bleeding</p> <p>PC3. Use the appliances/prostheses carefully and make sure that they are free of removable plaque, calculus and stain</p> <p>PC4. Perform a thorough re-evaluation of the periodontal condition which is accurately completed four to six weeks after the last debridement appointment</p> <p>PC5. Carefully select and recommend appropriate desensitising materials and procedures</p> <p>PC6. Properly prepare the wound site and dressing material</p> <p>PC7. Ensure that the dressing is properly adapted to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference</p> <p>PC8. Ensure that the dressing is properly removed from the wound site following the prescribed healing time</p> <p>PC9. Promptly consult the Dentist when healing is unusually delayed or infection is suspected</p> <p>PC10. Ensure that the wound site is free of debris and all sutures are properly and thoroughly removed</p> <p>PC11. Ensure that residual plaque or calculus deposits are carefully removed from adjacent tooth surfaces when associated with tissue inflammation or delayed wound healing</p> <p>PC12. Instruct the patient clearly and accurately about the follow-up procedures</p>	

HSS/ N 2206 Assist in providing therapeutic treatment

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. All activities are carried out in accordance with organisation policies, procedures and infection control guidelines and under the direction of health professional KA2. How to perform the different procedures under the supervision on dentist KA3. What is the significance of each procedure in patient management KA4. How to follow standard procedures and policies to prevent spread of infection, avoid discomfort to the patient and ensure continued treatment
B. Technical Knowledge	The user/individual on the job should have the: <ul style="list-style-type: none"> KB1. Ability to detect and effectively remove accessible supra-gingival and sub-gingival bacterial plaque, plaque by-products and calculus KB2. Ability to evaluate and re-contour restorations KB3. Ability to apply recommended anti-microbial agents and suctioning techniques KB4. Ability to maintain a clear operating field/assess and control bleeding KB5. Ability to evaluate intraoral removable appliance/prostheses fit and care KB6. Ability to identify oral inflammation and pathology KB7. Ability to select appropriate cleaning solutions and perform cleaning techniques based on appliance/prostheses compositional materials KB8. Ability to perform, interpret and compare thorough periodontal examinations KB9. Knowledge of accepted current diagnostic and treatment options for recalcitrant periodontal sites KB10. Ability to perform re-treatment and monitoring, microbiologic and/or host response diagnostic tests KB11. Ability to determine an appropriate interval of professional care based on individual patient conditions/needs KB12. Knowledge of the multi factorial etiology of dentinal hypersensitivity KB13. Ability to select appropriate desensitising products/procedures based on individual patient needs KB14. Ability to select appropriate instruments/materials KB15. Ability to prepare, place, adapt, mould, trim and remove periodontal dressings KB16. Ability to explain the rationale, methods, proper care and follow up procedures for periodontal dressings KB17. Ability to recognise and manage orthostatic hypotension/syncope
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Record and report patient's condition SA2. Provide written instructions
	Reading Skills

HSS/ N 2206 Assist in providing therapeutic treatment

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read organisation policy and procedures for patient confidentiality and privacy</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>SA4. Communicate to the patient at every stage of the procedure SA5. Interpret patients request and try to incorporate them</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 minor modifications in the procedure to improve patients comfort</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to:</p> <p>SB2. Ensure that the equipment for the procedure is in place and functioning normally</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to:</p> <p>SB3. Be sensitive to the patients SB4. Stop, modify or update the technique of the procedure based on patient's convenience</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Modify the procedure to enhance comfort level SB6. Work as part of a team and follow directions from operating room health professionals to avoid any miscommunication</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Manoeuvre a procedure in order to reduce discomfort or pain to the patient SB8. Analyse/synthesise information SB9. Examine task/technology relationship</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>

