

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 Assistant

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Dental Assistant

REFERENCE ID: HSS/Q2401

ALIGNED TO: NCO-2004/3225.1

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

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

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

Job Details	Qualifications Pack Code	HSS/Q2401		
	Job Role	Dental Assistant		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Health	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	22/05/2013
	Occupation	Dental Assistant	Next review date	10/12/2016
	NSQC Clearance on	18/05/2015		

Job Role	Dental Assistant
Role Description	Provides support to the dentist to perform dental procedures in a timely, efficient and safe manner. Prepare for and support patients for treatment ; assist Dentist with clinical procedures
NSQF level	4
Minimum Educational Qualifications*	Class X
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	Compulsory: 1. HSS/N2401: Perform Supportive Tasks. 2. HSS/N2402: Prepare work area for patient treatment 3. HSS/N2403: Assist with intra-oral Preventive Procedures 4. HSS/N2404: Assist with intra-oral Restorative 5. HSS/N2405: Assist with Operative Dentistry Procedures 6. HSS/N2406: Assist with Endodontic Procedures 7. HSS/N2407: Assist with Prosthodontic Procedures 8. HSS/N2408: Assist with Periodontal Procedures 9. HSS/N2409: Assist with Orthodontic Procedures 10. HSS/N9603: Act within the limits of one's competence and Authority 11. HSS/N9604: Work effectively with others

	12. HSS/N9605: Manage work to meet requirements 13. HSS/N9606: Maintain a safe, healthy, and secure working Environment 14. HSS/N9607: Practice Code of conduct while performing duties 15. HSS/N9609: Follow biomedical waste disposal protocols 16. HSS/N9610: Follow infection control policies and procedures Optional N.A
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.
Pericardiocentesis	Pericardiocentesis is the removal by needle of pericardial fluid from the sac surrounding the heart for diagnostic or therapeutic purposes.
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.

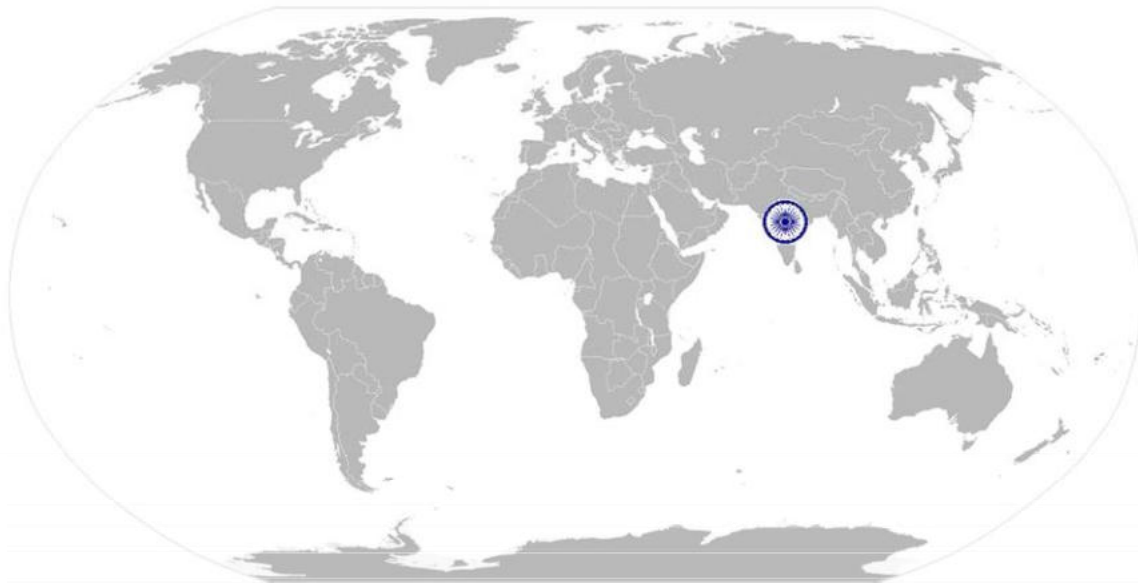
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
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Sub-functions	Sub-functions 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
NSQF	National Skills Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standards
QP	Qualification Pack
UGC	University Grants Commission

HSS/N2401

Perform supportive task

National Occupational Standard



Overview

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

HSS/N2401

Perform supportive task

National Occupational Standard

Unit Code	HSS/N2401
Unit Title	Perform supportive tasks
Description	This OS unit is about the Dental Assistant's performing supportive task to maintain proper functioning of the workplace.
Scope	This unit/task covers the following: Scheduling patient appointments , Monitoring daily patient flow , Coordinating with dentist to develop and present patient treatment plan
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Scheduling patient appointments , Monitoring daily patient flow , Coordinating with dentist to develop and present patient treatment plan	To be competent, the user/individual on the job must be able to: PC1. Efficiently schedule patient's appointment considering the available resources, minimising patient wait time and non-productive time of staff PC2. Make the appointments as per the requirements of the patient, and healthcare provider policies and guidelines PC3. Schedule appointments that facilitates smooth patient flow and ease of patient transitions PC4. Accurately document the appointments in a timely manner PC5. Effectively adjust the treatment plans and schedules to meet changing needs PC6. Develop patient treatment plan in consultation with dentist and ensure that the plan includes treatment of emergencies, standard care and optimal care PC7. Determine the treatment requirements of the patient PC8. Prepare and implement patient risk management procedures PC9. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC10. Establish trust and rapport with colleagues PC11. Maintain competence within one's role and field of practice PC12. Promote and demonstrate good practice as an individual and as a team member at all times PC13. Identify and manage potential and actual risks to the quality and safety of practice PC14. Evaluate and reflect on the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The role and importance of the Dental Assistant in providing efficient dental treatment KA2. The importance of maintaining confidentiality of the patient information KA3. How to engage with the superior for support in case the situation is beyond one's competence KA4. Scheduling protocols and procedures followed by the provider to support patient scheduling and continuing care system KA5. Detail procedures and corresponding time allotments by the provider KA6. Ethical and legal standards in patient record keeping and communication KA7. The dental procedures and protocols followed by the provider to provide dental treatment

HSS/N2401

Perform supportive task

B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to schedule patient as per the protocols and procedures of the healthcare provider KB2. The operations of the patient scheduling system KB3. The dental conditions and their treatment KB4. How to sequence treatments properly KB5. The modes of disease transmission KB6. How to obtain and record accurate medical/dental histories to accurately determine the treatment needs KB7. How to prepare treatment plan in collaboration with dentist and explain the procedures to the patient and answer patient's queries KB8. How to interpret and perform risk management procedures
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Document the patient's appointment SA2. Record and document the patients visits SA3. Write notes for patients outlining the procedures SA4. Document the appointments in a timely manner SA5. Record information accurately SA6. Write legibly
	Reading Skills The user/individual on the job needs to know and understand how to SA7. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment SA8. Read dental chart of the patient for information on patient's medical history and previous dental work SA9. Read treatment plan of the patient SA10. Retrieve stored documents
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA11. Listen to the instructions of the dentist to prepare patient's test plan SA12. Discuss the condition, treatment and concerns regarding patient with dentist SA13. Interact with colleagues to co-ordinate the treatment of patient SA14. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist SA15. Interact with patients to make them comfortable and to collect information SA16. Explain procedures and treatment plan to the patient SA17. Answer patient's queries
B. Professional Skills	Decision Making The user/individual on the job needs to know and understand how to: SB1. Make the appointments as per the requirements of the patient SB2. Rearrange the schedule to accommodate patients with dental emergency SB3. Make exceptional effort on behalf of patient(s) SB4. Ensure work quality

HSS/N2401

Perform supportive task

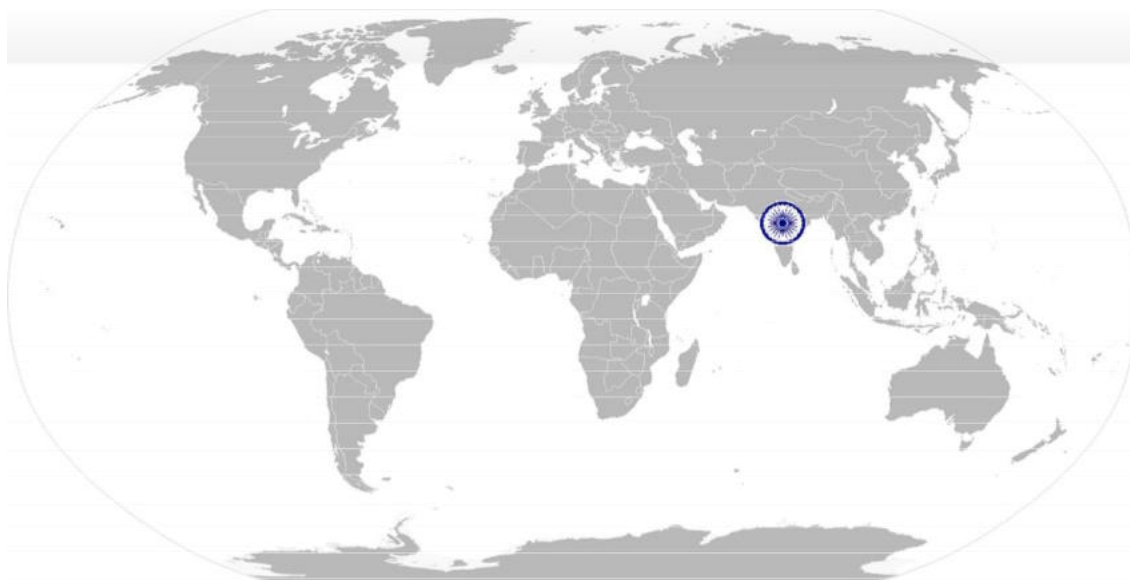
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB5. Prepare and organise multiple schedules SB6. Manage timelines and recommend timeline adjustments SB7. Handle multiple tasks simultaneously SB8. Formulate, implement plan of action and follow schedule
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB9. Maintain patient confidentiality SB10. Respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job needs to: SB11. Find ways to calm down nervous patients SB12. Address the needs of patients with special needs SB13. Find ways to handle the situation when the treatments are running behind schedule SB14. Apply creative solutions to new situations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Analyse and interpret information, and schedule appointments that facilitates smooth patient flow and ease of patient transitions
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

HSS/N2401

Perform supportive task

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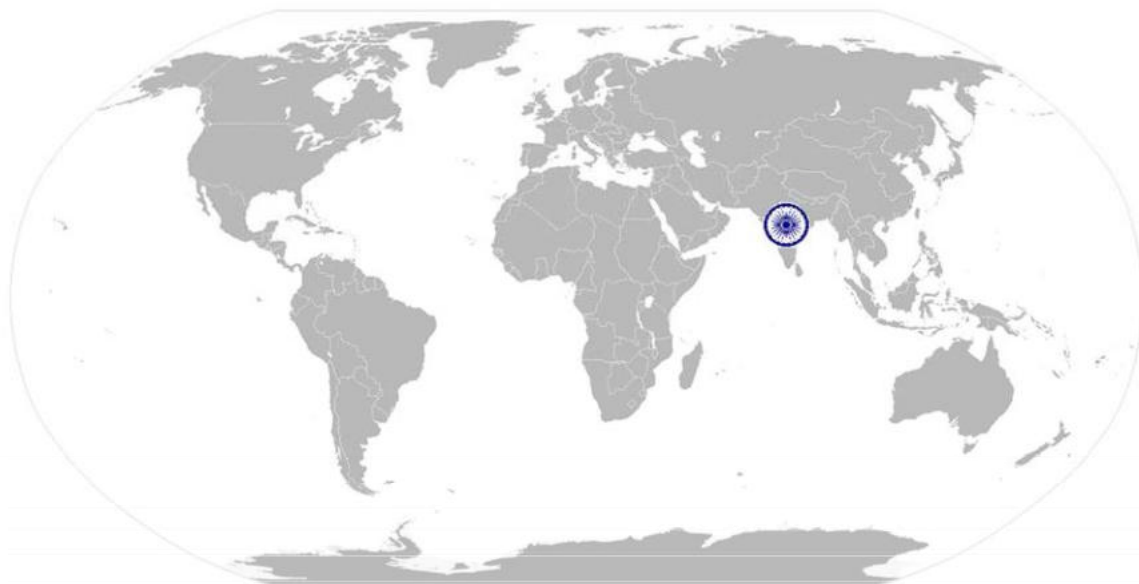
NOS Code	HSS/N2401		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	24/12/16



HSS/N2402

Prepare work area for patient treatment

National Occupational Standard



Overview

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

HSS/N2402

Prepare work area for patient treatment

National Occupational Standard

Unit Code	HSS/N2402
Unit Title	Prepare work area for patient treatment
(Task)	Prepare work area for patient treatment
Description	This OS unit is about the Dental Assistant's preparation of a well organised workplace for dental treatment of patient and maintaining work area asepsis. As instructed by the dentist, they setup the work area to facilitate the process and ensure that all instruments, equipment and materials are available and ready for use.
Scope	This unit/task covers the following: - Disinfecting and preparing patient treatment area , Preparing, sterilising and storing instruments and equipment - Preparing for patient treatment and management , Preparing patient for dental treatment , Maintaining work area asepsis throughout the procedure
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Efficiently disinfect and prepare patient treatment areas PC2. Set up equipment, instruments and required materials for scheduled dental procedure PC3. Complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols of the provider. PC4. Properly prepare, sterilise and store required instruments and equipment as per the protocols and guidelines PC5. Understand the clinical procedural requirements of the patient PC6. Prepare and implement patient risk management procedures PC7. Ensure access to the dental treatment area and chair is appropriately provided PC8. Ensure all hand carried items are removed from patient and placed within the patient's view PC9. Ensure that patient's mouth is free of lipstick, gum and lozenges PC10. Ensure availability of antibacterial mouthwash for patient pre-rinsing PC11. Thoroughly explain the procedure to the patient and answer patient's queries PC12. Maintain clinical asepsis according to the protocols, and identify breach of any aseptic technique PC13. Ensure timely implementation of appropriate procedures to correct and prevent further contamination PC14. Identify and manage potential and actual risks to the quality and safety of practice PC15. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC16. Establish trust and rapport with colleagues PC17. Maintain competence within one's role and field of practice PC18. Promote and demonstrate good practice as an individual and as a team member at all times PC19. Identify and manage potential and actual risks to the quality and safety of practice

HSS/N2402

Prepare work area for patient treatment

	PC20. Evaluate and reflect on the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The role and importance of the Dental Assistant in providing efficient dental treatment KA3. The importance of maintaining confidentiality of the patient information KA4. How to engage with the superior for support in case the situation is beyond one's competence KA5. 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 chemical disinfectants used and their recommended applications to disinfect and prepare patient treatment area KB2. How to select and prepare dental equipment, instruments and materials KB3. How to properly prepare and sterilise required instruments and equipment as per the protocols and guidelines of the healthcare provider KB4. How to interpret and perform risk management procedures KB5. The benefits of pre-procedural rinsing and how to perform anti-bacterial rinses KB6. How to adjust the dental chair to accommodate individual patient conditions/needs KB7. How to use dental equipment in a safe and efficient manner
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Record the patient's dental chart SA2. Make record of the supplies required in the order book Reading Skills The user/individual on the job needs to know and understand how to: SA3. Read labels on dental instruments, equipment and materials SA4. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment SA5. Read dental chart of the patient for information on patient's medical history and previous dental work SA6. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA7. Listen to the instructions of the dentist to prepare and assist in procedures SA8. Discuss the condition, treatment and concerns regarding patient with dentist SA9. Interact with colleagues to co-ordinate the treatment of patient SA10. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist SA11. Interact with patients to make them comfortable and to collect information SA12. Explain procedures to the patient and answer patient's queries

HSS/N2402

Prepare work area for patient treatment

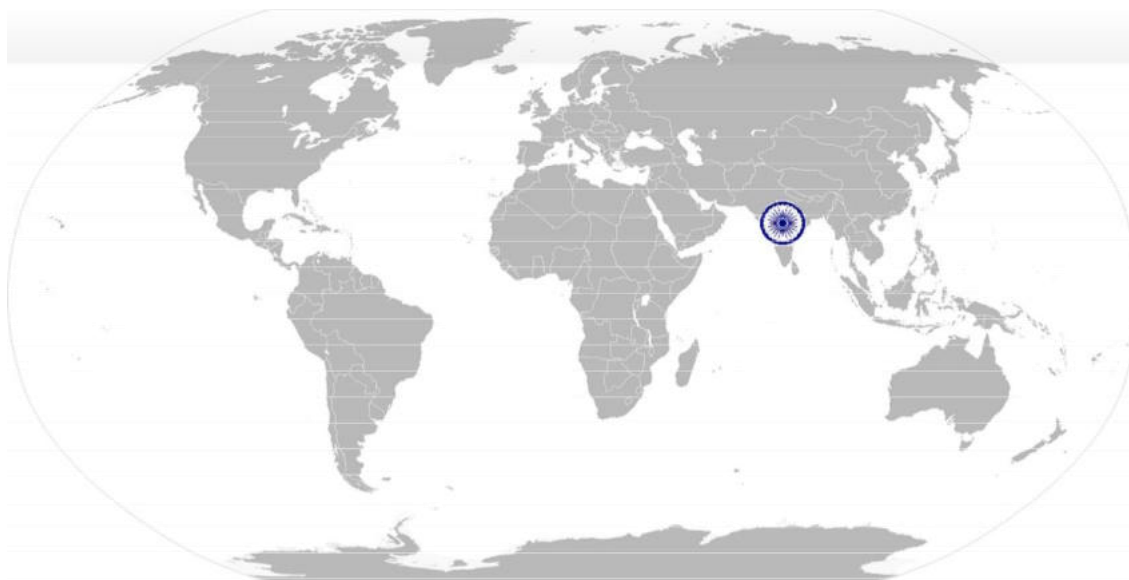
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide on materials to order
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB2. Plan and organise activities required to prepare work area for scheduled appointments
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. Maintain patient confidentiality SB4. Respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job needs to: SB5. Find ways to calm down nervous patients SB6. Address the needs of patients with special needs SB7. Find ways to handle the situation when the treatments are running behind schedule
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse and interpret information, and setup the equipment, instruments and required materials to organise the work area for scheduled dental procedure
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