HSS/ N 2206 Assist in providing therapeutic treatment

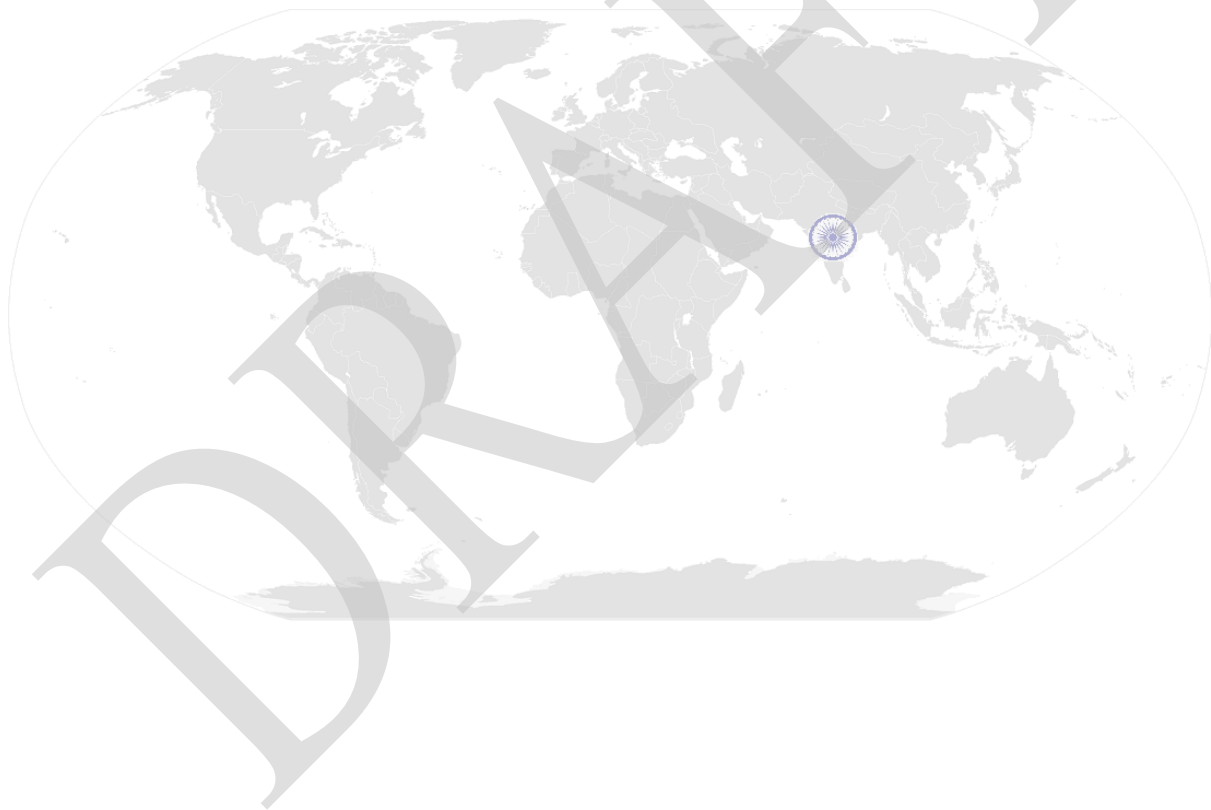
NOS Version Control

NOS Code	HSS/ N 220		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dento Oral Hygienist	Next review date	30/06/2017



HSS/ N 2207 Perform stress/anxiety and pain control procedures

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a DentoOralHygienist to perform stress/anxiety and pain control procedures.

HSS/ N 2207 Perform stress/anxiety and pain control procedures

National Occupational Standard	Unit Code	HSS/ N 2207
	Unit Title (Task)	Perform stress/anxiety and pain control procedures
	Description	This OS unit is about Performing stress/anxiety and pain control procedures.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Plan and implement stress reduction protocols , Prepare for local anaesthetic administration , Prepare for nitrous oxide/oxygen conscious sedation administration , Administer and document nitrous oxide/oxygen conscious sedation
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Promptly consult a Dentist when a patient presents symptoms of anxiety or stress</p> <p>PC2. Accurately plan in collaboration with the dentist/physician and patient an appropriate stress reduction protocol</p> <p>PC3. Implement planned stress reduction protocol</p> <p>PC4. Complete dental procedures with reasonable comfort and minimal anxiety</p> <p>PC5. Complete planned dental procedures without stress-related complications</p> <p>PC6. Appropriately select local anaesthetic agents and determine the safe dose</p> <p>PC7. Prepare necessary armamentarium accurately</p> <p>PC8. Perform nitrous oxide/oxygen conscious sedation accurately</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. Work health and safety(WHS) procedures</p> <p>KA2. Overview of operating room air-conditioning and ventilation systems and their impact on the technician's role and work practices</p> <p>KA3. Medical terms used in the operating room relevant to the technician's role</p> <p>KA4. Medico-legal requirements relevant to role and scope of work practice</p> <p>KA5. The local, state and federal infection control/safety guidelines</p> <p>KA6. The State Dental Practice Acts and the legal scope of practice for licensed Dento Oral Hygienists</p>
	B. Technical Knowledge	<p>The user/individual on the job should have the:</p> <p>KB1. Ability to perform and interpret a comprehensive physical evaluation and dental examination</p> <p>KB2. Ability to recognise signs of anxiety and identify potential risks</p> <p>KB3. Ability to initiate, complete and document thorough dental/medical consultations</p>

HSS/ N 2207 Perform stress/anxiety and pain control procedures

	<p>KB4. Ability to accurately interpret and implement stress reduction protocols</p> <p>KB5. Ability to perform patient management techniques</p> <p>KB6. Ability to monitor patient response to treatment</p> <p>KB7. Ability to select and prepare local anaesthetic armamentarium</p> <p>KB8. Knowledge of nitrous oxide and oxygen pharmacology, physiology, clinical actions, indications and contraindications</p> <p>KB9. Ability to review and interpret patient histories</p> <p>KB10. Knowledge of nitrous oxide/oxygen equipment, safety requirements and preparation procedures</p> <p>KB11. Ability to appropriately explain the post-operative precautions to the patient</p> <p>KB12. Ability to determine indication for/contraindications to nitrous oxide/oxygen conscious sedation</p> <p>KB13. Knowledge about the nitrous oxide and oxygen compressed gas cylinders equipment are functional, safe, and completely prepared and are terminated in accordance with currently accepted nitrous oxide/oxygen inhalation sedation guidelines</p> <p>KB14. Ability to perform patient preparation and management techniques</p> <p>KB15. Ability to maintain appropriate flow and gas concentration levels</p> <p>KB16. Ability to recognise and manage the signs and symptoms of inadequate, ideal and over sedation and delayed recovery</p>
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 performed measurements SA2. Utilise mathematical formulas and processes
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA3. Read and follow instructions as specified on the file
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA4. Verify the observations by asking questions to the patient SA5. Communicate appropriate verbal/non-verbal information SA6. Communicate the observations to the nurse verbally
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. Know which type of observations need to be reported immediately v/s which observations are to be reported as routine
	Plan and Organise
	The user/individual on the job needs to:
	SB2. Follow procedures for timely set-up, trouble-shooting, and shut-down of