HSS/N2402

Prepare work area for patient treatment

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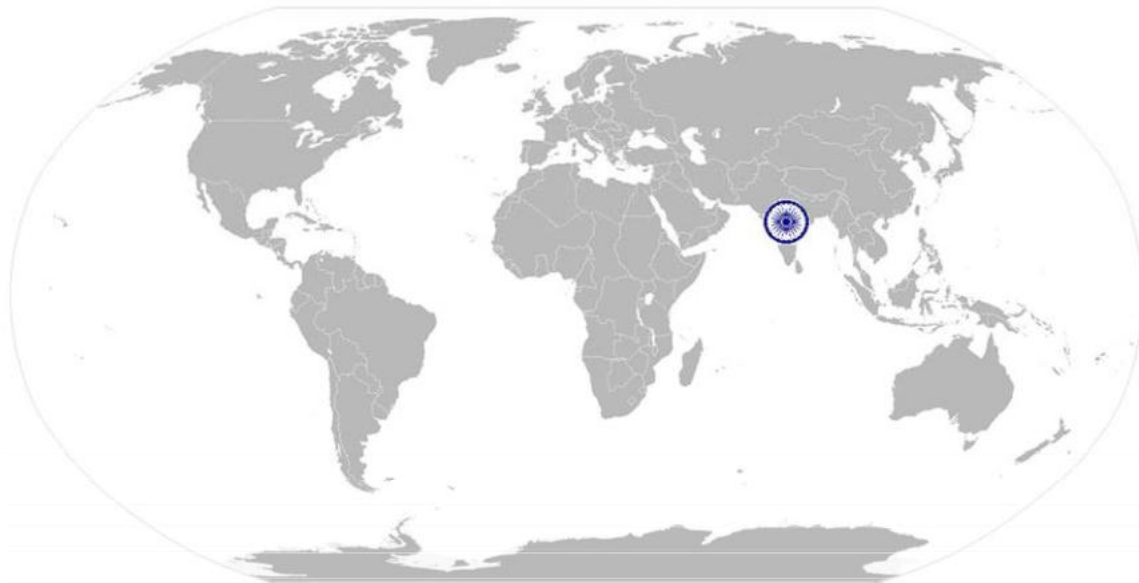
NOS Code	HSS/N2402		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	24/12/16



HSS/N2403

Assist with intra-oral Preventive Procedures

National Occupational Standard



Overview

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

HSS/N2403

Assist with intra-oral Preventive Procedures

National Occupational Standard

Unit Code	HSS/N2403
Unit Title	Assist with intra-oral Preventive Procedures
(Task)	Assist with intra-oral Preventive Procedures
Description	This OS unit is about the Dental Assistant's support in performing intra-oral preventive procedures under the directions of the dentist.
Scope	This unit/task covers the following: Assist in performing coronal polish , Assist in applying topical fluorides , Assist in applying pit and fissure sealant
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist in performing coronal polish , Assist in applying topical fluorides , Assist in applying pit and fissure sealant	To be competent, the user/individual on the job must be able to: PC1. Assist in performing the procedure to thoroughly rinse the mouth and floss teeth contacts to ensure that it is free of debris PC2. Assist in ensuring that teeth are polished, free of plaque, glossy and uniformly reflect light PC3. Assist in ensuring that soft tissue gingiva is free of trauma evidence PC4. Assist in applying topical fluorides following the recommended application procedures of each fluoride agent PC5. Assist in preparing the teeth and sealant material according to the dental therapeutic guidelines and directions of manufacturer PC6. Assist in achieving thorough, even and appropriately coverage of all indicated pits and fissures PC7. Assist in ensuring teeth are flossed and free of excess sealant material PC8. Assist in ensuring timely implementation of appropriate procedures PC9. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC10. Establish trust and rapport with colleagues PC11. Maintain competence within one's role and field of practice PC12. Promote and demonstrate good practice as an individual and as a team member at all times PC13. Identify and manage potential and actual risks to the quality and safety of practice PC14. Evaluate and reflect the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider KA2. The role and importance of the Dental Assistant in delivering intra-oral preventive treatment KA3. The importance of maintaining confidentiality of the patient information KA4. How to engage with the superior for support in case the situation is beyond one's competence KA5. How to dress appropriately as per the guidelines of the healthcare provider KA6. The dental procedures and protocols followed by the provider to perform intraoral preventive procedures

HSS/N2403

Assist with intra-oral Preventive Procedures

B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to use dental materials and equipment required to safely and effectively complete intra-oral preventive procedures KB2. The dental, oral, and head and neck anatomy and treatment KB3. Types of sealant materials and different sealant techniques KB4. Isolation techniques, methods and their application KB5. Proper positioning of the patient to perform procedures KB6. How to perform safe and effective coronal polishing KB7. How to perform safe and effective topical fluoride application KB8. How to perform safe and effective pit and fissure sealant applications KB9. The use of effective aspirating and tooth isolation procedures KB10. How to correct occlusal interferences KB11. Interpretation of risk factors, such as, overheating the tooth, soft tissue laceration and enamel abrasion and perform risk management procedures KB12. How to use materials in a safe and efficient manner
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Make record of the supplies required in the order book
	Reading Skills The user/individual on the job needs to know and understand how to: SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment SA4. Read dental chart of the patient for information on patient's medical history and previous dental work. SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs SA6. Read about dental hygiene, new products and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. Listen and understand the instructions of the dentist to prepare and assist SA8. Discuss the condition, treatment and concerns regarding patient with dentist SA9. Interact with colleagues to co-ordinate the treatment of patient SA10. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist SA11. Interact with patients to make them comfortable and to collect information SA12. Explain procedures to the patient and answer patient's queries SA13. Instruct medication and other post-procedure care to patient SA14. Comfort patient suffering discomfort during a procedure
B. Professional Skills	Decision Making The user/individual on the job needs to know and understand how to: SB1. Decide on materials to order SB2. Rearrange the schedule to accommodate patients with dental emergency

HSS/N2403

Assist with intra-oral Preventive Procedures

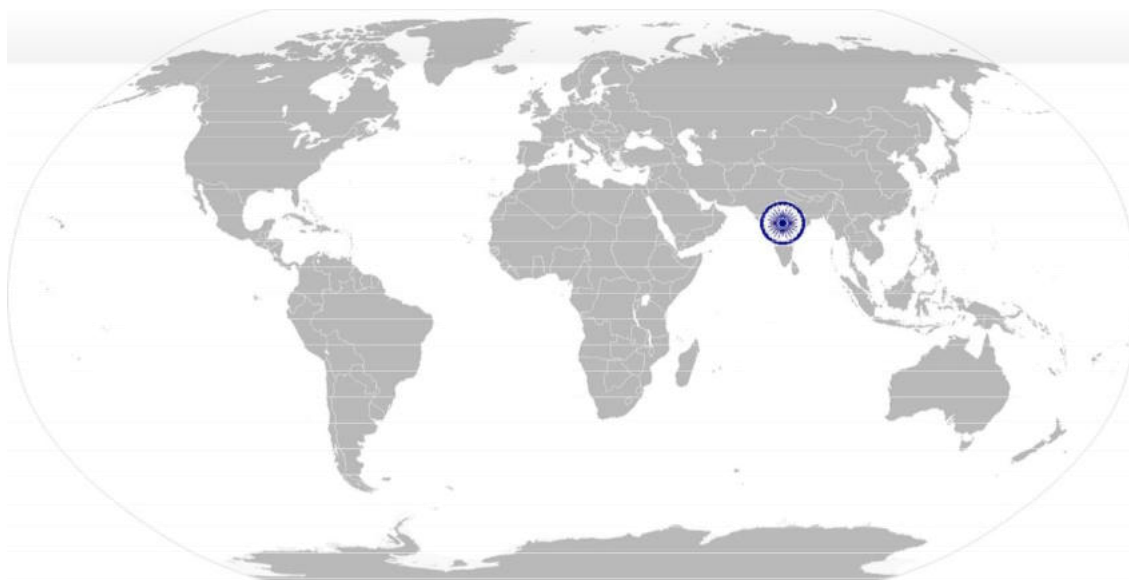
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB3. Plan and organise activities for scheduled appointments and preparations required for each patient
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. Maintain patient confidentiality SB5. Respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job needs to: SB6. Find ways to calm down nervous patients SB7. Address the needs of patients with special needs SB8. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

HSS/N2403

Assist with intra-oral Preventive Procedures

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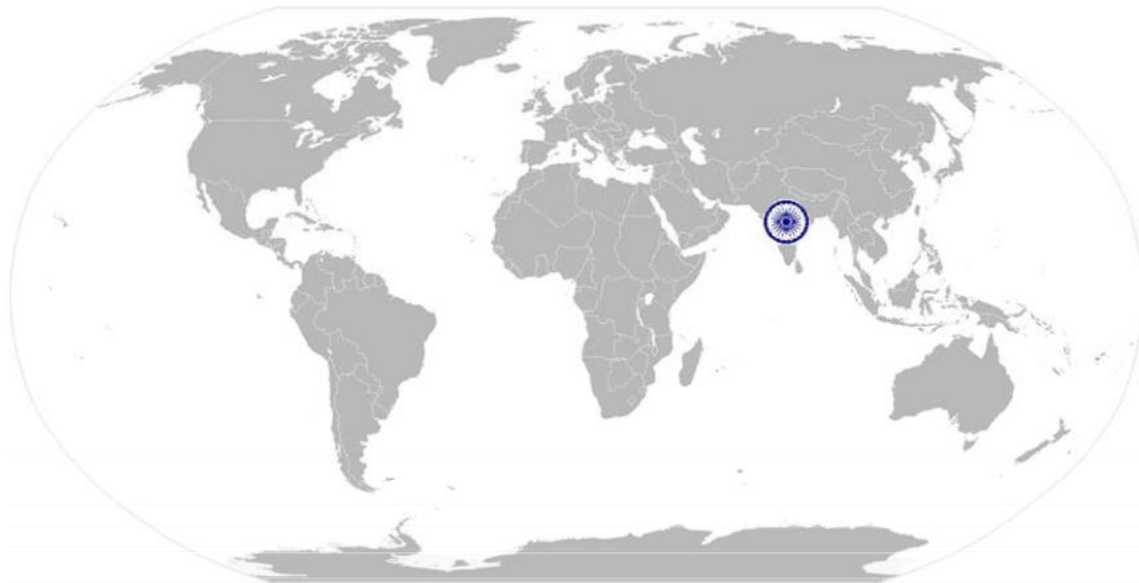
NOS Code	HSS/N2403		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	24/12/16



HSS/N2404

Assist with intra-oral restorative procedures

National Occupational Standard



Overview

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

HSS/N2404

Assist with intra-oral restorative procedures

National Occupational Standard

Unit Code	HSS/N2404
Unit Title	Assist with intra-oral restorative Procedures
(Task)	
Description	This OS unit is about the Dental Assistant's support in performing intra-oral restorative procedures under the directions of the dentist.
Scope	This unit/task covers the following: Assist in applying topical anaesthetic , Assist in taking Shade , Assist in placing and removing rubber dam , Assist in placing and removing matrix and wedges , Assist in polishing amalgam restoration , Assist in fabricating and cementing temporary crown
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist in applying topical anaesthetic , Assist in taking Shade , Assist in placing and removing rubber dam , Assist in placing and removing matrix and wedges , Assist in polishing amalgam restoration , Assist in fabricating and cementing temporary crown	To be competent, the user/individual on the job must be able to: PC1. Assist in matching shade to patient's dentition and document it PC2. Assist in implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards PC3. Assist in managing the suspected or known local and systemic complications related to administration of local anaesthesia PC4. Assist in performing the procedure to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris PC5. Assist in matching shade to the patient's dentition and document it PC6. Punch rubber dam pattern as per the appropriate industry punch size and pattern PC7. Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth PC8. Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue PC9. Assist in flossing the rubber dam and tuck it between each isolated tooth PC10. Assist in selecting and setting up appropriate matrix and ensure matrix band is accurately contoured, fitting the tooth PC11. Assist in placing a wedge in the contact area of interproximal restorations and carefully remove the wedge using appropriate dental instruments PC12. Assist in loosening the matrix band and remove it PC13. Assist in performing the restoration procedure with appropriate instruments and methods PC14. Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma PC15. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC16. Establish trust and rapport with colleagues PC17. Promote and demonstrate good practice as an individual and as a team member at all times PC18. Identify and manage potential and actual risks to the quality and safety of practice PC19. Evaluate and reflect on the quality of one's work and make continuing improvements

HSS/N2404

Assist with intra-oral restorative procedures

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider KA2. The role and importance of the Dental Assistant in successful delivery of intraoral restorative procedures KA3. The importance of maintaining confidentiality of the patient information KA4. How to engage with the superior for support in case the situation is beyond one's competence KA5. How to dress appropriately as per the guidelines of the healthcare provider KA6. Ethical and legal standards in patient recordkeeping and communication KA7. Infection control guidelines and universal precautions KA8. The dental procedures and protocols followed by the provider to perform intraoral restorative procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to use dental materials and equipment required to safely and effectively complete intra-oral restorative procedures KB2. The dental, oral, and head and neck anatomy and treatment KB3. How to perform safe, comfortable and effective local dental anaesthetic and manage the complications related to the local anaesthetic KB4. How to visualise procedure steps and prepare accordingly KB5. How to ensure eye-hand coordination KB6. How to use rubber dam and equipment KB7. The use of high-volume oral evacuator and air-water syringe KB8. How to recognise and manage orthostatic hypotension/syncope KB9. Proper positioning of the patient to perform procedures KB10. How to accurately match the shade with patient's dentition KB11. How to safely and effectively place and remove rubber dam KB12. How to perform the restoration procedure with appropriate instruments and methods KB13. procedures
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Make record of the supplies required in the order book
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements
	SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment
	SA4. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs
	SA5. Read about dental hygiene, new products and procedures
	SA6. Read bulletins and news letter from professional associations

HSS/N2404

Assist with intra-oral restorative procedures

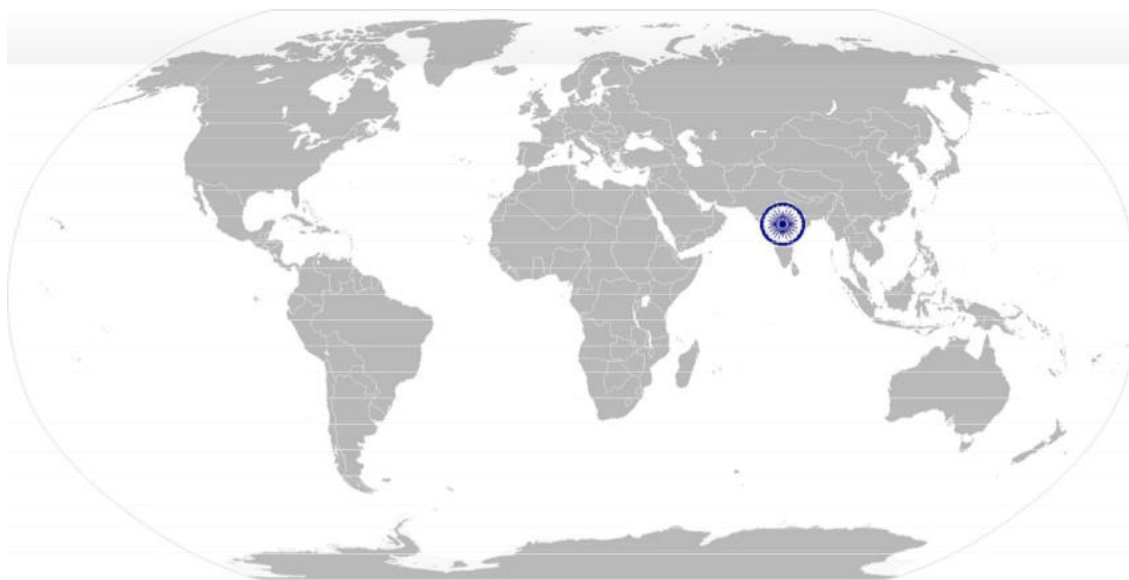
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. Listen and understand the instructions of the dentist to prepare and assist in procedures SA8. Discuss the condition, treatment and concerns regarding patient with dentist SA9. Interact with colleagues to co-ordinate the treatment of patient SA10. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist SA11. Interact with patients to make them comfortable and to collect information SA12. Explain procedures to the patient and answer patient's queries SA13. Instruct medication and other post-procedure care to patient SA14. Comfort patient suffering discomfort during a procedure
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide on materials to order SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence, requiring treatment SB3. Rearrange the schedule to accommodate patients with dental emergency
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities for scheduled appointments and preparations required for each patient
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s) SB7. Make exceptional effort on behalf of patient(s) SB8. Ensure work quality
	Problem Solving
	The user/individual on the job needs to: SB9. Find ways to calm down nervous patients SB10. Address the needs of patients SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures SB12. Visualise potential problems and respond appropriately
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure SB14. Analyse task/technology relationship and propose simple technological solutions
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