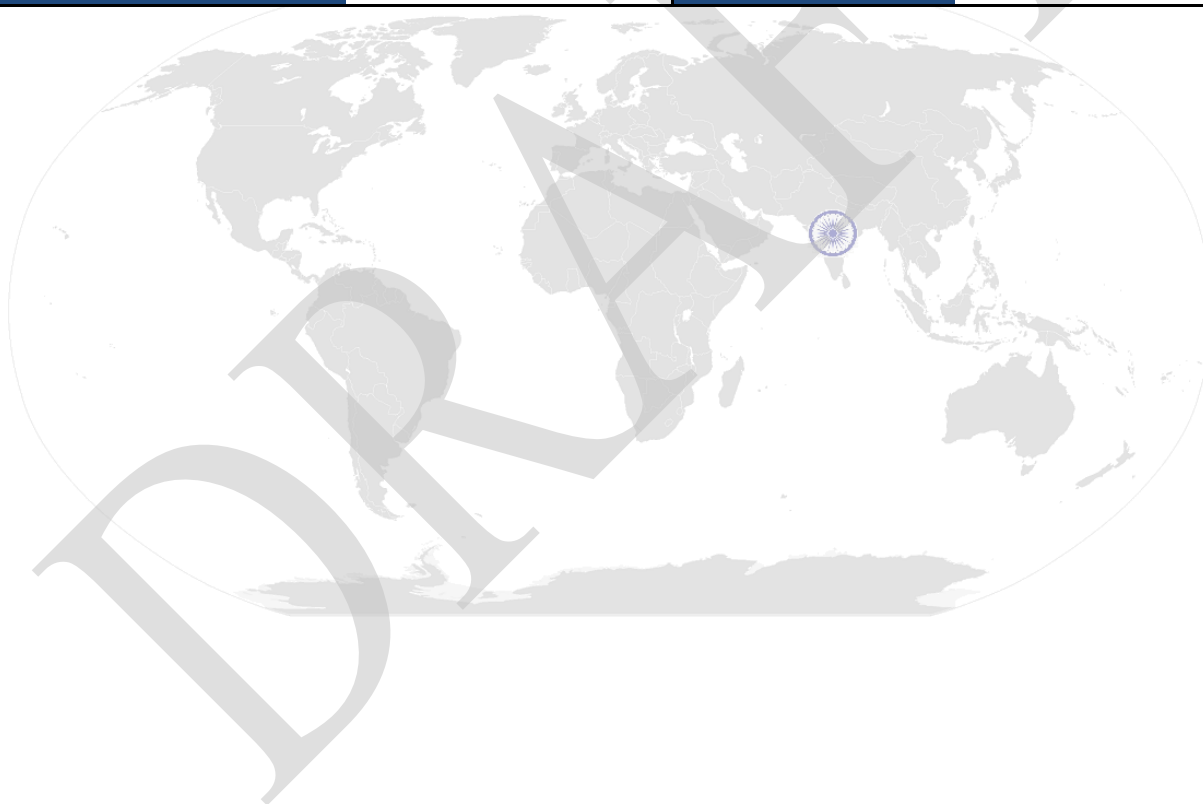
HSS/ N 2207 Perform stress/anxiety and pain control procedures

	equipment
	SB3. Work as part of a team and follow directions from operating room health professionals
	Patient Centricity
	The user/individual on the job needs to:
	SB4. Maintain patient confidentiality
	SB5. Be sensitive to the patients
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. Identify basic and routine faults and problems with surgical equipment
	SB7. Provide simple solutions
	SB8. Deal with difficult co-workers and conflict
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB9. Differentiate between what is a serious observation vs. a routine observation	
SB10. Use correct procedures for:	
- adjustment of surgical equipment	
- attachment and detachment of relevant equipment	
- maintenance of sterility	
- turning on/ shutting down surgical equipment	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB11. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

HSS/ N 2207 Perform stress/anxiety and pain control procedures

NOS Version Control

NOS Code	HSS/ N 2207		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/15
Occupation	Dento Oral Hygienist	Next review date	30/06/17



HSS/ N 2208 Maintain records, inventory and equipment

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Dento Oral Hygienist to maintain records, inventory and equipment.

HSS/ N 2208 Maintain records, inventory and equipment

National Occupational Standard	Unit Code	HSS/ N 2208
	Unit Title (Task)	Maintain records, inventory and equipment
	Description	This OS unit is about Maintaining records, inventory and equipment.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Documenting patient information , Perform and record maintenance on equipment ,Perform inventory control
	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. Accurately complete patient treatment plans and informed consent documents PC2. Record all related insurance information or data accurately PC3. Record entries accurately that are dated and signed by provider PC4. Record and effectively maintain patient treatment plans and informed consent documents PC5. Maintain equipment maintenance procedures accurately in accordance with manufacturer recommendations and organisation policy PC6. Accurately complete all equipment maintenance records/logs thoroughly PC7. Maintain Dental supplies in appropriate quantities to meet usage rates, shelf life, storage capacity and practice budgetary requirements PC8. Store products in accordance with manufacturer’s recommendations PC9. Maintain accurate, complete and up-to-date inventory records and in accordance with office procedure
	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. How to record and make product purchase requests in accordance with organisational policy and procedure KA2. How to understand system organisation and hierarchy KA3. How to exhibit commitment to the organisation and ensure work quality
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. How to effectively apply medical-legal guidelines for completing and maintaining patient records KB2. How to correctly apply medical/dental terminology KB3. How to write legible, thorough, accurate and concise patient care notes KB4. The current requirement for the technology available to manage patient