HSS/N2404

Assist with intra-oral restorative procedures

NOS Version Control

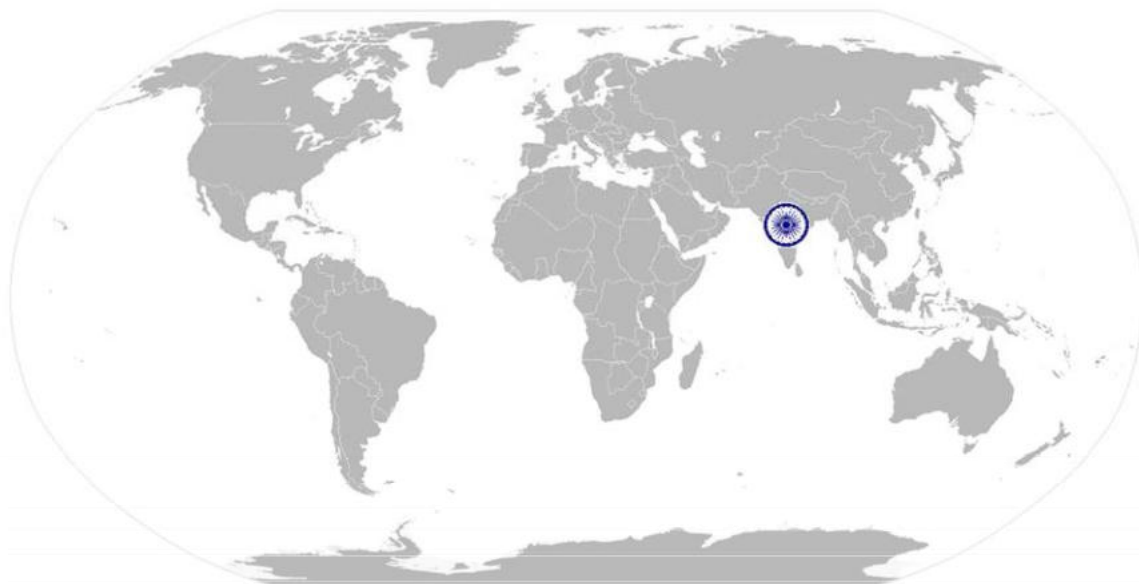
NOS Code	HSS/N2404		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	24/12/16



HSS/N2405

Assist with operative dentistry procedures

National Occupational Standard



Overview

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

HSS/N2405

Assist with operative dentistry procedures

National Occupational Standard

Unit Code	HSS/N2405
Unit Title	Assist with operative dentistry procedures
(Task)	Assist with operative dentistry procedures
Description	This OS unit is about the Dental Assistant's support in performing operative dentistry procedures. Under the directions of the dentist, they attend to the comfort and needs of patient and dentist by monitoring behaviour patterns, anticipating instruments and materials and providing evacuation and accessibility to the operative site.
Scope	This unit/task covers the following: Managing instruments, equipment and materials , Assist in removing surgical sutures , Assist in applying topical anaesthetic , Assist in packing and medicating extraction site
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Managing instruments, equipment and materials , Assist in removing surgical sutures , Assist in applying topical anaesthetic , Assist in packing and medicating extraction site	To be competent, the user/individual on the job must be able to: PC1. Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards PC2. Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia PC3. Efficiently and smoothly transfer instruments, equipment and materials PC4. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris PC5. Assist in properly and thoroughly remove sutures PC6. Assist in freeing the Internal wound tissues of external contamination PC7. Assist in gently packing extraction site in medicament dipped, appropriate packing material PC8. Assist in controlling all bleeding PC9. Provide all prescriptions and patient items to the patient PC10. Clearly and accurately instruct the patient on follow-up procedures PC11. Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma PC12. Assist in ensuring timely implementation of appropriate procedures PC13. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC14. Establish trust and rapport with colleagues PC15. Promote and demonstrate good practice as an individual and as a team member at all times PC16. Identify and manage potential and actual risks to the quality and safety of practice PC17. Evaluate and reflect on the quality of one's work and make continuing Improvements

HSS/N2405

Assist with operative dentistry procedures

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider KA2. The role and importance of the Dental Assistant in performing operative dental procedures KA3. The importance of maintaining confidentiality of the patient information KA4. How to engage with the superior for support in case the situation is beyond one's competence KA5. How to dress appropriately as per the guidelines of the healthcare provider KA6. Ethical and legal standards to be followed in patient recordkeeping and communication KA7. Infection control guidelines and universal precautions KA8. The dental procedures and protocols followed by the provider to perform operative dental procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to use dental materials and equipment required to safely and effectively complete operative dentistry procedures KB2. The dental, oral, and head and neck anatomy and treatment KB3. How to perform safe and effective local anaesthetic and manage the complications related to local anaesthetic KB4. How to perform the operative procedure with appropriate instruments and methods KB5. How to visualise procedure steps and prepare accordingly KB6. How to ensure eye-hand coordination KB7. The surgical procedures and application of dental materials in the procedures KB8. Visualise procedure steps and prepare accordingly KB9. The use of high-volume oral evacuator and air-water syringe KB10. How to recognise and manage orthostatic hypotension and syncope KB11. Proper positioning of the patient to perform procedures KB12. Interpretation of risk factors and perform risk management procedures
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Make record of the supplies required in the order book
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment SA4. Read dental chart of the patient for information on patient's medical history and previous dental work SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs

HSS/N2405

Assist with operative dentistry procedures

	SA6. Read about dental hygiene, new products and procedures SA7. Read bulletins and news letter from professional associations
	Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA8. Listen and understand the instructions of the dentist to prepare and assist SA9. Discuss the condition, treatment and concerns regarding patient with dentist SA10. Interact with colleagues to co-ordinate the treatment of patient SA11. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist SA12. Interact with patients to make them comfortable and to collect information SA13. Explain procedures to the patient and answer patient's queries SA14. Instruct medication and other post-procedure care to patient SA15. Comfort patient suffering discomfort during a procedure
B. Professional Skills	Decision Making The user/individual on the job needs to know and understand how to: SB1. Decide on materials to order SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence, requiring treatment SB3. Rearrange the schedule to accommodate patients with dental emergency Plan and Organize The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities for scheduled appointments and preparations required for each patient Customer Centricity The user/individual on the job needs to know and understand how to: SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s) SB7. Make exceptional effort on behalf of patient(s) SB8. Ensure work quality Problem Solving The user/individual on the job needs to: SB9. Find ways to calm down nervous patients SB10. Address the needs of patients with special needs SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures SB12. Visualise potential problems and respond appropriately Analytical Thinking The user/individual on the job needs to know and understand how to: SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure SB14. Analyse task/technology relationship and propose simple technological Solutions

HSS/N2405

Assist with operative dentistry procedures

	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

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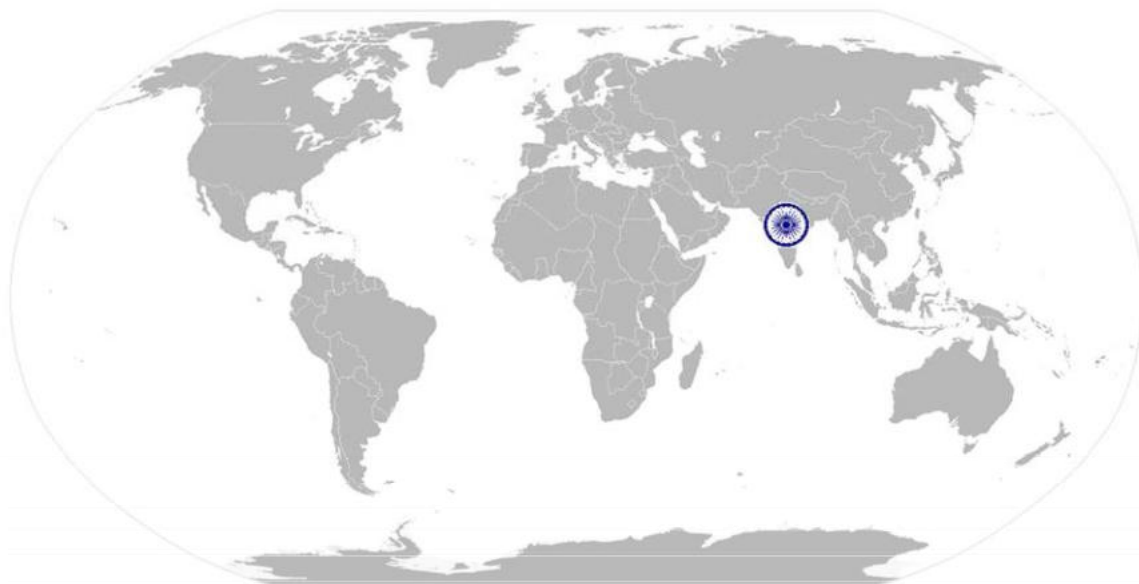
NOS Code	HSS/N2405		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	24/12/16



HSS/N2406

Assist with endodontic dental procedures

National Occupational Standard



Overview

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

HSS/N2406

Assist with endodontic dental procedures

National Occupational Standard

Unit Code	HSS/N2406
Unit Title	Assist with endodontic dental procedures
(Task)	Assist with endodontic dental procedures
Description	This OS unit is about the Dental Assistant's support to provider in endodontic dental procedures. Under the direction of the dentist, they attend to the needs of the patient and assist the dentist by anticipating instruments and materials as desired during the endodontic procedures
Scope	This unit/task covers the following: Assist in placing topical anaesthetic , Assist in placing and removing rubber dam, Assist in exposing, processing and mounting radiographs, Assist in placing temporary fillings
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist in placing topical anaesthetic , Assist in placing and removing rubber dam, Assist in exposing, processing and mounting radiographs, Assist in placing temporary fillings	To be competent, the user/individual on the job must be able to: PC1. Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards PC2. Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia PC3. Assist in punching rubber dam pattern as per the appropriate industry punch size and pattern PC4. Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth PC5. Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue PC6. Assist in flossing the rubber dam and tuck it between each isolated tooth PC7. Efficiently and smoothly transfer instruments, equipment and materials PC8. Assist in exposing, processing and mounting radiographs that are clear of exposure and contain appropriate teeth and anatomy PC9. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris PC10. Assist in placing temporary filling, ensuring that the temporary site is cleaned, dried and isolated properly as per the guidelines PC11. Assist in ensuring that temporary material is accurately placed and adapted into the cavity/preparation PC12. Assist in ensuring that temporary filling is free of excess material PC13. Assist in controlling all bleeding PC14. Provide all prescriptions and patient items to the patient PC15. Clearly and accurately instruct the patient on follow-up procedures PC16. Assist in ensuring timely implementation of appropriate procedures PC17. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC18. Establish trust and rapport with colleagues PC19. Promote and demonstrate good practice as an individual and as a team member at all times PC20. Identify and manage potential and actual risks to the quality and safety of practice PC21. Evaluate and reflect on the quality of one's work and make continuing improvements

HSS/N2406

Assist with endodontic dental procedures

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider KA2. The role and importance of the Dental Assistant in performing endodontic dental procedures KA3. The importance of maintaining confidentiality of the patient information KA4. How to engage with the superior for support in case the situation is beyond one's competence KA5. How to dress appropriately as per the guidelines of the healthcare provider KA6. Ethical and legal standards in patient recordkeeping and communication KA7. Infection control guidelines and universal precautions KA8. The dental procedures and protocols followed by the provider to perform endodontic dental procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to use dental materials and equipment required to safely and effectively complete endodontic procedures KB2. The dental, oral, and head and neck anatomy and treatment KB3. How to perform safe and effective local anaesthetic and manage the complications related to local anaesthetic KB4. How to visualise procedure steps and prepare accordingly KB5. Effective use of rubber dam and equipment to place rubber dam KB6. Radiography techniques to expose, process and mount radiographs KB7. How to place temporary restorations with adequate coverage and contour KB8. How to ensure eye-hand coordination KB9. The endodontic procedures and application of dental materials in the procedures KB10. The use of high-volume oral evacuator and air-water syringe KB11. How to recognise and manage orthostatic hypotension/syncope KB12. The proper positioning of the patient to perform procedures KB13. Interpretation of risk factors and perform risk management procedures
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Make record of the supplies required in the order book
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment SA4. Read dental chart of the patient for information on patient's medical history and previous dental work SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs SA6. Read about dental hygiene, new products and procedures SA7. Read bulletins and news letter from professional associations

HSS/N2406

Assist with endodontic dental procedures

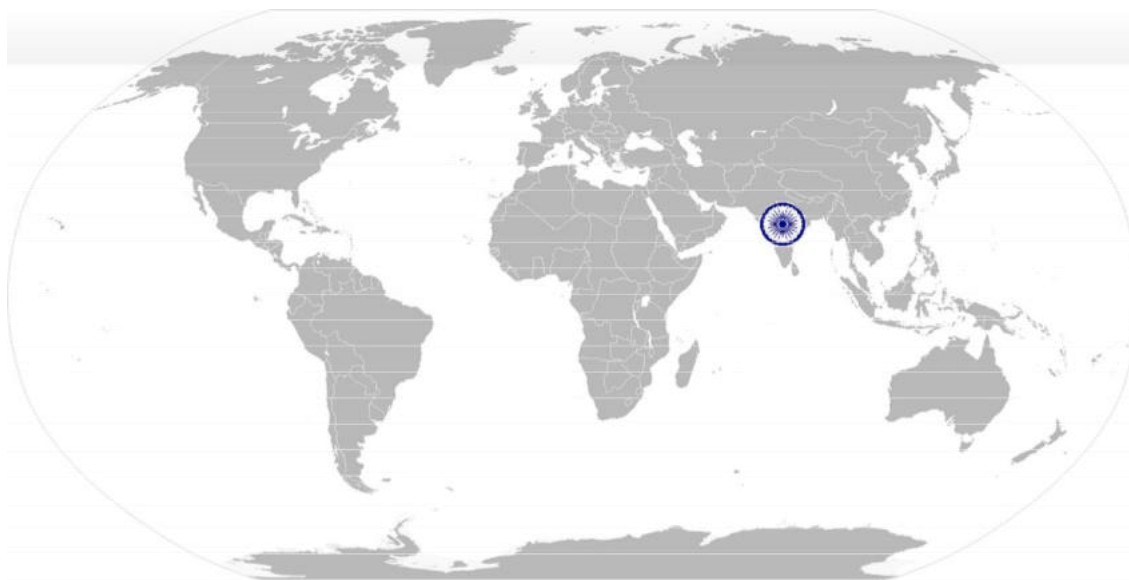
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Listen and understand the instructions of the dentist to prepare and assist SA9. Discuss the condition, treatment and concerns regarding patient with dentist SA10. Interact with colleagues to co-ordinate the treatment of patient SA11. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist SA12. Interact with patients to make them comfortable and to collect information SA13. Explain procedures to the patient and answer patient's queries SA14. Instruct medication and other post-procedure care to patient SA15. Comfort patient suffering discomfort during a procedure
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide on materials to order SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence requiring treatment SB3. Rearrange the schedule to accommodate patients with dental emergency
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities for scheduled appointments and preparations required for each patient
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s) SB7. Make exceptional effort on behalf of patient(s) SB8. Ensure work quality
	Problem Solving
	The user/individual on the job needs to: SB9. Find ways to calm down nervous patients SB10. Address the needs of patients with special needs SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures SB12. Visualise potential problems and respond appropriately
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure SB14. Analyse task/technology relationship and propose simple technological solutions
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

HSS/N2406

Assist with endodontic dental procedures

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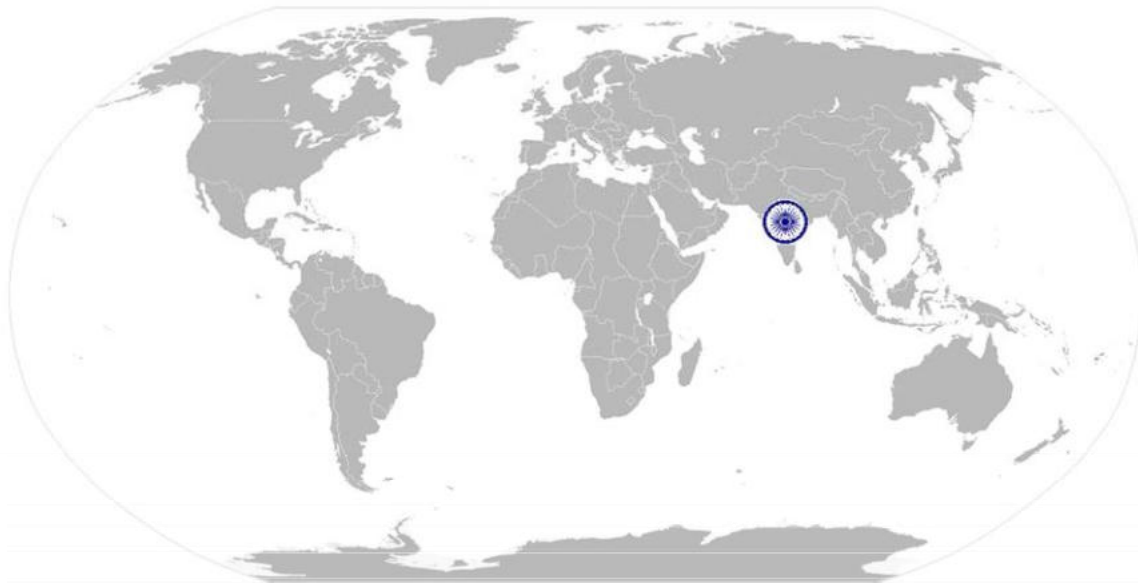
NOS Code	HSS/N2406		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	24/12/16