HSS/ N 2208 Maintain records, inventory and equipment

	<p>information</p> <p>KB5. How to apply medical-legal guidelines for completing and maintaining patient records</p> <p>KB6. How to accurately interpret manufacturer instructions for dental equipment maintenance</p> <p>KB7. How to perform and record dental equipment maintenance procedures</p> <p>KB8. How to identify equipment performance problems</p> <p>KB9. How to use manual and computerised inventory management systems</p> <p>KB10. How to conduct timely and effective inventory procedures</p>
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 stats correctly SA2. Create detailed supporting documents
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA3. Follow instructions as specified by the dentist SA4. Read correctly and avoid errors
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA5. Communicate to the patient prior to moving the patient SA6. Coach and mentor team members
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. Identify significant changes in the measurements and inform them to the dentist SB2. Work as part of a team and follow directions from health professionals
B. Professional Skills	Plan and Organise
	The user/individual on the job needs to:
	SB3. Ensure that the correct equipment is in place to make measurements SB4. Calibrate the equipment before taking measurements
	Patient Centricity
	The user/individual on the job needs to:
	SB5. Use appropriate procedures depending upon the patient's condition and comfort
B. Professional Skills	Problem Solving

HSS/ N 2208 Maintain records, inventory and equipment

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Inform the maintenance department and raise a request for repair when measurement errors in the equipment are observed</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Recognise hazards related to the use of each item SB8. Follow procedures for timely set-up, trouble-shooting, and shut-down of equipment</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>



HSS/ N 2208 Maintain records, inventory and equipment

NOS Version Control

NOS Code	HSS/ N 220		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dento Oral Hygienist	Next review date	30/06/2017



HSS/ N 2209 Promote and practice productivity/growth

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Dento Oral Hygienist to promote and practice productivity/growth.

HSS/ N 2209 Promote and practice productivity/growth

National Occupational Standard

Unit Code	HSS/ N 2209
Unit Title (Task)	Promote and practice productivity/growth
Description	This OS unit is about promoting and practicing productivity/growth.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Develop and practice productivity and growth goals , Develop strategies to monitor goal achievement , Identify factors which limit or decrease productivity/ growth , Develop and implement strategies to overcome productivity/growth problems Research and develop internal and external marketing plans ,Implement internal and external marketing plans
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Practice productivity goals effectively in collaboration with dental team members and/or professional consultants</p> <p>PC2. List factors limiting productivity/growth accurately and honestly</p> <p>PC3. Develop and implement strategies in collaboration with internal/external sources</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. People who make up the team and how they fit into the organisation’s work</p> <p>KA2. Responsibilities of the team and their importance to the organisation</p> <p>KA3. Business, mission, and objectives of the organisation</p> <p>KA4. Effective working relationships with the people outside the immediate team with whom he/she works on a regular basis</p> <p>KA5. Procedures in the organisation to deal with conflict and poor working relationships</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The dental practice economics and dental teamwork</p> <p>KB2. How to work effectively in a team</p> <p>KB3. How to evaluate and adjust patient continuing care systems, scheduling and flow to maximise practice productivity while maintaining quality</p> <p>KB4. How to prepare and organise a personal productivity record</p> <p>KB5. How to prioritise and balance practice productivity, quality of care and personal goals</p> <p>KB6. How to motivate individuals to follow through with recommended treatment plans</p>
Skills (S) (Optional)	
A. Core Skills/	Writing Skills