HSS/N2407

Assist with prosthodontic dental procedures

National Occupational Standard



Overview

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

HSS/N2407

Assist with prosthodontic dental procedures

National Occupational Standard

Unit Code	HSS/N2407
Unit Title	Assist with prosthodontic dental procedures
(Task)	Assist with prosthodontic dental procedures
Description	This OS unit is about the Dental Assistant's support in prosthodontic dental procedures under the directions of the dentist. They support the procedures by making required instruments and materials available, and monitoring the condition of patient.
Scope	This unit/task covers the following: Assist in taking impressions and wax bites for diagnostic cast , Assist in fabricating diagnostic cast , Assist in fabricating custom trays , Assist in final impression procedure
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist in taking impressions and wax bites for diagnostic cast , Assist in fabricating diagnostic cast , Assist in fabricating custom trays , Assist in final impression procedure	To be competent, the user/individual on the job must be able to: PC1. Assist in taking impressions that include all teeth present, surrounding tissues and appropriate landmark PC2. Assist in taking impressions that are free of bubbles, tears and voids PC3. Assist in taking impressions that accurately establish centric relationship with approved methods PC4. Assist in fabricating diagnostic cast as per the guidelines, with proper plane of occlusion, trimming and thickness PC5. Assist in fabricating custom tray that fits and adapts to arch without impinging tissue PC6. Assist in ensuring that custom tray is free sharp edges, compounds, waxes and debris PC7. Assist in maintaining proper room of the impression material between the tray and the teeth PC8. Assist in fabricating Maxillary tray that covers the teeth and hard palate and extends slightly behind the gingival margin but not into the mucobuccal fold PC9. Assist in fabricating Mandibular tray that covers the teeth and extends beyond the gingival margin but not into the mucobuccal fold PC10. Assist in repairing tray and material according to the instructions PC11. Efficiently and smoothly transfer instruments, equipment and materials PC12. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris PC13. Assist in controlling all bleeding PC14. Assist in providing all prescriptions and patient items to the patient PC15. Assist in instructing the patient on follow-up procedures PC16. Assist in ensuring timely implementation of appropriate procedures PC17. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC18. Establish trust and rapport with colleagues PC19. Promote and demonstrate good practice as an individual and as a team member at all times PC20. Identify and manage potential and actual risks to the quality and safety of practice PC21. Evaluate and reflect on the quality of one's work and make continuing

HSS/N2407

Assist with prosthodontic dental procedures

	improvements
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider KA2. The role and importance of the Dental Assistant in providing prosthodontic dental treatment KA3. The importance of maintaining confidentiality of the patient information KA4. How to engage with the superior for support in case the situation is beyond one's competence KA5. How to dress appropriately as per the guidelines of the healthcare provider KA6. Ethical and legal standards in patient recordkeeping and communication KA7. Infection control guidelines and universal precautions KA8. The dental procedures and protocols followed by the provider to perform prosthodontics procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The prosthodontic procedures and application of dental materials in the procedures KB2. How to use dental materials and equipment required to safely and effectively complete Prosthodontic procedures KB3. The dental, oral, and head and neck anatomy and treatment KB4. The tooth morphology and mouth anatomy KB5. How to take impressions to properly fabricate diagnostic cast as per the guidelines KB6. How to visualise procedure steps and prepare accordingly KB7. How to ensure eye-hand coordination KB8. Visualise procedure steps and prepare accordingly KB9. The use of high-volume oral evacuator and air-water syringe KB10. How to recognise and manage orthostatic hypotension and syncope KB11. Proper positioning of the patient to perform procedures KB12. Interpretation of risk factors and perform risk management procedures
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Make record of the supplies required in the order book Reading Skills The user/individual on the job needs to know and understand how to: SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment SA4. Read dental chart of the patient for information on patient's medical history and previous dental work SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs SA6. Read about dental hygiene, new products and procedures

HSS/N2407

Assist with prosthodontic dental procedures

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

HSS/N2407

Assist with prosthodontic dental procedures

	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

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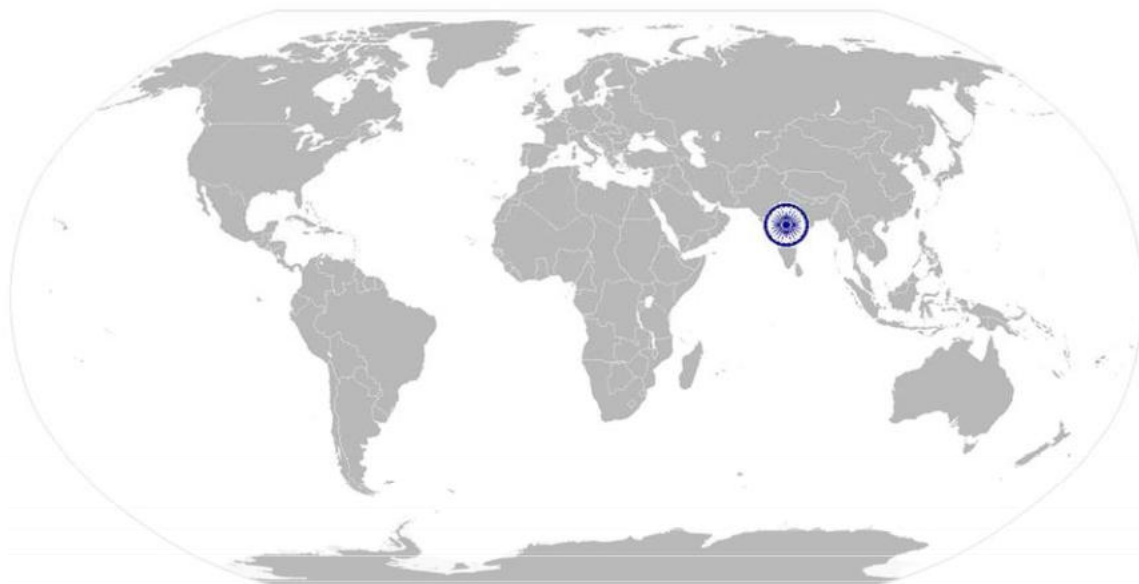
NOS Code	HSS/N2407		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	24/12/16



HSS/N2408

Assist with periodontal dental procedures

National Occupational Standard



Overview

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

HSS/N2408

Assist with periodontal dental procedures

National Occupational Standard

Unit Code	HSS/N2408
Unit Title	Assist with periodontal dental procedures
(Task)	
Description	This OS unit is about the Dental Assistant's support in periodontal dental procedures under the directions of the dentist. They assist the dentist by making available the instruments and materials required for the performing the procedure, and monitoring the patient during the procedure.
Scope	This unit/task covers the following: Assist in placing topical anaesthetic , Assist in placing periodontal dressings
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist in placing topical anaesthetic , Assist in placing periodontal dressings	To be competent, the user/individual on the job must be able to: PC1. Assist in implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards PC2. Assist in managing the suspected or known local and systemic complications related to administration of local anaesthesia PC3. Assist in preparing wound site and dressing material, and carefully place dressing covering entire wound site PC4. Assist in properly adapting the dressing to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference PC5. Transfer instruments, equipment and materials safely without causing any damage PC6. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris PC7. Assist in providing all prescriptions and patient items to the patient PC8. Instruct the patient on follow-up procedures PC9. Assist in ensuring timely implementation of appropriate procedures PC10. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC11. Establish trust and rapport with colleagues PC12. Promote and demonstrate good practice as an individual and as a team member at all times PC13. Identify and manage potential and actual risks to the quality and safety of practice PC14. Evaluate and reflect on the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider KA2. The role and importance of the Dental Assistant in providing efficient periodontal treatment KA3. The importance of maintaining confidentiality of the patient information KA4. How to engage with the superior for support in case the situation is beyond one's competence KA5. How to dress appropriately as per the guidelines of the healthcare provider

HSS/N2408

Assist with periodontal dental procedures

	KA6. Ethical and legal standards in patient recordkeeping and communication KA7. Infection control guidelines and universal precautions KA8. The dental procedures and protocols followed by the provider to perform periodontal procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to use dental materials and equipment required to safely and effectively complete periodontal procedures KB2. Indications and contra-indications of periodontal treatment KB1. Treatment of complications which may arise prior to, during and after periodontal procedures KB2. Periodontal screening and recording KB3. Characteristics of plaque and calculus and their significance in relation to dental caries, periodontal disease and overall health KB4. characteristics of healthy and diseased periodontal structures KB3. The dental, oral, and head and neck anatomy and treatment KB4. How to perform safe and effective local anaesthetic and manage the complications related to local anaesthetic KB5. Mixing, placement and removal of periodontal dressings KB5. How to prepare wound site and place dressing covering entire wound site KB6. How to visualise procedure steps and prepare accordingly KB7. How to ensure eye-hand coordination KB8. The use of high-volume oral evacuator and air-water syringe KB9. The periodontal procedures and application of dental materials in the procedures KB10. How to recognise and manage orthostatic hypotension/syncope KB11. Proper positioning of the patient to perform procedures KB12. Interpretation of risk factors and perform risk management procedures
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Make record of the supplies required in the order book
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment SA4. Read dental chart of the patient for information on patient's medical history and previous dental work SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs SA6. Read about dental hygiene, new products and procedures SA7. Read bulletins and news letter from professional associations

HSS/N2408

Assist with periodontal dental procedures

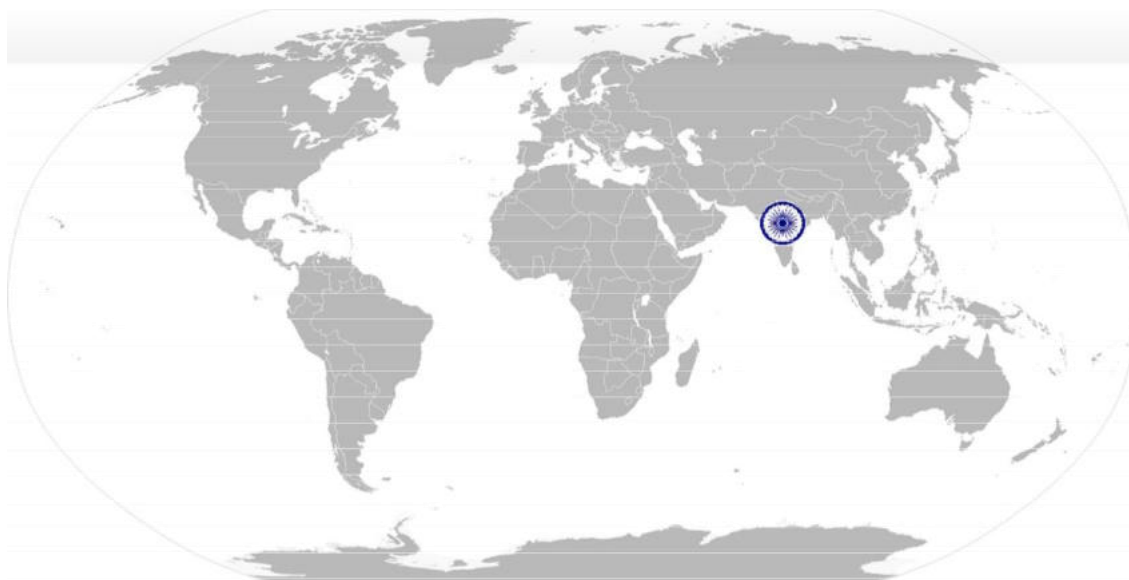
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Listen and understand the instructions of the dentist to prepare and assist SA9. Discuss the condition, treatment and concerns regarding patient with dentist SA10. Interact with colleagues to co-ordinate the treatment of patient SA11. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist SA12. Interact with patients to make them comfortable and to collect information SA13. Explain procedures to the patient and answer patient's queries SA14. Instruct medication and other post-procedure care to patient SA15. Comfort patient suffering discomfort during a procedure
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide on materials to order SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence requiring treatment SB3. Rearrange the schedule to accommodate patients with dental emergency
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities for scheduled appointments and preparations required for each patient
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s) SB7. Make exceptional effort on behalf of patient(s) SB8. Ensure work quality
	Problem Solving
	The user/individual on the job needs to: SB9. Find ways to calm down nervous patients SB10. Address the needs of patients with special needs SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures SB12. Visualise potential problems and respond appropriately
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure SB14. Analyse task/technology relationship and propose simple technological solutions
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

HSS/N2408

Assist with periodontal dental procedures

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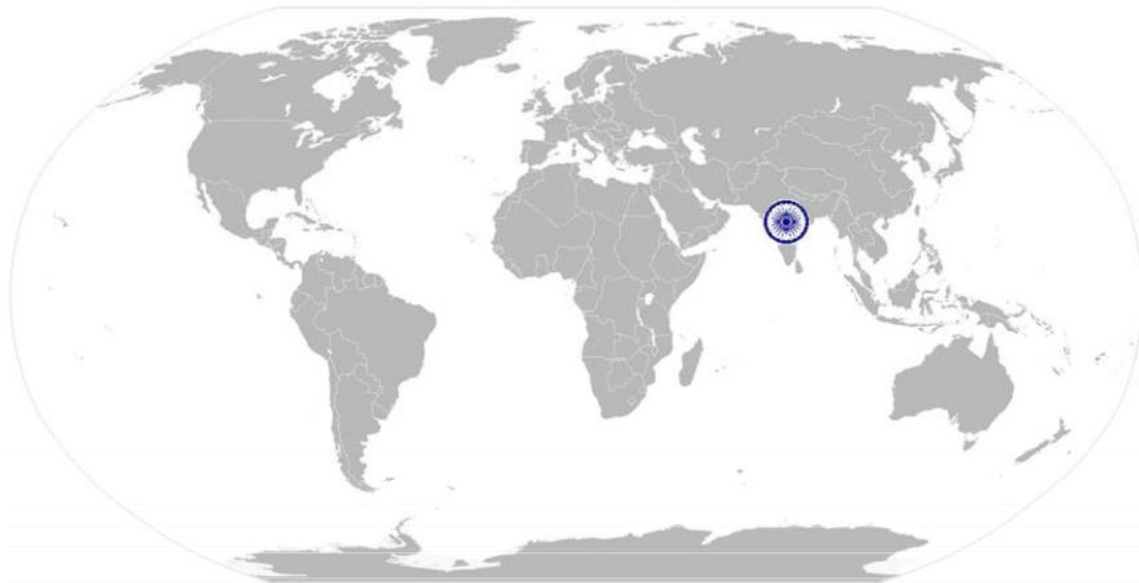
NOS Code	HSS/N2408		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	24/12/16



HSS/N2409

Assist with Orthodontic Procedures

National Occupational Standard



Overview

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

HSS/N2409

Assist with Orthodontic Procedures

National Occupational Standard

Unit Code	HSS/N2409
Unit Title	Assist with Orthodontic procedures
Description	This OS unit is about the Dental Assistant's support in orthodontic dental procedures under the directions of the dentist. They assist the dentist by monitoring the patient, providing smooth access to the work area, and making the required instruments, material and appliances available to perform the procedure.
Scope	This unit/task covers the following: Assist in placing and removing separators , Assist in fitting and removing orthodontic equipment, bands, and brackets , Assist in applying direct and indirect bonding materials , Assist in placing and bonding orthodontic brackets
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist in placing and removing separators , Assist in fitting and removing orthodontic equipment, bands, and brackets , Assist in applying direct and indirect bonding materials , Assist in placing and bonding orthodontic brackets	To be competent, the user/individual on the job must be able to: PC1. Assist in appropriately fitting and removing orthodontic equipment, bands and brackets as per the guidelines PC2. Assist in applying direct and indirect bracket bonding material, using proper isolation techniques PC3. Assist in properly placing and bonding orthodontic bands and brackets PC4. Assist in appropriately placing, bonding and removing orthodontic equipment PC5. Transfer instruments, equipment and materials safely PC6. Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris PC7. Assist in providing all prescriptions and patient items to the patient PC8. Clearly and accurately instruct the patient on follow-up procedures PC9. Assist in ensuring timely implementation of appropriate procedures PC10. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC11. Establish trust and rapport with colleagues PC12. Maintain competence within one's role and field of practice PC13. Promote and demonstrate good practice as an individual and as a team member at all times PC14. Identify and manage potential and actual risks to the quality and safety of practice PC15. Evaluate and reflect on the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the healthcare provider KA2. The role and importance of the Dental Assistant in providing efficient orthodontic treatment KA3. The importance of maintaining confidentiality of the patient information KA4. How to engage with the superior for support in case the situation is beyond one's competence KA5. How to dress appropriately as per the guidelines of the healthcare provider

HSS/N2409

Assist with Orthodontic Procedures

	KA6. Ethical and legal standards in patient recordkeeping and communication KA7. Infection control guidelines and universal precautions KA8. The dental procedures and protocols followed by the provider to perform orthodontic procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to use dental materials and equipment required to safely and effectively complete orthodontic procedures KB2. The orthodontic procedures and application of dental materials in the procedures KB3. The dental, oral, and head and neck anatomy and treatment KB4. The tooth structure and oral tissues KB5. Types of separators, separation methods and rationale for separation KB6. How to select separators and methods of insertion and removal KB7. Types of orthodontic equipment, bands and brackets and rationale of their use KB8. How to select bands and brackets, and methods of fitting them KB9. Types of bonding materials and their properties KB10. The direct and indirect bonding techniques, and placement of the material KB11. How to visualise procedure steps and prepare accordingly KB12. How to ensure eye-hand coordination KB13. The use of high-volume oral evacuator and air-water syringe KB14. How to recognise and manage orthostatic hypotension/syncope KB15. Proper positioning of the patient to perform procedures KB16. Interpretation of risk factors and perform risk management procedures
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Make record of the supplies required in the order book
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read labels on dental instruments, equipment and materials for instructions and handling requirements SA3. Read the appointment schedule of the patient for information on the patient's name, dental procedure to be performed and time of appointment SA4. Read dental chart of the patient for information on patient's medical history and previous dental work SA5. Read equipment manuals and assembly drawings to assemble new equipment or perform minor repairs SA6. Read about dental hygiene, new products and procedures SA7. Read bulletins and news letter from professional associations
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Listen and understand the instructions of the dentist to prepare and assist SA9. Discuss the condition, treatment and concerns regarding patient with dentist SA10. Interact with colleagues to co-ordinate the treatment of patient SA11. Avoid using jargon, slang or acronyms when communicating with the patient, colleagues or dentist

HSS/N2409

Assist with Orthodontic Procedures

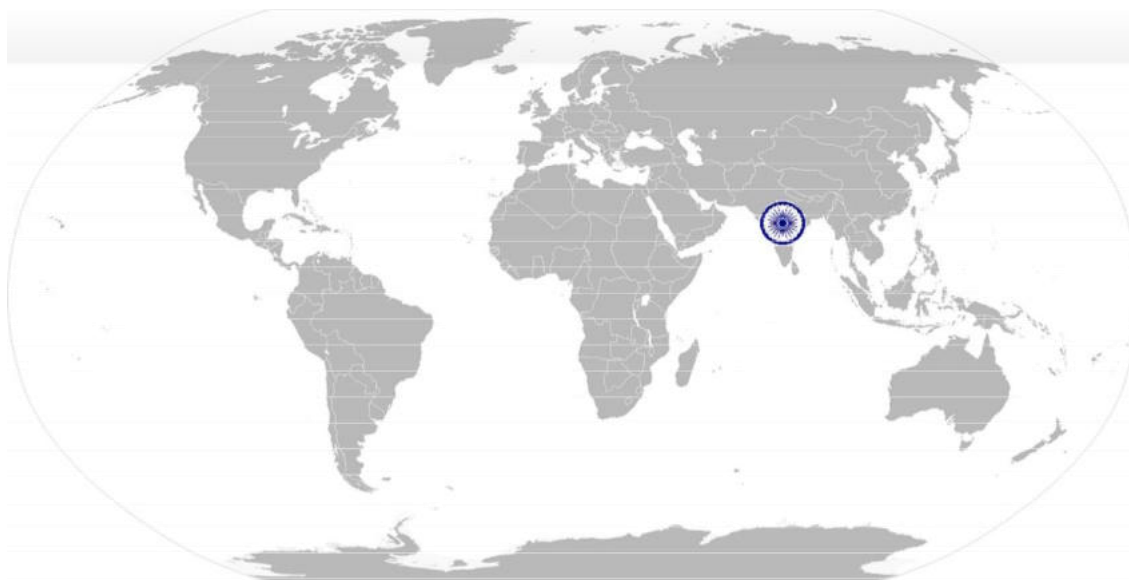
	SA12. Interact with patients to make them comfortable and to collect information SA13. Explain procedures to the patient and answer patient's queries SA14. Instruct medication and other post-procedure care to patient SA15. Comfort patient suffering discomfort during a procedure
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide on materials to order SB2. Decide whether the problem experienced by patient post-procedure is an abnormal occurrence requiring treatment SB3. Rearrange the schedule to accommodate patients with dental emergency
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise activities for scheduled appointments and preparations required for each patient
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s) SB7. Make exceptional effort on behalf of patient(s) SB8. Ensure work quality
	Problem Solving
	The user/individual on the job needs to: SB9. Find ways to calm down nervous patients SB10. Address the needs of patients with special needs SB11. Find ways to handle the situation when the treatments are running behind schedule by speeding up procedures or rescheduling procedures SB12. Visualise potential problems and respond appropriately
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Analyse the problem and setup the equipment, instruments and required materials to perform scheduled dental procedure SB14. Analyse task/technology relationship and propose simple technological solutions.
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

HSS/N2409

Assist with Orthodontic Procedures

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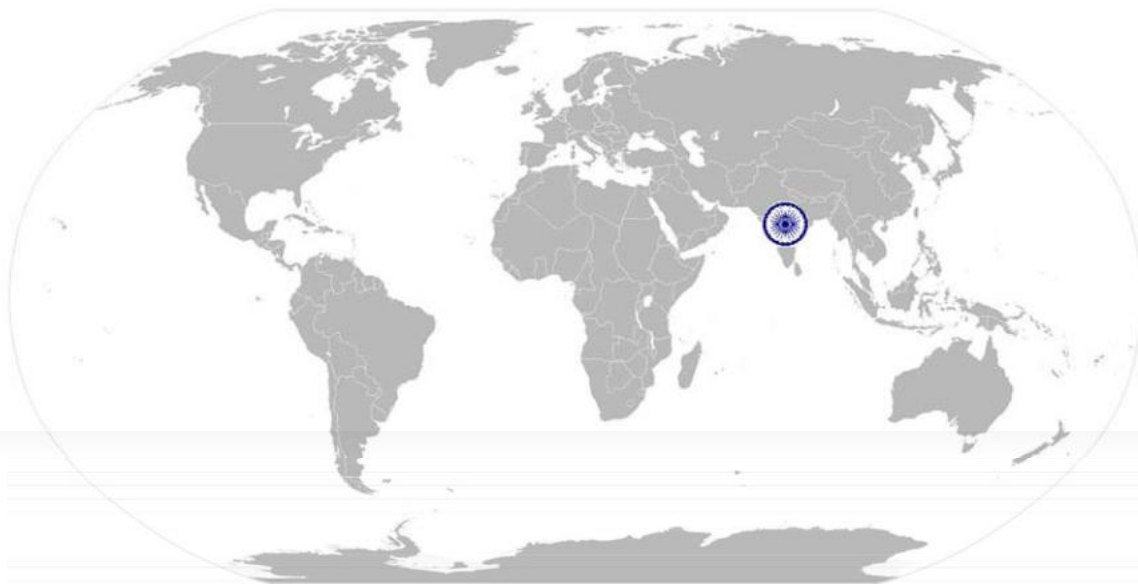
NOS Code	HSS/N2409		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	29/09/13
Occupation	Dental Assistant	Next review date	24/12/16



HSS/N9603

Act within the limits of one's competence and authority

National Occupational Standard



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/N9603

Act within the limits of one's competence and authority

National Occupational Standard

Unit Code	HSS/N9603
Unit Title	Act within the limits of one's competence and authority
(Task)	
Description	This OS unit is about recognizing the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines This is applicable to all Allied Health Professionals working in an organised, regulated environment
Scope	This unit/task covers the following: - Acting within the limit of one's competence and authority; - Knowing one's job role - Knowing one's job responsibility - Recognizing the job role and responsibilities of co workers 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'.
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice PC2. Work within organisational systems and requirements as appropriate to one's role PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority PC4. Maintain competence within one's role and field of practice PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice PC6. Promote and demonstrate good practice as an individual and as a team member at all times PC7. Identify and manage potential and actual risks to the quality and safety of practice PC8. Evaluate and reflect on the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The relevant legislation, standards, policies, and procedures followed in the organization KA2. The medical procedures and functioning of required medical equipment KA3. Role and importance of assisting other healthcare providers in delivering care

HSS/N9603

Act within the limits of one's competence and authority

B. Technical Knowledge	The user/individual on the job needs to know and understand: 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: - Working outside the boundaries of competence and authority - Not keeping up to date with best practice - Poor communication - Insufficient support - Lack of resources 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
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Document reports, task lists, and schedules SA2. Prepare status and progress reports SA3. Record daily activities SA4. Update other co-workers Reading Skills The user/individual on the job needs to know and understand how to: SA5. Read about changes in legislations and organizational policies SA6. Keep updated with the latest knowledge Oral Communication (Listening and Speaking skills)

HSS/N9603

Act within the limits of one's competence and authority

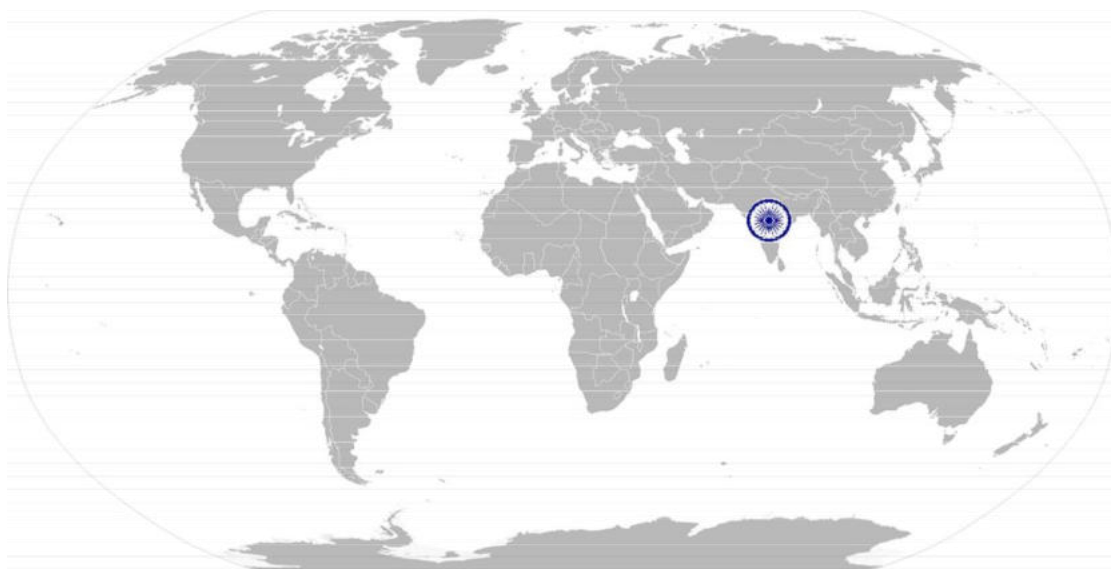
	The user/individual on the job needs to know and understand how to: SA7. Discuss task lists, schedules, and work-loads with co-workers SA8. Give clear instructions to patients and co-workers SA9. Keep patient informed about progress SA10. Avoid using jargon, slang or acronyms when communicating with a patient
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work in relation to job role
	Plan and Organize
	Not applicable
	Customer Centricity
	The user/individual on the job needs to know and understand how to: 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)
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

HSS/N9603

Act within the limits of one's competence and authority

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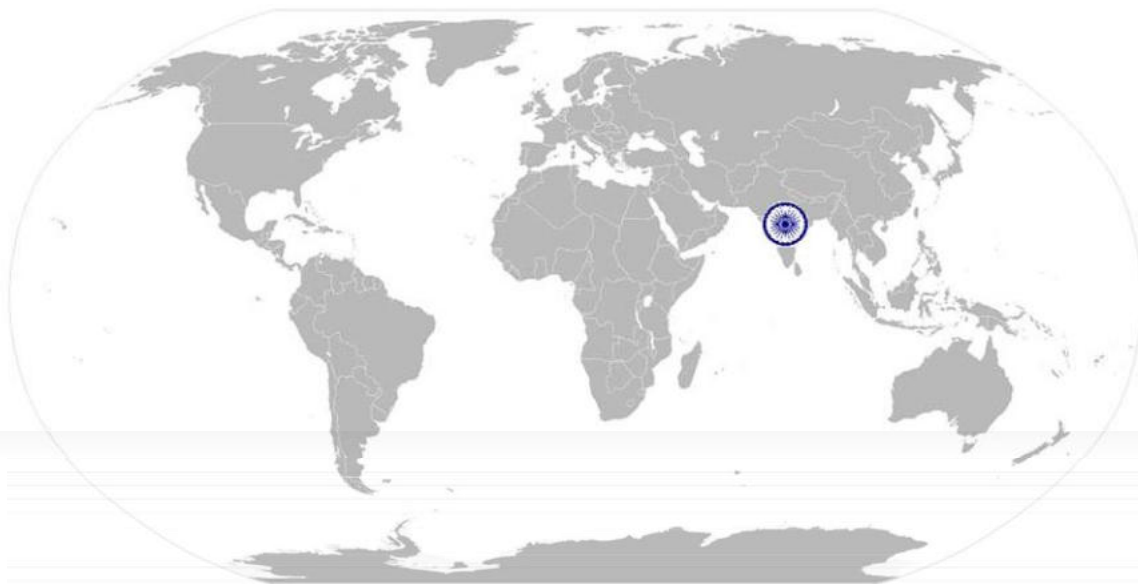
NOS Code	HSS/N9603		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



HSS/N9604

Work effectively with others

National Occupational Standard



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/N9604

Work effectively with others

National Occupational Standard

Unit Code	HSS/N9604
Unit Title	Work effectively with others
(Task)	
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/task covers the following: 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) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: 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. Organizational Context (Knowledge of the company / organization and its processes)	To be competent the user/ individual on the job needs to know and understand: 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: 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 KB4. The importance of integrating ones work effectively with others KB5. The types of working relationships that help people to work well together and the types of relationships that need to be avoided KB6. The types of opportunities an individual may seek out to improve relationships with others KB7. How to deal with difficult working relationships with other people to sort out

HSS/N9604

Work effectively with others

	problems
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 Organize
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Customer Centricity
	To be competent, the user/ individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern SB5. Be sensitive to potential cultural differences SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s)
	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

HSS/N9604

Work effectively with others

	Critical Thinking
	Not applicable

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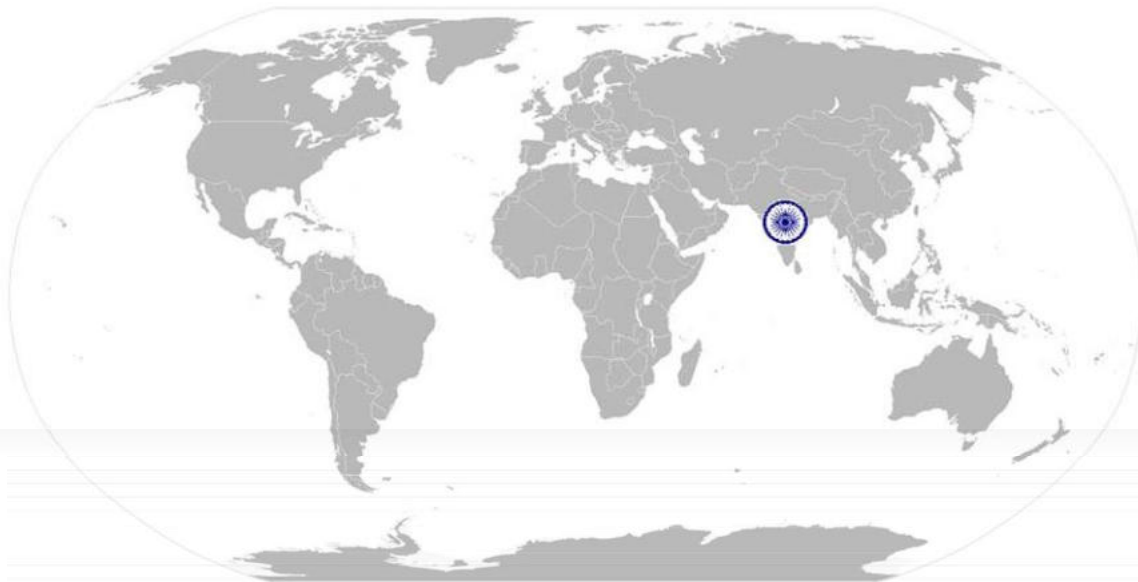
NOS Code	HSS/N9604		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



HSS/N9605

Manage work to meet requirements

National Occupational Standard



Overview

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

HSS/N9605

Manage work to meet requirements

National Occupational Standard

Unit Code	HSS/N9605
Unit Title	Manage work to meet requirements
(Task)	
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/task covers the following: Establishing and managing requirements, Planning and organising work, ensuring accomplishment of the requirements
Performance Criteria(PC) w.r.t. 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. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user / individual on the job needs to know and understand: KA1. The relevant policies and procedures of the organisation KA2. The information that is considered confidential to the organisation KA3. The scope of work of the role
B. Technical Knowledge	To be competent, the user/individual on the job needs to know and understand: KB1. The importance of asking the appropriate individual for help when required KB2. The importance of planning, prioritising and organising work KB3. The importance of clearly establishing work requirement KB4. The importance of being flexible in changing priorities when the importance and urgency comes into play KB5. How to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited KB6. The importance of keeping the work area clean and tidy KB7. Areas of work that are not a priority and why it is necessary to keep one's effort in that direction to a minimum KB8. To change work plans when necessary KB9. The importance of confidentiality KB10. The importance in completing work on time
Skills (S)	
A. Core Skills/	Writing Skills