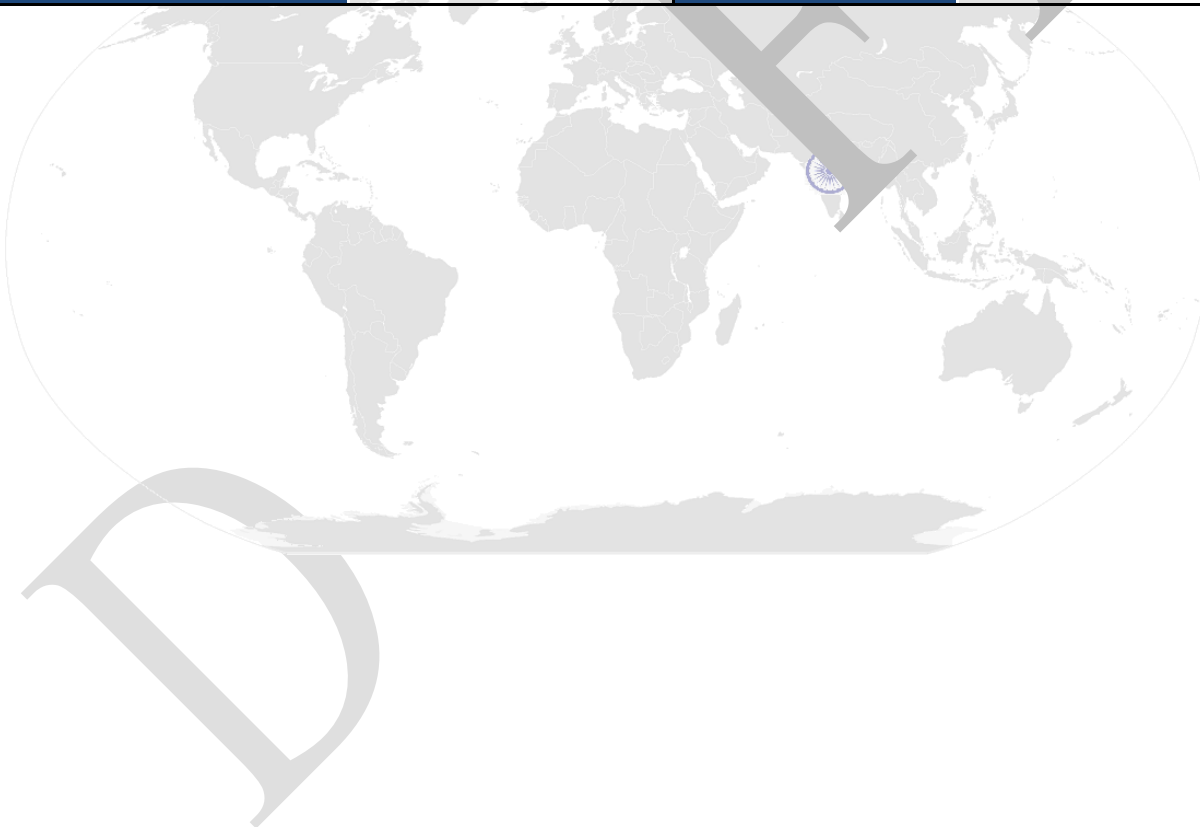
HSS/ N 2209 Promote and practice productivity/growth

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Communicate essential information to colleagues in writing SA1. Ability to summarise information and create original documents SA2. Write effective e-mails to communicate with the team members and other people outside the team
	Reading Skills
	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)
	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
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to work
	Plan and Organise
	The user/individual on the job needs to know and understand: SB2. Plan and organise files/documents SB3. Ability to devise/implement plans of action
	Patient Centricity
	The user/individual on the job needs to know and understand how to: SB4. Use a patient centric approach
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Identify problems and implement effective solutions
	Analytical Thinking
	Not Applicable
	Critical Thinking
Not Applicable	

HSS/ N 2209 Promote and practice productivity/growth

NOS Version Control

NOS Code	HSS/ N 2209		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	25/02/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/06/2015
Occupation	Dento Oral Hygienist	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 (Knowledge of the Healthcare provider/	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The relevant legislation, standards, policies, and procedures followed in the organisation</p> <p>KA2. The medical procedures and functioning of required medical equipment</p>	