HSS/N9605

Manage work to meet requirements

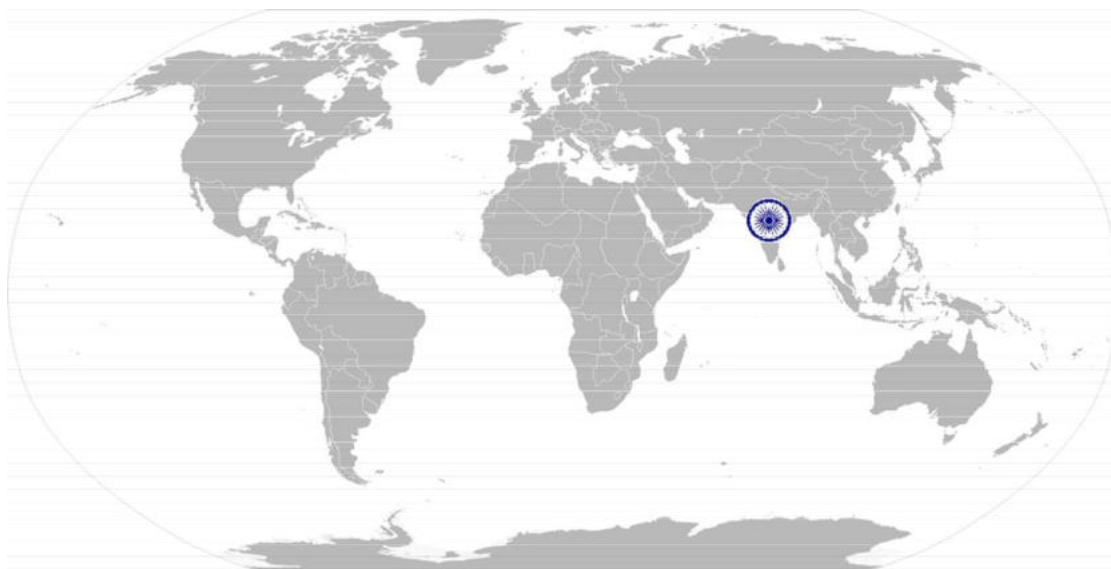
Generic Skills	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions
	Reading Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA3. Read organisational policies 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 Organize
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Customer 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/N9605

Manage work to meet requirements

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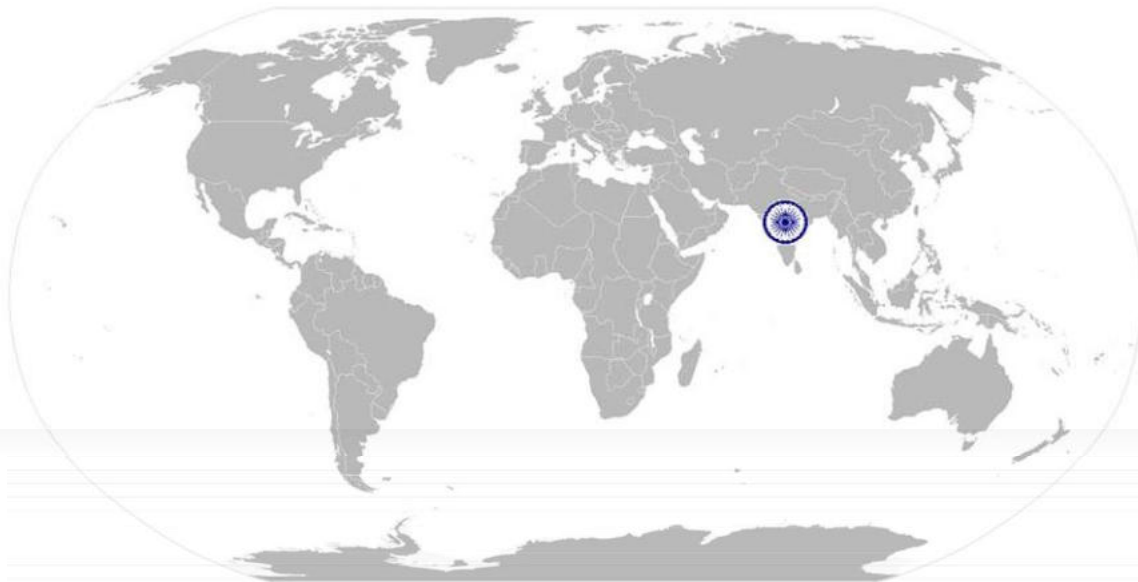
NOS Code	HSS/N9605		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



HSS/N9606

Maintain a safe, healthy, and secure working environment

National Occupational Standard



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/N9606

Maintain a safe, healthy, and secure working environment

National Occupational Standard

Unit Code	HSS/N9606
Unit Title	Maintain a safe, healthy, and secure working environment
(Task)	
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions This OS unit applies to all Allied Health professionals working within an organised workplace
Scope	This unit covers the following: - 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) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. Comply with health, safety and security procedures for the workplace PC3. Report any identified breaches in health, safety, and security procedures to the designated person PC4. Identify potential hazards and breaches of safe work practices PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person PC9. Complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. The importance of health, safety, and security in the workplace KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace KA5. How to report the hazard KA6. The responsibilities of individual to maintain safe, healthy and secure workplace

HSS/N9606

Maintain a safe, healthy, and secure working environment

B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. Requirements of health, safety and security in workplace KB2. How to create safety records and maintaining them KB3. The importance of being alert to health, safety, and security hazards in the work environment KB4. The common health, safety, and security hazards that affect people working in an administrative role KB5. How to identify health, safety, and security hazards KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA3. Clearly report hazards and incidents with the appropriate level of urgency
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work
	Plan and Organize
	To be competent, the user / individual on the job needs to know and understand how to: SB2. Plan for safety of the work environment
	Customer Centricity
	To be competent, the user / individual on the job needs to know and understand: 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
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB8. Identify hazards, evaluate possible solutions and suggest effective solutions

HSS/N9606

Maintain a safe, healthy, and secure working environment

	Analytical Thinking
	To be competent, the user needs to know and understand how to: SB9. Analyse the seriousness of hazards
	Critical Thinking
	To be competent, the user needs to know and understand how to: SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

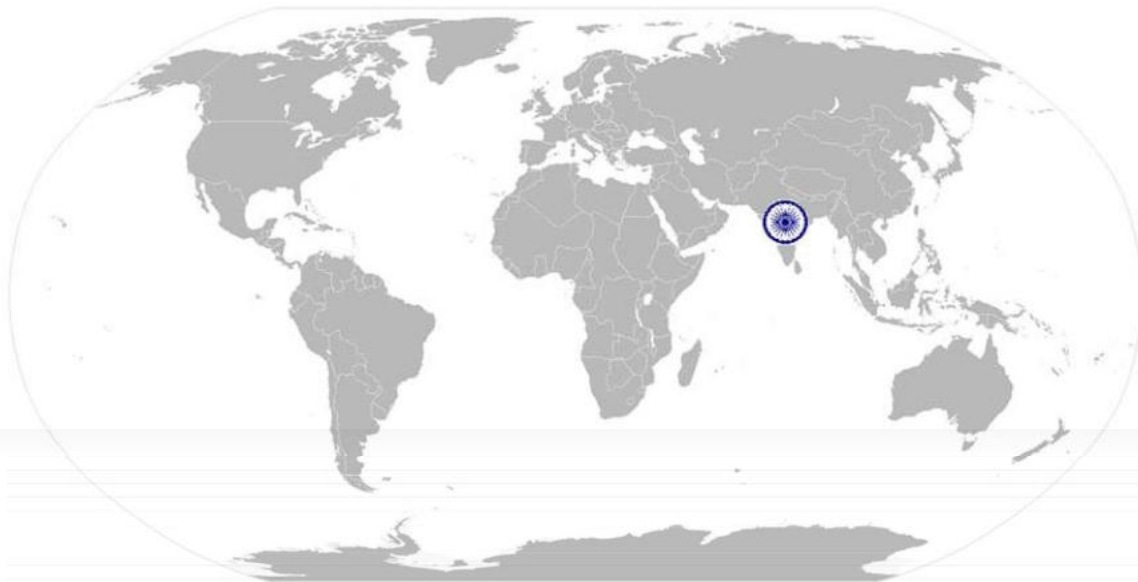
NOS Version Control

NOS Code	HSS/N9606		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

HSS/N9607

Practice code of conduct while performing duties

National Occupational Standard



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/N9607

Practice code of conduct while performing duties

National Occupational Standard

Unit Code	HSS/N9607
Unit Title	Practice code of conduct while performing duties
Description	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. This OS unit applies to all Allied health professionals working in an organized environment and to whom specific regulations and codes of conduct apply.
Scope	This unit covers the following: Recognizing 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) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Adhere to protocols and guidelines relevant to the role and field of practice PC2. Work within organisational systems and requirements as appropriate to the role PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority PC4. Maintain competence within the role and field of practice PC5. Use protocols and guidelines relevant to the field of practice PC6. Promote and demonstrate good practice as an individual and as a team member at all times PC7. Identify and manage potential and actual risks to the quality and patient safety PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed in the hospital KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care KA3. Personal hygiene measures and handling techniques
B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others KB2. The importance of working within the limits of one's competence and authority KB3. The detrimental effects of non-compliance KB4. The importance of personal hygiene KB5. The importance of intercommunication skills KB6. The legislation, protocols and guidelines related to the role KB7. The organisational systems and requirements relevant to the role KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field KB9. The difference between direct and indirect supervision and autonomous

HSS/N9607

Practice code of conduct while performing duties

	practice, and which combination is most applicable in different circumstances KB10. Implications to quality and safety arising from: - Working outside the boundaries of competence and authority not keeping up to date with best practice - poor communication - insufficient support - lack of resources KB11. The organizational structure and the various processes related to reporting and monitoring KB12. The procedure for accessing training, learning and development needs
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. Document reports, task lists, and schedules with co-workers SA2. Prepare status and progress reports related to patient care SA3. Update the physician and the other co-workers
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA4. Read about procedures, regulations and guidelines related to the organization and the profession SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA6. Interact with patients SA7. Give clear instructions to patients, patients relatives and other healthcare providers SA8. Avoid using jargon, slang or acronyms, while communicating with a patient
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: 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 Organize
	Not applicable
	Customer 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

HSS/N9607

Practice code of conduct while performing duties

	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

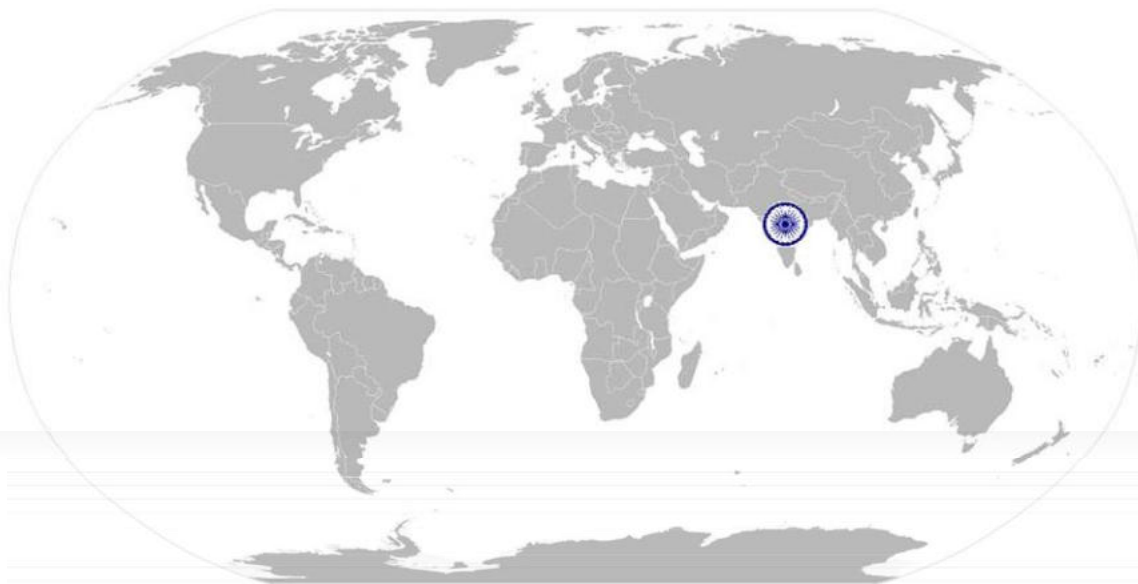
NOS Version Control

NOS Code	HSS/N9607		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

HSS/N9609

Follow biomedical waste disposal protocols

National Occupational Standard



Overview

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

HSS/N9609

Follow biomedical waste disposal protocols

National Occupational Standard

Unit Code	HSS/N9609
Unit Title (Task)	Follow biomedical waste disposal protocols
Description	This OS unit is about the safe handling and management of health care waste. This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: Classification of the Waste Generated, Segregation of Biomedical Waste ,Proper collection and storage of Waste Reference : 'The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHCHS212 Disposal of clinical and non-clinical waste within healthcare and SFHCHS213 Implement an audit trail for managing waste within healthcare]'
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements PC4. Segregation should happen at source with proper containment, by using different color coded bins for different categories of waste PC5. Check the accuracy of the labelling that identifies the type and content of waste PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal PC7. Check the waste has undergone the required processes to make it safe for transport and disposal PC8. Transport the waste to the disposal site, taking into consideration its associated risks PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organization KA2. Person(s) responsible for health, safety, and security in the organization KA3. Relevant up-to-date information on health, safety, and security that applies to the organization KA4. Organization's emergency procedures and responsibilities for handling

HSS/N9609

Follow biomedical waste disposal protocols

its processes)	hazardous situations
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to categorise waste according to national, local and organisational guidelines KB2. The appropriate approved disposal routes for waste KB3. The appropriate containment or dismantling requirements for waste and how to make the waste safe for disposal KB4. The importance to adhere to the organisational and national waste management principles and procedures KB5. The hazards and risks associated with the disposal and the importance of risk assessments and how to provide these KB6. The personal protective equipment required to manage the different types of waste generated by different work activities KB7. The importance of working in a safe manner when carrying out procedures for biomedical waste management in line with local and national policies and legislation KB8. The required actions and reporting procedures for any accidents, spillages and contamination involving waste KB9. The requirements of the relevant external agencies involved in the transport and receipt of your waste KB10. The importance of segregating different types of waste and how to do this KB11. The safe methods of storage and maintaining security of waste and the permitted accumulation times KB12. The methods for transporting and monitoring waste disposal and the appropriateness of each method to a given scenario KB13. How to report any problems or delays in waste collection and whereto seek advice and guidance KB14. The importance of the organisation monitoring and obtaining an assessment of the impact the waste has on the environment KB15. The current national legislation, guidelines, local policies and protocols which affect work practice KB16. The policies and guidance that clarify your scope of practice, accountabilities and the working relationship between yourself and others
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures for managing biomedical waste
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	Decision Making

HSS/N9609

Follow biomedical waste disposal protocols

	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organization and exert effort and perseverance
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Organize files and documents SB4. Plan for safety of the work environment SB5. Recommend and implement plan of action
	Customer Centricity
	The user/individual on the job needs to know and understand: SB6. How to make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify hazards and suggest effective solutions to identified problems of waste management
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse the seriousness of hazards and proper waste management
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Evaluate opportunities to improve health, safety and security SB10. Show understanding and empathy for others

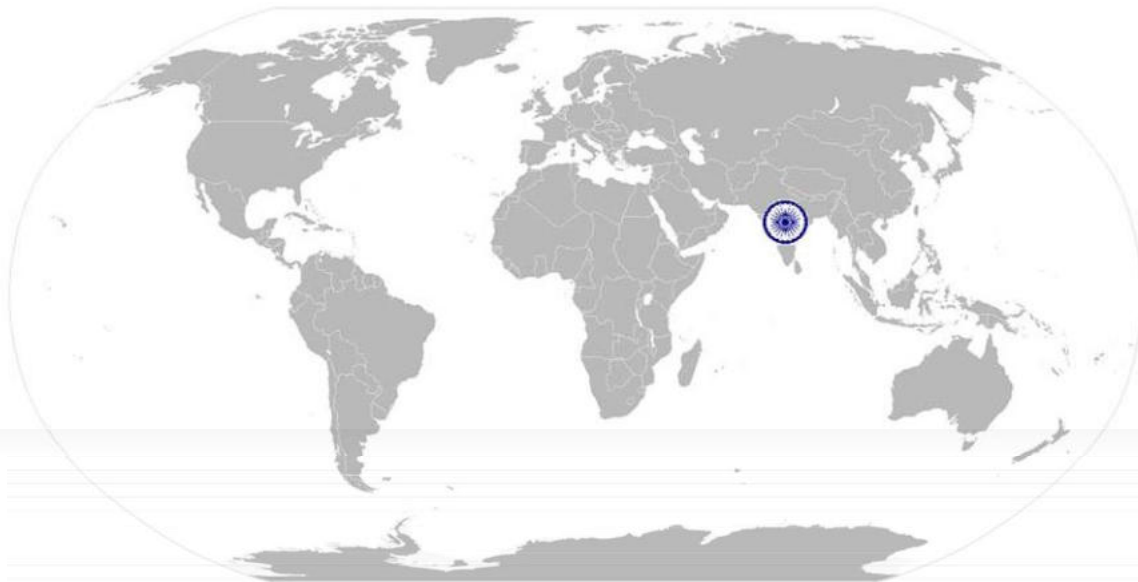
NOS Version Control

NOS Code	HSS/N9609		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

HSS/N9610

Follow infection control policies and procedures

National Occupational Standard



Overview

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

HSS/N9610

Follow infection control policies and procedures

National Occupational Standard

Unit Code	HSS/N9610
Unit Title	Follow infection control policies and procedures
(Task)	
Description	This OS unit is about complying with infection control policies and procedures. It is applicable to workers who are responsible for workplace procedures to maintain Infection control. This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: - Complying with an effective infection control protocols that ensures the safety of the patient (or end-user of health-related products/services) - Maintaining personal protection and preventing the transmission of infections from person to person
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter PC4. Identify infection risks and implement an appropriate response within own role and responsibility PC5. Document and report activities and tasks that put patients and/or other workers at risk PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization PC7. Follow procedures for risk control and risk containment for specific risks PC8. Follow protocols for care following exposure to blood or other body fluids as required PC9. Place appropriate signs when and where appropriate PC10. Remove spills in accordance with the policies and procedures of the organization PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination PC12. Follow hand washing procedures PC13. Implement hand care procedures PC14. Cover cuts and abrasions with water-proof dressings and change as necessary PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work PC18. Confine records, materials and medicaments to a well-designated clean zone

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Follow infection control policies and procedures

	PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified PC22. Store clinical or related waste in an area that is accessible only to authorised persons PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements PC25. Wear personal protective clothing and equipment during cleaning procedures PC26. Remove all dust, dirt and physical debris from work surfaces PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols PC29. Dry all work surfaces before and after use PC30. Replace surface covers where applicable PC31. Maintain and store cleaning equipment
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The organization's infection control policies and procedures KA2. Organization requirements relating to immunization, where applicable KA3. Standard precautions KA4. Good personal hygiene practice including hand care
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Additional precautions KB2. Aspects of infectious diseases including: - opportunistic organisms - pathogens KB3. Basic microbiology including: - bacteria and bacterial spores - fungi - viruses KB8. The required actions and reporting procedures for any accidents, spillages and contamination involving waste KB9. The requirements of the relevant external agencies involved in the transport and receipt of your waste KB10. The importance of segregating different types of waste and how to do this

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Follow infection control policies and procedures

	KB4. How to clean and sterile techniques KB5. The path of disease transmission: - paths of transmission including direct contact and penetrating injuries - risk of acquisition - sources of infecting microorganisms including persons who are carriers, in the incubation phase of the disease or those who are acutely ill KB6. Effective hand hygiene: - procedures for routine hand wash - procedures for surgical hand wash - when hands must be washed KB7. Good personal hygiene practice including hand care KB8. Identification and management of infectious risks in the workplace KB9. How to use personal protective equipment such as: - guidelines for glove use - guidelines for wearing gowns and waterproof aprons - guidelines for wearing masks as required - guidelines for wearing protective glasses KB10. Susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old KB11. Surface cleaning: - cleaning procedures at the start and end of the day - managing a blood or body fluid spill - routine surface cleaning KB12. Sharps handling and disposal techniques KB13. The following: - Follow infection control guidelines - Identify and respond to infection risks - Maintain personal hygiene - Use personal protective equipment - Limit contamination - Handle, package, label, store transport and dispose of clinical and other waste - Clean environmental surfaces
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Consistently apply hand washing, personal hygiene and personal protection protocols SA2. Consistently apply clean and sterile techniques SA3. Consistently apply protocols to limit contamination
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Follow instructions as specified in the protocols
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. Listen patiently SA6. Provide feedback (verbal and non-verbal) to encourage smooth flow of

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Follow infection control policies and procedures

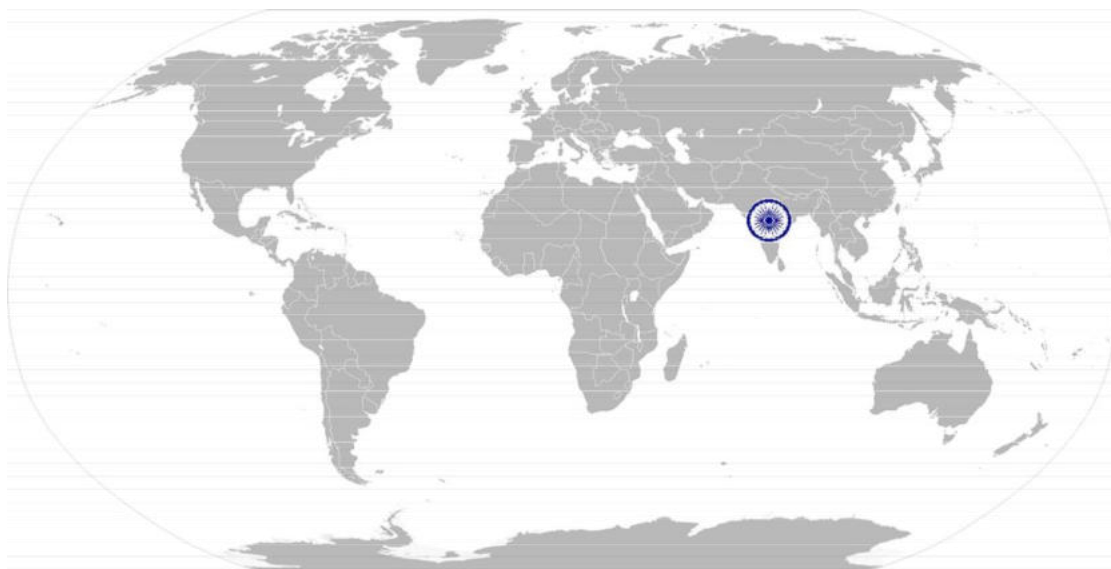
	information
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. Apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/individual on the job needs to: SB3. Consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate) SB4. Consistently follow the procedure for washing and drying hands SB5. Consistently limit contamination SB6. Consistently maintain clean surfaces and manage blood and body fluid spills
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Be a good listener and be sensitive to patient SB8. Avoid unwanted and unnecessary communication with patients SB9. Maintain eye contact and non-verbal communication
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. Communicate only facts and not opinions SB11. Give feedback when required
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Coordinate required processes effectively
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action SB14. Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues

HSS/N9610

Follow infection control policies and procedures

NOS Version Control

NOS Code	HSS/N9610		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Dental Assistant
Qualification Pack Code	HSS/ Q 2401
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Skills Practical and Viva (80% weightage)

	Marks Alloted
Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and Communication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (80% of Max. Marks)	400

Theory (20% weightage)

	Marks Alloted
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and Communication)	20
Grand Total-(Theory)	100
Passing Marks (50% of Max. Marks)	50
Grand Total-(Skills Practical and Viva + Theory)	600

Final Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			
Detailed Break Up of Marks		Skills Practical & Viva			
Subject Domain		Pick any 2 NOS each of 200 marks totaling 400			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS/N2401 (Perform Supportive Tasks)	PC1. Efficiently schedule patient's appointment considering the available resources, minimising patient wait time and non-productive time of staff	200	10	0	10
	PC2. Make the appointments as per the requirements of the patient, and healthcare provider policies and guidelines		30	0	30
	PC3. Schedule appointments that facilitate smooth patient flow and ease of patient transitions		10	0	10
	PC4. Accurately document the appointments in a timely manner		10	0	10
	PC5. Effectively adjust the treatment plans and schedules to meet changing needs		30	0	30
	PC6. Develop patient treatment plan in consultation with dentist and ensure that the plan includes treatment of emergencies, standard care and optimal care		10	0	10
	PC7. Determine the treatment requirements of the patient		10	0	10
	PC8. Prepare and implement patient risk management procedures		10	0	10
	PC9. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		20	20	0
	PC10. Establish trust and rapport with colleagues		10	10	0
	PC11. Maintain competence within one's role and field of practice		10	10	0
	PC12. Promote and demonstrate good practice as an individual and as a team member at all times		10	10	0

	PC13 Identify and manage potential and actual risks to the quality and safety of practice		10	10	0
	PC14 Evaluate and reflect on the quality of one's work and make continuing improvements		20	20	0
	Total		200	80	120
2.HSS/ N 2402 (Prepare work area for patient treatment)	PC1 Efficiently disinfect and prepare patient treatment areas	200	5	0	5
	PC2 Set up equipment, instruments and required materials for scheduled dental procedure		5	0	5
	PC3 Complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols of the provider.		20	0	20
	PC4 Properly prepare, sterilise and store required instruments and equipment as per the protocols and guidelines		15	0	15
	PC5 Understand the clinical procedural requirements of the patient		5	0	5
	PC 6 Prepare and implement patient risk management procedures		20	0	20
	PC7 Ensure access to the dental treatment area and chair is appropriately provided		5	0	5
	PC 8 Ensure all hand carried items are removed from patient and placed within the patient's view		5	0	5
	PC9 Ensure that the mouth of the patient is free of lipstick, gum and lozenges		5	0	5
	PC10 Ensure availability of antibacterial mouthwash for patient pre-rinsing		5	0	5
	PC11 Thoroughly explain the procedure to the patient and answer patient's queries		5	0	5
	PC12 Maintain clinical asepsis according to the protocols, and identify breach of any aseptic technique		5	0	5
	PC13 Ensure timely implementation of appropriate procedures to correct and prevent further contamination		20	0	20
	PC14 Identify and manage potential and actual risks to the quality and safety of practice		5	0	5

	PC15 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		20	20	0
	PC16 Establish trust and rapport with colleagues		5	0	5
	PC17 Maintain competence within one's role and field of practice		5	0	5
	PC18 Promote and demonstrate good practice as an individual and as a teammember at all times		20	0	20
	PC19 Identify and manage potential and actual risks to the quality and safety of practice		20	0	20
	PC20 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0
	Total		200	25	175
3.HSS/ N 2403 (Assist with intra-oral Preventive Procedures)	PC1. Assist in performing the procedure to thoroughly rinse the mouth and floss teeth contacts to ensure that it is free of debris	200	25	0	25
	PC2. Assist in ensuring that teeth are polished, free of plaque, glossy and uniformly reflect light		10	2	8
	PC3. Assist in ensuring that soft tissue gingiva is free of trauma evidence		10	2	8
	PC4 Assist in applying topical fluorides following the recommended application procedures of each fluoride agent		10	2	8
	PC5 Assist in preparing the teeth and sealant material according to the dental		10	2	8
	PC6 Assist in achieving thorough, even and appropriately coverage of all indicated pits and fissures		10	2	8
	PC7 Assist in ensuring teeth are flossed and free of excess sealant material		10	2	8
	PC8 Assist in ensuring timely implementation of appropriate procedures		40	10	30
	PC9 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		25	5	20
	PC10 Establish trust and rapport with colleagues		10	2	8
	PC11 Maintain competence within one's role and field of practice		10	2	8

	PC12 Promote and demonstrate good practice as an individual and as a team member at all times		10	2	8
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		10	2	8
	PC14 Evaluate and reflect the quality of one's work and make continuing improvements		10	2	8
	Total		200	37	163
4.HSS/ N 0304 (Provide information about test results)	PC1 Assist in accurately matching shade to patient's dentition and document it	200	5	0	5
	PC 2 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards		20	0	20
	PC3 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		5	0	5
	PC4 Assist in performing the procedure to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		20	0	20
	PC 5 Assist in accurately matching shade to the patient's dentition and document it		5	0	5
	PC 6 Punch rubber dam pattern as per the appropriate industry punch size and pattern		5	0	5
	PC7 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth		5	0	5
	PC8 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue		5	0	5
	PC9 Assist in flossing the rubber dam and tuck it between each isolated tooth		5	5	0
	PC10 Assist in selecting and setting up appropriate matrix and ensure matrix band is accurately contoured, fitting the tooth		20	0	20
	PC11 Assist in placing a wedge in the contact area of interproximal restorations and carefully remove the wedge using appropriate dental instruments		5	5	0
	PC 12 Assist in carefully loosening the matrix band and remove it		5	5	0

	PC13 Assist in performing the restoration procedure with appropriate instruments and methods		40	10	30
	PC14 Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma		5	0	5
	PC15 Assist in ensuring timely implementation of appropriate procedures		25	5	20
	PC16 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		5	0	5
	PC17 Establish trust and rapport with colleagues		5	0	5
	PC 18 Promote and demonstrate good practice as an individual and as a team member at all times		5	0	5
	PC 19 Identify and manage potential and actual risks to the quality and safety of practice		5	5	0
	PC 20 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0
	Total		200	40	160
5. HSS/N2405 (Assist with Operative Dentistry Procedures)	PC 1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards	200	20	5	15
	PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		20	15	5
	PC 3 Efficiently and smoothly transfer instruments, equipment and materials		15	5	10
	PC 4 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		25	5	20
	PC5 Assist in properly and thoroughly remove sutures		5	0	5
	PC6 Assist in freeing the Internal wound tissues of external contamination		5	0	5
	PC7 Assist in gently packing extraction site in medicament dipped, appropriate packing material		5	0	5
	PC8 Assist in controlling all bleeding		5	0	5
	PC9 Provide all prescriptions and patient items		20	0	20

	to the patient				
	PC10 Clearly and accurately instruct the patient on follow-up procedures		15	0	15
	PC11 Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma		5	0	5
	PC12 Assist in ensuring timely implementation of appropriate procedures		5	0	5
	PC13 Recognise the boundary of one’s role and responsibility and seek supervision from superior when situations are beyond one’s competence and authority		10	10	0
	PC14. Establish trust and rapport with colleagues		5	0	5
	PC15 Promote and demonstrate good practice as an individual and as a team member at all times		5	0	5
	PC16 Identify and manage potential and actual risks to the quality and safety of practice		30	0	30
	PC17 Evaluate and reflect on the quality of one’s work and make continuing improvements		5	5	0
	Total		200	45	155
6.HSS/ N 2406 (Assist with Endodontic Dental Procedures)	PC 1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards	200	5	0	5
	PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		5	5	0
	PC3 Assist in punching rubber dam pattern as per the appropriate industry punch size and pattern		5	0	5
	PC4 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth		5	0	5
	PC5 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue		5	0	5
	PC6 Assist in flossing the rubber dam and tuck it between each isolated tooth		5	0	5

PC7 Efficiently and smoothly transfer instruments, equipment and materials	30	0	30
PC 8 Assist in exposing, processing and mounting radiographs that are clear of exposure and contain appropriate teeth and anatomy	20	0	20
PC9 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris	5	0	5
PC10 Assist in placing temporary filling, ensuring that the temporary site is cleaned, dried and isolated properly as per the guidelines	30	0	30
PC 11 Assist in ensuring that temporary material is accurately placed and adapted into the cavity/preparation	5	0	5
PC12 Assist in ensuring that temporary filling is free of excess material	5	0	5
PC13 Assist in controlling all bleeding	5	0	5
PC14 Provide all prescriptions and patient items to the patient	5	0	5
PC 15 Clearly and accurately instruct the patient on follow-up procedures	5	0	5
PC16 Assist in ensuring timely implementation of appropriate procedures	5	0	5
PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority	5	5	0
PC18 Establish trust and rapport with colleagues	5	0	5
PC19 Promote and demonstrate good practice as an individual and as a team member at all times	5	0	5
PC20 Identify and manage potential and actual risks to the quality and safety of practice	35	0	35
PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements	5	5	0
Total	200	15	185

7.HSS/ N 2407 (Assist with Prosthodontic Dental Procedures)	PC1 Assist in taking impressions that include all teeth present, surrounding tissues and appropriate landmark	200	6	0	6
	PC2 Assist in taking impressions that are free of bubbles, tears and voids		6	0	6
	PC3 Assist in taking impressions that accurately establish centric relationship with approved methods		6	0	6
	PC 4 Assist in fabricating diagnostic cast as per the guidelines, with proper plane of occlusion, trimming and thickness		6	0	6
	PC5 Assist in properly fabricating custom tray that fits and adapts to arch without impinging tissue		6	0	6
	PC 6 Assist in ensuring that custom tray is free sharp edges, compounds, waxes and debris		6	0	6
	PC 7 Assist in maintaining proper room of the impression material between the tray and the teeth		6	0	6
	PC 8 Assist in properly fabricating Maxillary tray that covers the teeth and hard palate and extends slightly behind the gingival margin but not into the mucobuccal fold		6	0	6
	PC 9 Assist in properly fabricating Mandibular tray that covers the teeth and extends beyond the gingival margin but not into the mucobuccal fold		6	0	6
	PC 10 Assist in properly preparing tray and material according to the instructions		25	5	20
	PC 11 Efficiently and smoothly transfer instruments, equipment and materials		6	0	6
	PC 12 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		6	0	6
	PC 13 Assist in controlling all bleeding		6	0	6
	PC14 Assist in providing all prescriptions and patient items to the patient		6	0	6
	PC15 Assist in clearly and accurately instructing the patient on follow-up procedures		6	0	6
	PC16 Assist in ensuring timely implementation of appropriate procedures		6	0	6
	PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's		25	25	0