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

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

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: <p>PC1. Communicate with other people clearly and effectively</p> <p>PC2. Integrate one's work with other people's work effectively</p> <p>PC3. Pass on essential information to other people on timely basis</p> <p>PC4. Work in a way that shows respect for other people</p> <p>PC5. Carry out any commitments made to other people</p> <p>PC6. Reason out the failure to fulfil commitment</p> <p>PC7. Identify any problems with team members and other people and take the initiative to solve these problems</p> <p>PC8. Follow the organisation's policies and procedures</p>
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: <p>KA1. The people who make up the team and how they fit into the work of the organisation</p> <p>KA2. The responsibilities of the team and their importance to the organisation</p> <p>KA3. The business, mission, and objectives of the organisation</p> <p>KA4. Effective working relationships with the people external to the team, with which the individual works on a regular basis</p> <p>KA5. Procedures in the organisation to deal with conflict and poor working relationships</p>
B. Technical Knowledge	To be competent the user/ individual on the job needs to know and understand: <p>KB1. The importance of communicating clearly and effectively with other people and how to do so face-to-face, by telephone and in writing</p> <p>KB2. The essential information that needs to be shared with other people</p> <p>KB3. The importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis</p> <p>KB4. The importance of integrating ones work effectively with others</p>

HSS/ N 9604: Work effectively with others

	<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
	<p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SA1. Communicate essential information in writing</p> <p>SA2. Write effective communications to share information with the team members and other people outside the team</p>
	Reading Skills
	<p>To be competent, the user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand essential information</p>
	Oral Communication (Listening and speaking skills)
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 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 and organise files and documents</p>
	Patient Centricity
<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a</p>	

HSS/ N 9604: Work effectively with others

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

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

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

HSS/ N 9605 Manage work to meet requirements

	<p>KB8. To change work plans when necessary</p> <p>KB9. The importance of confidentiality</p> <p>KB10. The importance in completing work on time</p>
Skills (S)	
A. Core Skills /Generic Skills	<p>Writing Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report progress and results</p> <p>SA2. Record problems and resolutions</p>
	<p>Reading Skills</p> <p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SA3. Read organisational policies and procedures</p> <p>SA4. Read work related documents and information shared by different sources</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA5. Report progress and results</p> <p>SA6. Interact with other individuals</p> <p>SA7. Negotiate requirements and revised agreements for delivering them</p>
	<p>B. Professional Skills</p> <p>Decision Making</p> <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 work</p> <p>Plan and Organise</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB2. Plan and organise files and documents</p> <p>Patient Centricity</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be sensitive to potential cultural differences</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p> <p>Problem Solving</p>

HSS/ N 9605 Manage work to meet requirements

	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

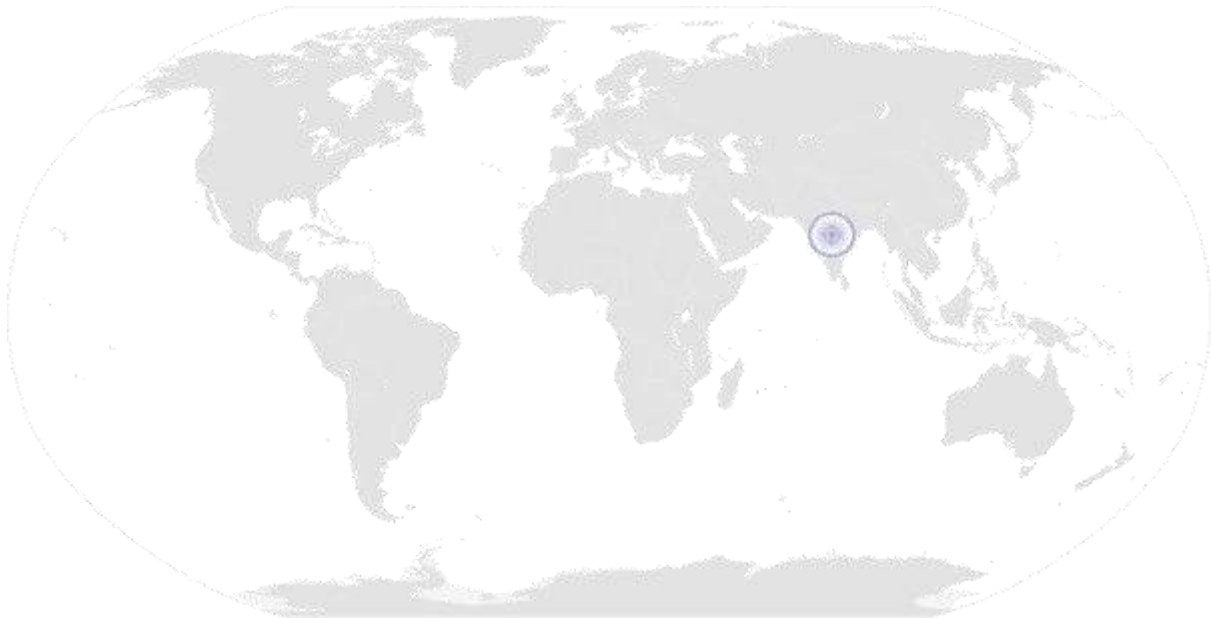
NOS Version Control

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 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

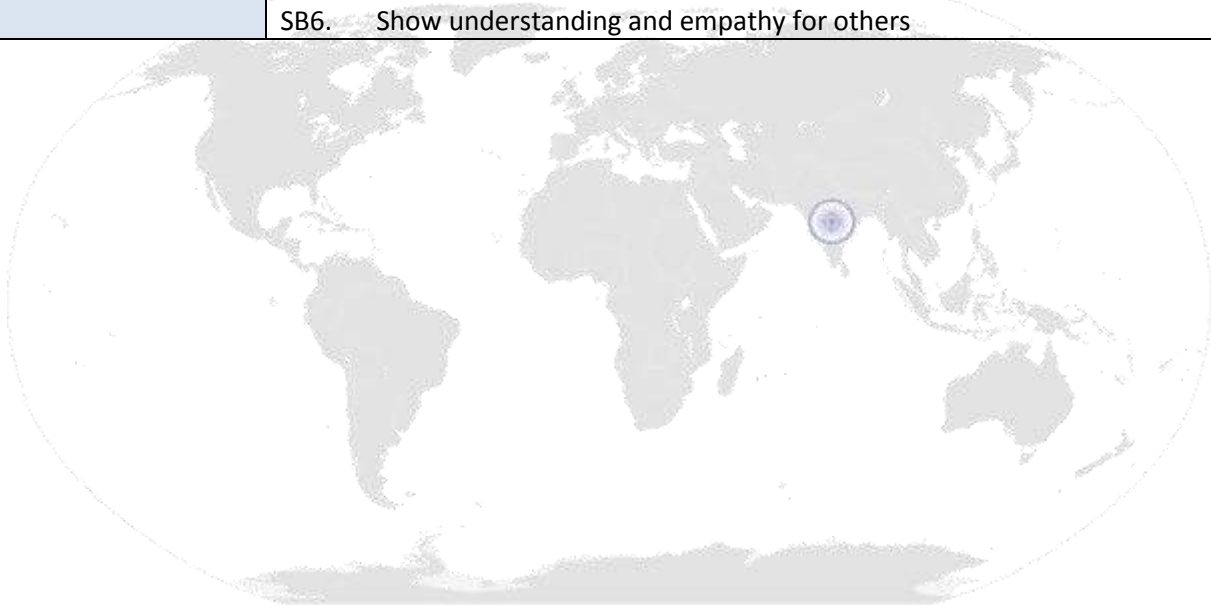
National Occupational Standard	Unit Code	HSS/ N 9611
	Unit Title (Task)	Monitor and assure quality
	Description	This OS unit is about Assuring quality in all procedures. This unit applies to all Allied Health professionals.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> 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

HSS/ N 9611: Monitor and assure quality

	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>

HSS/ N 9611: Monitor and assure quality

	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	



HSS/ N 9611: Monitor and assure quality

NOS Version Control

NOS Code	HSS/ N 9 11		
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