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

	PC1 2 Promote and demonstrate good practice as an individual and as a team member at all times		10	0	10
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		40	0	40
	PC14 Evaluate and reflect on the quality of one's work and make continuing improvements		20	20	0
	Total		200	50	150
9. HSS/ N 2409 (Assist with Orthodontic Procedures)	PC 1 Assist in appropriately fitting and removing orthodontic equipment, bands and brackets as per the guidelines	200	30	10	20
	PC2 Assist in applying direct and indirect bracket bonding material, using proper isolation techniques		15	0	15
	PC3 Assist in properly placing and bonding orthodontic bands and brackets		15	0	15
	PC4 Assist in appropriately placing, bonding and removing orthodontic equipment		30	10	20
	PC5 Efficiently and smoothly transfer instruments, equipment and materials		15	0	15
	PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		5	0	5
	PC 7 Assist in providing all prescriptions and patient items to the patient		5	0	5
	PC8 Clearly and accurately instruct the patient on follow-up procedures		5	0	5
	PC9 Assist in ensuring timely implementation of appropriate procedures		30	10	20
	PC10 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		5	5	0
	PC11 Establish trust and rapport with colleagues		5	0	5
	PC12 Maintain competence within one's role and field of practice		5	5	0
	PC13 Promote and demonstrate good practice as an individual and as a team member at all times		5	0	5
	PC14 Identify and manage potential and actual risks to the quality and safety of practice		25	5	20

	PC15 Evaluate and reflect on the quality of one's work and make continuing improvements		5	5	0
	Total		200	50	150
9. HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements	200	5	0	5
	PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection		5	0	5
	PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter		5	5	0
	PC4. Identify infection risks and implement an appropriate response within own role and responsibility		20	10	10
	PC5. Document and report activities and tasks that put patients and/or other workers at risk		5	0	5
	PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization		5	0	5
	PC7. Follow procedures for risk control and risk containment for specific risks		10	0	10
	PC8. Follow protocols for care following exposure to blood or other body fluids as required		10	0	10
	PC9. Place appropriate signs when and where appropriate		20	10	10
	PC10. Remove spills in accordance with the policies and procedures of the organization		5	0	5
	PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination		5	0	5
	PC12. Follow hand washing procedures		5	0	5
	PC13. Implement hand care procedures		5	0	5
	PC14. Cover cuts and abrasions with water-proof dressings and change as necessary		5	5	0
	PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use		5	0	5
	PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient		5	0	5

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

Grand Total-1 (Subject Domain)		400			
Soft Skills and Communication		Pick one field from both parts each carrying 50 marks totaling 100			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					
HSS/ N 9603 (Act within the limits of one’s competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one’s role and field of practice	50	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one’s role		2	0	2
	PC3. Recognise the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority		8	4	4
	PC4. Maintain competence within one’s role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one’s practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one’s work and make continuing improvements		4	2	2
			30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	50	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1

	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
			20	7	13

2. Work Management

HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	50	20	10	10
	PC2. Utilise time effectively		6	0	6
	PC3. Ensure his/her work meets the agreed requirements		6	0	6
	PC4. Treat confidential information correctly		6	6	0
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		12	6	6
			50	22	28
Work Management Total		50	50	22	28

Part 2 (Pick one field as per NOS marked carrying 50 marks)

1. Team Work

HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	50	3	0	3
	PC2. Integrate one's work with other people's work effectively		3	0	3
	PC3. Pass on essential information to other people on timely basis		3	0	3
	PC4. Work in a way that shows respect for other people		3	0	3
	PC5. Carry out any commitments made to other people		6	6	0
	PC6. Reason out the failure to fulfil commitment		6	6	0
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8
	PC8. Follow the organisation's policies and procedures		10	4	6
			50	24	26

2. Safety management					
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2
	PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
			50	25	25
3. Waste Management					
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	50	6	2	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2

	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal	4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal	4	4	0
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks	4	4	0
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures	4	4	0
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols	4	4	0
		50	32	18
Grand Total-2 (Soft Skills and communication)		100		
Detailed Break Up of Marks		Theory		
Subject Domain		Select each NOS totaling 80		
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation	
			Theory	
1. HSS/N2401 (Perform Supportive Tasks)	PC1. Efficiently schedule patient's appointment considering the available resources,minimising patient wait time and non-productive time of staff	6	6	
	PC2. Make the appointments as per the requirements of the patient, and healthcare provider policies and guidelines			
	PC3.Schedule appointments that facilitate smooth patient flow and ease of patient transitions			
	PC4. Accurately document the appointments in a timely manner			
	PC5. Effectively adjust the treatment plans and schedules to meet changing needs			
	PC6 Develop patient treatment plan in consultation with dentist and ensure that the plan includes treatment of emergencies, standard care and optimal care			
	PC7.Determine the treatment requirements of			

	the patient		
	PC8.Prepare and implement patient risk management procedures		
	PC9. Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	PC10 Establish trust and rapport with colleagues		
	PC11 Maintain competence within one's role and field of practice		
	PC12 Promote and demonstrate good practice as an individual and as a team member at all times		
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		
	PC14 Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		6
2.HSS/ N 2402 (Prepare work area for patient treatment)	PC1 Efficiently disinfect and prepare patient treatment areas		
	PC2 Set up equipment, instruments and required materials for scheduled dental procedure		
	PC3 Complete the preparations for the patient treatment in a timely manner as per the relevant procedures and protocols of the provider.		
	PC4 Properly prepare, sterilise and store required instruments and equipment as per the protocols and guidelines	4	4
	PC5 Understand the clinical procedural requirements of the patient		
	PC 6 Prepare and implement patient risk management procedures		
	PC7 Ensure access to the dental treatment area and chair is appropriately provided		
	PC 8 Ensure all hand carried items are removed from patient and placed within the patient's view		
	PC9 Ensure that the mouth of the patient is free of lipstick, gum and lozenges		

	PC10 Ensure availability of antibacterial mouthwash for patient pre-rinsing PC11 Thoroughly explain the procedure to the patient and answer patient's queries PC12 Maintain clinical asepsis according to the protocols, and identify breach of any aseptic technique PC13 Ensure timely implementation of appropriate procedures to correct and prevent further contamination PC14 Identify and manage potential and actual risks to the quality and safety of practice PC15 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC16 Establish trust and rapport with colleagues PC17 Maintain competence within one's role and field of practice PC18 Promote and demonstrate good practice as an individual and as a teammember at all times PC19 Identify and manage potential and actual risks to the quality and safety of practice PC20 Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		4
3.HSS/ N 2403 (Assist with intra-oral Preventive Procedures)	PC1.Assist in performing the procedure to thoroughly rinse the mouth and floss teeth contacts to ensure that it is free of debris PC2. Assist in ensuring that teeth are polished, free of plaque, glossy and uniformly reflect light PC3.Assist in ensuring that soft tissue gingiva is free of trauma evidence PC4 Assist in applying topical fluorides following the recommended application procedures of each fluoride agent PC5 Assist in preparing the teeth and sealant material according to the dental PC6 Assist in achieving thorough, even and appropriately coverage of all indicated pits and	8	8

	fissures		
	PC7 Assist in ensuring teeth are flossed and free of excess sealant material		
	PC8 Assist in ensuring timely implementation of appropriate procedures		
	PC9 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	PC10 Establish trust and rapport with colleagues		
	PC11 Maintain competence within one's role and field of practice		
	PC12 Promote and demonstrate good practice as an individual and as a team member at all times		
	PC13 Identify and manage potential and actual risks to the quality and safety of practice		
	PC14 Evaluate and reflect the quality of one's work and make continuing improvements		
	Total		8
4.HSS/ N 0304 (Provide information about test results)	PC1 Assist in accurately matching shade to patient's dentition and document it		
	PC 2 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards		
	PC3 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia		
	PC4 Assist in performing the procedure to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		
	PC 5 Assist in accurately matching shade to the patient's dentition and document it		
	PC 6 Punch rubber dam pattern as per the appropriate industry punch size and pattern		
	PC7 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth		
		10	10

	PC8 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue PC9 Assist in flossing the rubber dam and tuck it between each isolated tooth PC10 Assist in selecting and setting up appropriate matrix and ensure matrix band is accurately contoured, fitting the tooth PC11 Assist in placing a wedge in the contact area of interproximal restorations and carefully remove the wedge using appropriate dental instruments PC 12 Assist in carefully loosening the matrix band and remove it PC13 Assist in performing the restoration procedure with appropriate instruments and methods PC14 Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma PC15 Assist in ensuring timely implementation of appropriate procedures PC16 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC17 Establish trust and rapport with colleagues PC 18 Promote and demonstrate good practice as an individual and as a team member at all times PC 19 Identify and manage potential and actual risks to the quality and safety of practice PC 20 Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		10
5. HSS/N2405 (Assist with Operative Dentistry Procedures)	PC 1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to administration of local anaesthesia	8	8

	PC 3 Efficiently and smoothly transfer instruments, equipment and materials		
	PC 4 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris		
	PC5 Assist in properly and thoroughly remove sutures		
	PC6 Assist in freeing the Internal wound tissues of external contamination		
	PC7 Assist in gently packing extraction site in medicament dipped, appropriate packing material		
	PC8 Assist in controlling all bleeding		
	PC9 Provide all prescriptions and patient items to the patient		
	PC10 Clearly and accurately instruct the patient on follow-up procedures		
	PC11 Assist in ensuring that the adjacent soft tissue remains intact without signs of trauma		
	PC12 Assist in ensuring timely implementation of appropriate procedures		
	PC13 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority		
	PC14. Establish trust and rapport with colleagues		
	PC15 Promote and demonstrate good practice as an individual and as a team member at all times		
	PC16 Identify and manage potential and actual risks to the quality and safety of practice		
	PC17 Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		8
6.HSS/ N 2406 (Assist with Endodontic Dental Procedures)	PC 1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards	10	10
	PC 2 Assist in appropriately and effectively managing the suspected or known local and systemic complications related to		

	administration of local anaesthesia	
	PC3 Assist in punching rubber dam pattern as per the appropriate industry punch size and pattern	
	PC4 Assist in choosing appropriate rubber dam retainer to fit shape and size of tooth	
	PC5 Assist in appropriately attaching ligature to the bow of the dental dam retainer and fit retainer firmly around the tooth without impinging on gum tissue	
	PC6 Assist in flossing the rubber dam and tuck it between each isolated tooth	
	PC7 Efficiently and smoothly transfer instruments, equipment and materials	
	PC 8 Assist in exposing, processing and mounting radiographs that are clear of exposure and contain appropriate teeth and anatomy	
	PC9 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris	
	PC10 Assist in placing temporary filling, ensuring that the temporary site is cleaned, dried and isolated properly as per the guidelines	
	PC 11 Assist in ensuring that temporary material is accurately placed and adapted into the cavity/preparation	
	PC12 Assist in ensuring that temporary filling is free of excess material	
	PC13 Assist in controlling all bleeding	
	PC14 Provide all prescriptions and patient items to the patient	
	PC 15 Clearly and accurately instruct the patient on follow-up procedures	
	PC16 Assist in ensuring timely implementation of appropriate procedures	

	PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC18 Establish trust and rapport with colleagues PC19 Promote and demonstrate good practice as an individual and as a team member at all times PC20 Identify and manage potential and actual risks to the quality and safety of practice PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		10
7.HSS/ N 24 07 (Assist with Prosthodontic Dental Procedures)	PC1 Assist in taking impressions that include all teeth present, surrounding tissues and appropriate landmark PC2 Assist in taking impressions that are free of bubbles, tears and voids PC3 Assist in taking impressions that accurately establish centric relationship with approved methods PC 4 Assist in fabricating diagnostic cast as per the guidelines, with proper plane of occlusion, trimming and thickness PC5 Assist in properly fabricating custom tray that fits and adapts to arch without impinging tissue PC 6 Assist in ensuring that custom tray is free sharp edges, compounds, waxes and debris PC 7 Assist in maintaining proper room of the impression material between the tray and the teeth PC 8 Assist in properly fabricating Maxillary tray that covers the teeth and hard palate and extends slightly behind the gingival margin but not into the mucobuccal fold PC 9 Assist in properly fabricating Mandibular tray that covers the teeth and extends beyond the gingival margin but not into the mucobuccal fold PC 10 Assist in properly preparing tray and material according to the instructions	12	12

	PC 11 Efficiently and smoothly transfer instruments, equipment and materials PC 12 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris PC 13 Assist in controlling all bleeding PC14 Assist in providing all prescriptions and patient items to the patient PC15 Assist in clearly and accurately instructing the patient on follow-up procedures PC16 Assist in ensuring timely implementation of appropriate procedures PC17 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC18 Establish trust and rapport with colleagues PC19 Promote and demonstrate good practice as an individual and as a team member at all times PC20 Identify and manage potential and actual risks to the quality and safety of practice PC 21 Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		12
8. HSS/ N 2408 (Assist with Periodontal Dental Procedures)	PC1 Assist in accurately implementing appropriate, safe and effective local anaesthetic agents as per the dental anaesthesia standards PC2 Assist in appropriately and effectively managing the suspected or known local PC 3 Assist in properly preparing wound site and dressing material, and carefully place dressing covering entire wound site PC 4 Assist in properly adapting the dressing to the teeth and adjacent soft tissues for appropriate coverage and maximum retention without occlusal interference PC5 Efficiently and smoothly transfer instruments, equipment and materials	8	8

	PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris PC7 Assist in providing all prescriptions and patient items to the patient PC8 Clearly and accurately instruct the patient on follow-up procedures PC9 Assist in ensuring timely implementation of appropriate procedures PC 10 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC11 Establish trust and rapport with colleagues PC1 2 Promote and demonstrate good practice as an individual and as a team member at all times PC13 Identify and manage potential and actual risks to the quality and safety of practice PC14 Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		8
9. HSS/ N 2409 (Assist with Orthodontic Procedures)	PC 1 Assist in appropriately fitting and removing orthodontic equipment, bands and brackets as per the guidelines PC2 Assist in applying direct and indirect bracket bonding material, using proper isolation techniques PC3 Assist in properly placing and bonding orthodontic bands and brackets PC4 Assist in appropriately placing, bonding and removing orthodontic equipment PC5 Efficiently and smoothly transfer instruments, equipment and materials PC6 Assist in performing procedures to thoroughly clean the mouth to ensure that it is free of saliva, blood, water and debris PC 7 Assist in providing all prescriptions and patient items to the patient PC8 Clearly and accurately instruct the patient on follow-up procedures	10	10

	PC9 Assist in ensuring timely implementation of appropriate procedures PC10 Recognise the boundary of one's role and responsibility and seek supervision from superior when situations are beyond one's competence and authority PC11 Establish trust and rapport with colleagues PC12 Maintain competence within one's role and field of practice PC13 Promote and demonstrate good practice as an individual and as a team member at all times PC14 Identify and manage potential and actual risks to the quality and safety of practice PC15 Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		10
10. HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter PC4. Identify infection risks and implement an appropriate response within own role and responsibility PC5. Document and report activities and tasks that put patients and/or other workers at risk PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization PC7. Follow procedures for risk control and risk containment for specific risks PC8. Follow protocols for care following exposure to blood or other body fluids as required PC9. Place appropriate signs when and where appropriate PC10. Remove spills in accordance with the policies and procedures of the organization	4	4

	PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination	
	PC12. Follow hand washing procedures	
	PC13. Implement hand care procedures	
	PC14. Cover cuts and abrasions with water-proof dressings and change as necessary	
	PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use	
	PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	
	PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work	
	PC18. Confine records, materials and medicaments to a well-designated clean zone	
	PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone	
	PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste	
	PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified	
	PC22. Store clinical or related waste in an area that is accessible only to authorised persons	
	PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release	
	PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements	
	PC25. Wear personal protective clothing and equipment during cleaning procedures	
	PC26. Remove all dust, dirt and physical debris from work surfaces	

	PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled		
	PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols		
	PC29. Dry all work surfaces before and after use		
	PC30. Replace surface covers where applicable		
	PC31. Maintain and store cleaning equipment		
	Total		
Grand Total-1 (Subject Domain)		80	80
Soft Skills and Communication		Select each part each carrying 10 marks totaling 20	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation
			Theory
Part 1 (Pick one field randomly carrying 50 marks)			
1. Attitude			
HSS/ N 9603 (Act within the limits of one’s competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one’s role and field of practice	4	4
	PC2. Work within organisational systems and requirements as appropriate to one’s role		
	PC3. Recognise the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority		
	PC4. Maintain competence within one’s role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one’s practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		

	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		4
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	4	4
	PC2. Work within organisational systems and requirements as appropriate to the role		
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		
	PC4. Maintain competence within the role and field of practice		
	PC5. Use protocols and guidelines relevant to the field of practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and patient safety		
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		
	Total		4
Attitude Total		4	8
2. Work Management			
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	2	2
	PC2. Utilise time effectively		
	PC3. Ensure his/her work meets the agreed requirements		
	PC4. Treat confidential information correctly		
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		
	Total		2
Work Management Total		2	2
Part 1 Total		10	10
Part 2 (Pick one field as per NOS marked carrying 50 marks)			
1. Team Work			
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	2	2

	PC2. Integrate one's work with other people's work effectively		
	PC3. Pass on essential information to other people on timely basis		
	PC4. Work in a way that shows respect for other people		
	PC5. Carry out any commitments made to other people		
	PC6. Reason out the failure to fulfil commitment		
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		
	PC8. Follow the organisation's policies and procedures		
	Total		2
2. Safety management			
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements		
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority	4	4
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
	Total		4
3. Waste Management			

HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	4	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures		
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		
Total			4
Part 2 Total		10	10

